

***Federal Transit Administration
Title VI Program***

**Community Action Program, Inc of Western
Indiana**

August 10, 2023


(Plan expires 3 years from date approved by the board)

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Section 1: Title VI Plan Approval & Compliance Requirements

Title VI Plan
Adopted on: August 10, 2023
Adopted by: Steve Brier, Board President
Signature(s): 

Approval:

Annual Certifications and Assurances

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with Title VI regulations. This requirement shall be fulfilled when the applicant/recipient submits its annual certifications and assurances. Primary recipients will collect Title VI assurances from sub-recipients prior to passing through FTA funds.

Community Action Program, Inc. of Western Indiana (MAC Van) will remain in compliance with this requirement by annual submission of certifications and assurances as required by INDOT.

The date of last submission of these certifications and assurances (at the time of this Plan's approval) is: September 12, 2022.

Title VI Plan Revision Log

Date Month/day/year	Section Revised	Summary of Revisions
08/10/2017	Dates	Dates of plan
11/25/2020	Entire document	New template
08/10/2023	Entire document	New template

Section 2: Title VI Policy Statement

Policy Statement

The **Community Action Program, Inc. of Western Indiana (MAC Van)**, operating demand response transit provider, as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the Indiana Department of Transportation (INDOT), will comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), the U.S. Department of Transportation implementing regulations, FTA Circular 4702.1B, and INDOT Public Transportation requirements as specified in Master Grant Agreement, and State Management Plan. The **Community Action Program, Inc. of Western Indiana (MAC Van)** operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act.

Section 3: Notice to the Public

Title VI Notice to the Public

The Community Action Program, Inc. of Western Indiana's (MAC Van) Notice to the Public is as follows:

Notifying the Public of Rights Under Title VI

Community Action Program, Inc. of Western Indiana (MAC Van)

- The Community Action Program, Inc. of Western Indiana (MAC Van) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Community Action Program, Inc. of Western Indiana (MAC Van).
- For more information on the Community Action Program, Inc. of Western Indiana's (MAC Van) civil rights program, the procedures to file a complaint, or to file a complaint, please contact Amanda Coffing, Director for Administration & Community Services at 765-793-4881; email acoffing@capwi.org; or visit our administrative office at 418 Washington Street, Covington, IN 47932. For more information, visit www.capwi.org.
- For transportation-related Title VI matters, a complaint may also be filed directly with the:

Indiana Department of Transportation, Attn: Kimberly Ray, INDOT Title VI Program Manager, 100 North Senate Avenue, Indianapolis, IN 46204; 317-232-0924; kiray@indot.in.gov

Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

- If information is needed in another language, contact 765-793-3000.

The Community Action Program, Inc. of Western Indiana's (MAC Van) Notice to the Public is posted in the public areas of the office and inside the transit vehicles.

1. Agency website – www.capwi.org
2. Public areas of the agency office (common area, public meeting rooms, etc.)
3. Inside vehicles

Section 4: Title VI Complaint Procedure

The **Community Action Program, Inc. of Western Indiana's (MAC Van)** Title VI Complaint Procedure is made available in the following locations:

- Agency website: **www.capwi.org**
 - Hard copy in the central office
 - Agency Title VI Plan
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Any individual, group of individuals or entity that believes they have been discriminated against on the basis of race, color, or national origin by the **Community Action Program, Inc. of Western Indiana (MAC Van)** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.

Any individual having filed a complaint or participated in the investigation of a complaint shall not be subjected to any form of intimidation or retaliation. Individuals who have cause to think that they have been subjected to intimidation or retaliation can file a complaint of retaliation following the same procedure for filing a discrimination complaint.

A complaint must be filed with the **Community Action Program, Inc. of Western Indiana (MAC Van)** no later than 180 days after the following:

1. The date of the alleged act of discrimination; or
2. The date when the person(s) became aware of the alleged discrimination; or
3. Where there has been a continuing course of conduct, the date on which that conduct was discontinued of the latest instance of the conduct.

Once the complaint is received, the **Community Action Program, Inc. of Western Indiana (MAC Van)** will review it to determine if our office has jurisdiction. A copy of each Title VI complaint received will be forwarded to the Indiana Department of Transportation within ten (10) calendar days of receipt. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The **Community Action Program, Inc. of Western Indiana (MAC Van)** has 45 days to investigate the complaint. If more information is needed to resolve the case, the **Community Action Program, Inc. of Western Indiana (MAC Van)** may contact the complainant requesting further information. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the **Community Action Program, Inc. of Western Indiana (MAC Van)** can administratively close the case.

After the investigator reviews the complaint, the agency will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision it must direct the appeal to the agency initially. The complainant has 7 days after the date of the closure letter or the letter of finding to do so. If there is outstanding concern, the appeal may be directed to the state DOT or FTA. The appeal process information will be included in the letter.

A person may also file a complaint directly with the: Indiana Department of Transportation, Attn: Kimberly Ray, INDOT Title VI Program Manager, 100 North Senate Avenue, Indianapolis, IN 46204; 317-232-0924; kiray@indot.in.gov

Or

Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, then contact **765-793-3000**.

Section 5: Title VI Complaint Form

The **Community Action Program, Inc. of Western Indiana's (MAC Van)** Title VI Complaint Procedure is made available in the following locations:

- Agency website: www.capwi.org
- Hard copy in the central office
- Agency Title VI Plan

Section I:			
Name:			
Address:			
Telephone (Home):		Telephone (Work):	
Email Address:			
Accessible Requirements?	Format	Large Print	Audio Tape
		TDD	Other
Section II:			
Are you filing this complaint on your own behalf?		Yes*	No
*If you answered "yes" to this question, go to Section III.			
If not, please supply the name and relationship of the person for whom you are complaining:			
Please explain why you have filed for a third party:			
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		Yes	No
Section III:			
I believe the discrimination I experienced was based on (check all that apply):			
<input type="checkbox"/> Race		<input type="checkbox"/> Color	
		<input type="checkbox"/> National Origin	
Date of Alleged Discrimination (Month Day, Year) _____			
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.			

Section IV			
Have you previously filed a Title VI complaint with this agency?		Yes	No
Section V			
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?			

<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, check all that apply: <input type="checkbox"/> Federal Agency: _____ <input type="checkbox"/> Federal Court _____ <input type="checkbox"/> State Agency _____ <input type="checkbox"/> State Court _____ <input type="checkbox"/> Local Agency _____
Please provide information about a contact person at the agency/court where the complaint was filed.
Name:
Title:
Agency:
Address:
Telephone:
Section VI
Name of agency complaint is against:
Contact person:
Title:
Telephone number:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature

Date

If information is needed in another language, contact 765-793-3000.

Please submit this form to:

Community Action Program, Inc. of Western Indiana (MAC Van)
Complaint Officer
PO Box 188
Covington, IN 47932
acoffing@capwi.org

Section 6: List of Transit Related Title VI Investigations, Complaints and Lawsuits

The Community Action Program, Inc. of Western Indiana (MAC Van) maintains a list or log of all Title VI investigations, complaints and lawsuits, pertaining to its transit-related activities.

Check One:

 X There have been no investigations, complaint and/or lawsuits filed against us since the last plan submission.

 There have been investigations, complaints and/or lawsuits filed against us. *See list below.*
 Attach additional information as needed.

	Date (Month, Day, Year)	Summary (Include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

Section 7: Public Participation Plan

Strategies and Desired Outcomes

To promote inclusive public participation, the **Community Action Program, Inc. of Western Indiana (MAC Van)** will employ the following strategies, as appropriate (make these determinations based on a demographic analysis of the population(s) affected, type of plan, program and/or service under consideration, and the resources available):

- ✓ Provide for early, frequent and continuous engagement by the public
- ✓ Select accessible and varied meeting locations and times
- ✓ Employ different meeting sizes and formats
- ✓ Use social media in addition to other resources as a way to gain public involvement
- ✓ Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.
- ✓ Expand traditional outreach methods by visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.

Public Outreach Activities

The public outreach and involvement activities conducted by the **Community Action Program, Inc. of Western Indiana (MAC Van)** since the last Title VI Program submission are summarized in the table below.

Specific Public Participation activities are listed in the table below:

Event Date	CAPWI Staffer(s) or Department	Activity	Communication Method (Public notice, posters, social media)	Notes
Ongoing	Agency Staff	Community Needs Assessment	Available to all clients and residents via website	Survey which is always posted and can be completed at any time.
6/28/2022	Agency Staff	Covington 4 th of July Celebration	Booth space with flyers, brochures, and agency goodies	Community Involvement
10/29/2022	Agency Staff	Ghost Walk	Participating in the Covington Business Association's Ghost Walk by passing out candy to families/children in the community.	Community Involvement
12/2022	Agency Staff	Christmas Display	Set up a Christmas display at the Fountain County Fairgrounds to promote the agency.	Community Involvement

06/09/2023 through 06/10/2023	Agency Staff	Strawberry Festival	Set up display with brochures, flyers, and a game with goodies	Community Involvement
06/29/2023 and 06/30/2023	Agency Staff	Covington 4 th of July Celebration	Booth space with flyers, brochures, and agency goodies	Community Involvement

Section 8: Language Assistance Plan

Plan Components

As a recipient of federal US DOT funding, the **Community Action Program, Inc. of Western Indiana (MAC Van)** is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

The **Community Action Program, Inc. of Western Indiana's (MAC Van)** Language Assistance Plan includes the following elements:

- Item #1: The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.

- Item #2: A description of how language assistance services are provided by language

- Item #3: A description of how LEP persons are informed of the availability of language assistance service

- Item #4: A description of how the language assistance plan is monitored and updated

- Item #5: A description of how employees are trained to provide language assistance to LEP persons

Four Factor Analysis Methodology

To determine if an individual is entitled to language assistance and what specific services are appropriate, the **Community Action Program, Inc. of Western Indiana (MAC Van)** has conducted a *Four Factor Analysis* of the following areas: 1) Limited-English Proficient (LEP) Speaker Demography, 2) Contact Frequency, 3) Importance of Service, and 4) Resources and Costs.

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient. In addition to the number or proportion of LEP persons served, the **Community Action Program, Inc. of Western Indiana (MAC Van)** will identify:

- (a) How LEP persons interact with the recipient's agency;

- (b) Identification of LEP communities, and assessing the number or proportion of LEP persons from each language group to determine the appropriate language services for each language;

- (c) The literacy skills of LEP populations in their native languages, in order to determine whether translation of documents will be an effective practice; and

- (d) Whether LEP persons are underserved by the recipient due to language barriers.

Factor 2: The frequency with which LEP persons come into contact with the program: Identifies and assesses the frequency **Community Action Program, Inc. of Western Indiana’s (MAC Van)** staff comes into contact with LEP persons. Examples of contact could include:

- (a) Use of bus and rail service;
- (b) Purchase of tickets through vending machines, outlets, websites, and over the phone;
- (c) Participation in public meetings;
- (d) Customer service interactions;
- (e) Ridership surveys;
- (f) Operator surveys.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people’s lives.

The **Community Action Program, Inc. of Western Indiana (MAC Van)** understands an LEP person with language barrier challenges also faces difficulties obtaining our agency’s services. A transportation system is a key link to connecting LEP persons to these services.

The **Community Action Program, Inc. of Western Indiana (MAC Van)** has identified activities and services which would have serious consequences to individuals if language barriers prevented access to information or the benefits of those programs. These include transportation to medical appointments, pharmacies, senior centers, shopping, governmental offices, and social service organizations.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

Even though **Community Action Program, Inc. of Western Indiana (MAC Van)** does not have a separate budget for LEP outreach, the **Community Action Program, Inc. of Western Indiana (MAC Van)** has worked to implement low-cost methods of reaching LEP persons.

The **Community Action Program, Inc. of Western Indiana (MAC Van)** may utilize the service of a local translator to provide LEP assistance.

If needed, the **Community Action Program, Inc. of Western Indiana (MAC Van)** will work with local community groups to reach LEP populations.

Item #1 – Results of the Four Factor Analysis <i>(including a description of the LEP population(s) served)</i>
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Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered.

The **Community Action Program, Inc. of Western Indiana (MAC Van)** provides transportation services to seniors and/or individuals with disabilities in Fountain and Warren counties.

Of the 24,638 residents in the **Community Action Program, Inc. of Western Indiana (MAC Van)** service area, 233 residents describe themselves as speaking English less than “very well”. People of Caucasian descent are the primary LEP persons likely to utilize **Community Action Program, Inc. of Western Indiana (MAC Van)** services. For the **Community Action Program, Inc. of Western Indiana (MAC Van)** service area, the latest U.S. Census Bureau data shows that among the area’s

population 1% speak English “less than very well.” For these groups who speak English “less than very well”, 59% speak Other Indo-European languages.

Fountain & Warren Counties – Languages Spoke at Home

	Total Number of People	Percent of Population that Speaks Language other than English	Total Population of County/City/Service Area
Speak Language other than English	504	2.1%	24,638
Speak English Less than Very Well	233	1.0%	24,638
Spanish, Speak English Less than Very Well	160	0.7%	24,638
Other Indo-European languages, Speak English Less than Very Well	269	1.1%	24,638
Asian and Pacific Islander languages, Speak English Less than Very Well	71	0.3%	24,638
Other languages, Speak English Less than Very Well	4	0.02%	24,638

Factor 2: The frequency with which LEP persons come into contact with the program.

Community Action Program, Inc. of Western Indiana (MAC Van) assessed the frequency with which staff and drivers have, or could have, contact with LEP persons. Community Action Program, Inc. of Western Indiana (MAC Van) provides approximately 4,000 passenger trips per year. If an individual has speech limitations, the dispatcher or driver will work with the Indiana Department of Transportation, if needed, to ensure the individual receives access to the transit services.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people’s lives.

All of Community Action Program, Inc. of Western Indiana’s (MAC Van) programs are important; however, those related to safety, public transit, nondiscrimination and public involvement are among the most important. The Community Action Program, Inc. of Western Indiana (MAC Van) is committed to providing meaningful access and will provide written translation for any of its documents, when reasonable, effective and with the available resources. In other cases, the Community Action Program, Inc. of Western Indiana (MAC Van) will strive to provide alternative but meaningfully accessibility. Moreover, the Community Action Program, Inc. of Western Indiana (MAC Van) continually evaluates its programs, services, and activities to ensure that persons who may be LEP are always provided with meaningful access. The Title VI policy, complaint form, and LEP policy are available in other languages upon request.

Factor 4: The resources available for LEP outreach, as well as the costs associated with that outreach.

The Community Action Program, Inc. of Western Indiana (MAC Van) makes every effort to make its programs, services, and activities, accessible to LEP individuals. The Community Action

Program, Inc. of Western Indiana (MAC Van) will use available resources, both internal and external to accommodate reasonable requests for translations.

Item # 2 – Description of how Language Assistance Services are Provided, by Language

The Community Action Program, Inc. of Western Indiana (MAC Van) has identified, develop and uses the following:

- a) The Community Action Program, Inc. of Western Indiana (MAC Van) has developed partnerships with local agencies, organizations, law enforcement, local school districts and social service agencies that are available to assist with LEP responsibilities.
- b) A list of web-based translation services can be provided by contacting the Human Resources Department.

Item # 3 – Description of how LEP Persons are Informed of the Availability of Language Assistance Service

In order to ensure that LEP individuals are aware of Community Action Program, Inc. of Western Indiana's (MAC Van) language assistance measures, Community Action Program, Inc. of Western Indiana (MAC Van) provides the following:

- Title VI Program including the Language Assistance Plan is made available on website, if applicable, and hard copy in central office.

Item # 4 – Description of how the Language Assistance Plan is Monitored and Updated

Community Action Program, Inc. of Western Indiana (MAC Van) will continue to update the LEP plan as required by U.S. DOT. At a minimum, the Title VI Plan will continue to be reviewed and updated every three (3) years in conjunction with the Title VI submission and use data from the U.S. Decennial Census or the American Community Survey as available, or when it is clear that the concentrations of LEP individuals are present in the Community Action Program, Inc. of Western Indiana's (MAC Van) service area.

Updates will continue to include the following:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether Community Action Program, Inc. of Western Indiana's (MAC Van) financial resources are sufficient to fund language assistance resources needed.
- Determine whether Community Action Program, Inc. of Western Indiana (MAC Van) has fully complied with the goals of this LEP Plan.

- Determine whether complaints have been received concerning Community Action Program, Inc. of Western Indiana's (MAC Van) failure to meet the needs of LEP individuals

Item # 5 - Description of how Employees are Trained to Provide Language Assistance to LEP Persons

The following training will continue to be provided to Community Action Program, Inc. of Western Indiana's (MAC Van) staff:

- Information on the Community Action Program, Inc. of Western Indiana's (MAC Van) Title VI Procedures and LEP responsibilities.
- Description of language assistance services offered to the public.
- Documentation of language assistance requests.
- Use of web-based interpreter services (over the phone interpretation provider).
- How to handle a potential Title VI / LEP complaint.

Limited English Proficient (LEP) Resource Materials:

LEP Policy

Community Action Program, Inc. of Western Indiana (MAC Van) shall provide for communication for limited English proficient riders to ensure them equal opportunity to benefit from services. Family members or friends of limited English proficient riders will not be used as translators unless specifically requested by that individual. The agency will utilize web-based translator program.

If you need help with English, please call 765-793-3000.

Section 9: Minority Representation Information

Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

***Guidance:** Elected transit-related board, committee, or council, do not need to complete the table below, and write in section B that there are no non-elected transit-related boards, committees, or councils.

A. Minority Representation Table

Table Depicting Membership of Board, Committees, Councils, Broken Down by Race

Body	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
Population	97%	2%	0.4%	0.3%	0.2%	0.1%
Board of Directors	100%	0%	0%	0%	0%	0%
Transportation Advisory Committee	100%	0%	0%	0%	0%	0%

B. Efforts to Encourage Minority Participation

To encourage participation on its boards, committees, and councils, the Community Action Program, Inc. of Western Indiana will make every effort to encourage minority participation on the boards. The Community Action Program, Inc. of Western Indiana understands diverse representation on boards results in sound policy reflective of its entire population. As such, the agency encourages participation of all its citizens. As vacancies on our board become available, the agency will make efforts to encourage and promote diversity. To encourage participation on its board, Community Action Program, Inc. of Western Indiana will continue to reach out to community, ethnic and faith-based organizations to connect with all populations. In addition, the agency will make participation realistic and reasonable by scheduling meetings at times best suited to its members.

Section 10: Providing Assistance to and Monitoring Subrecipients

1. Does agency provide funding to subrecipients?

No, the agency does not have subrecipients.

Yes. If yes, list the subrecipient names: (list other agency names here)

Insert Agency Name monitors subrecipients using the following process:

1. Insert Agency Name uses the following process for ensuring all subrecipients are complying with the general reporting requirements of FTA Circular 4702.1B: (document the process here)
2. Insert Agency Name collects Title VI programs from the subrecipients listed above and reviews programs for compliance by (list the process here)

Section 11: Title VI Equity Analysis for Facility Acquisition

Title 49 CFR, Appendix C, Section (3)(iv) requires “the location of projects requiring land acquisition and the displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin.” For purposes of this requirement, “facilities” does not include bus shelters, as they are considered transit amenities. It also does not include transit stations, power substations, or any other project evaluated by the National Environmental Policy Act (NEPA) process. Facilities included in the provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. Has the agency built a facility? (check a response below)

No, the agency has not built a facility.

Yes, the agency has built a facility and completed a Title VI equity analysis to compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site. (Include at the end of the Title VI plan a copy of the Title VI equity analysis.)

Section 12: Fixed Route Transit Providers Service Standards and Policies

FTA Circular 4702.1B, Chapter III, Paragraph 10: All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide.

Insert Agency Name:

is a fixed route transit provider

is **not** a fixed route transit provider