

Notifying the Public of Rights Under Title VI

Bethany Home Association (BHA) dba Bethany Village

- Bethany Home Association 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 BHA.
- For more information on the BHA's civil rights program, and the procedures to file a complaint, contact 785-227-2334, (TTY email ajohnson@bethanyhome.com or visit our administrative office at 321 North Chestnut, Lindsborg, Kansas 67456.
For more information, visit www.bethanyvillageks.com.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the

Office of Civil Rights,
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Ave., SE
Washington, DC 20590

- If information is needed in another language, contact 800-555-1212.

This notice is posted on the bulletin board outside the Bethany Home Association's Administration Office and on the Human Resources bulletin board near the entrance to the building. It is posted on the agency website at

<http://www.bethanyvillageks.com>

Bethany Home Association (BHA)

Transit Public Participation Plan Outline

1. Brief description of provider's activities & services

BHA has been actively providing services to adults age 60 and over for more than 100 years. We provide medical, nutritional, and personal rides in McPherson and surrounding counties. Most of these activities are related to the riders living in our senior housing.

2. Brief description of activities that would warrant public participation

BHA will notify all riders of any fare changes, service hour changes, route adjustments, and policy and procedure changes, prior to implementation.

3. Brief description of proactive public participation strategies

All public notifications will be planned as follows:

- Public meetings will be held at convenient times and accessible locations
- Various advertising platforms will be utilized: *Lindsborg News Record*, McPherson and Lindsborg Senior Centers, website, local cable TV.
- A database of contacts to include: interested members of the public, elected officials, local government staff, KDOT staff, local media
- When possible, an email will be sent to various list serves, including the McPherson County Council on Aging and the local senior center.

4. Brief description of outreach methods to engage minority and Limited English Proficiency (LEP) individuals

BHA will work with all appropriate groups to ensure that translation services, if needed or requested, will be made available.

5. Brief description of the desired outcomes of BHA's public transportation efforts

BHA desires to have seniors, stakeholders, and members of the general public involved in the decision making process.

BHA will strive to give adequate notice of meeting, allow appropriate time for public review and comment in formulating changes in providing senior transportation.

6. Brief summary of recent outreach efforts over the past three years.

BHA has published notices over the past 3 years in the *Lindsborg News Record* requesting all readers to participate by written comments.

Celebrating life's journey together in God's love

321 N. Chestnut, Lindsborg, Kansas 67456

785-227-2334

www.bethanyvillageks.com

Bethany Home Association

Limited English Proficiency (LEP) Plan

The above collected information is used to develop our plan to provide necessary assistance for LEP persons.

Identified LEP individuals

There are no specific population groups that meet the criteria of more than 5% and more than 50 individuals.

Language Assistance Measures

We utilize an interpreter to help with communication and scheduling of rides for those who have a language barrier. Online tools, Braille services, sign language interpreters will be used, as well as contacting the Bethany College faculty to assist with any language barriers that we encounter.

Training Staff

The dispatcher will communicate with the interpreter to schedule rides. The drivers will communicate as best as possible with the riders during the route.

Providing Notice

The LEP Plan is posted on the BHA website, www.bethanyvillageks.com. Our LEP Plan will be provided to any persons or agency requesting a copy. The person to contact in regard to the LEP Plan is Andrea Johnson, and she can be reached at 785-227-2334.

Monitoring and Updating LEP Plan

BHA will update its LEP Plan according to the Title VI update schedule, which is every three years. This plan will also be updated any time changes in the demographics of the BHA service area is deemed significant in regard to LEP persons.

Celebrating life's journey together in God's love

321 N. Chestnut, Lindsborg, Kansas 67456

785-227-2334

www.bethanyvillageks.com

Bethany Home Association

Language Assistance Plan

Limited English Proficiency Plan (LEP) Preview

The purpose of developing an LEP, as a recipient of Federal Funds, is to identify the extent of LEP individuals and to identify ways that the transit agency can reduce or eliminate barriers to LEP individuals.

Four Factor Analysis

1. Identify the number of or population of LEP individuals that can utilize the service provided by BHA.

Using the 2016-2020 American Community Survey data, we find no language groups that fit the criteria of more than 5% of total population and more than 50 persons who speak English less than very well. On occasion we do serve some individuals who would be so categorized. In these cases, we rely on an interpreter to assist us with communication and with scheduling rides for them.

2. Identify the frequency in which LEP individuals come in contact with the service.

Although there are no language groups that currently qualify as an LEP group, BHA serves several language groups on an infrequent basis.

3. Identify the importance of the service to the LEP community.

BHA provides transportation for medical, nutritional and personal reasons to adults age 60 and older in the McPherson County community. An interpreter is used to communicate and schedule rides for individuals who speak English less than very well.

4. Identify the resources available and the respective costs of these resources.

Currently, the interpreters are either volunteer, faith-based or family members of the individuals who speak English less than very well, so there is no cost associated with this service.

Celebrating life's journey together in God's love

321 N. Chestnut, Lindsborg, Kansas 67456

785-227-2334

www.bethanyvillageks.com

Bethany Home Association

Title VI Complaint Procedures

The following pertains only to the Title VI complaints regarding the services of Bethany Home Association.

Title VI, 42 U.S.C. §2000d et seq., was enacted as part of the Civil Rights Act of 1964. At the heart of the regulation is the statement that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

Bethany Home Association has in place a Title VI Complaint procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in Chapter III of the Federal Transit Administration Circular 4702.1B, dated October 1, 2012. If you believe that the BHA's federally funded programs have discriminated your civil rights on the basis of race, color, or national origin you may file a written complaint by following the procedure outlined below:

1. Submission

Any person who feels that he/she, individually or as a member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by the BHA, may file a written complaint with the BHA's CEO. A sample complaint form is available in hard copy at the BHA Administration office. Upon request, the BHA will mail the complaint form. **Such complaints must be filed within 180 calendar days after the date the discrimination occurred.**

Note: Assistance in the preparation of any complaints will be provided to a person or persons upon request and as appropriate. If information is needed in another language, then contact Andrea Johnson at 785-227-2334.

Complaints should be mailed to or submitted by hand to:

Bethany Home Association
321 N. Chestnut
Lindsborg, KS 67456
Attn: Chief Executive Officer

Celebrating life's journey together in God's love

321 N. Chestnut, Lindsborg, Kansas 67456
785-227-2334

www.bethanyvillageks.com

Bethany Home Association**2. Referral to Review Officer**

Upon receipt of the complaint, the Chief Executive Officer shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint. If necessary, The Complainant shall meet with the staff review officer(s) to further explain his/her complaint. The staff review officer(s) shall complete their review no later than 45 calendar days after the date the agency received the complaint. If more time is required, the CEO shall notify the Complainant of the estimated timeframe for completing the review. Upon completion of the review, the staff review officer(s) shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to BHA's processes relative to Title VI, as appropriate. The staff review officer(s) shall forward their recommendations to the CEO for concurrence. If the CEO concurs, he shall issue the BHA's written response to the Complainant. This final report should include a summary of the investigation, all findings with recommendations, and corrective measures where appropriate.

Note: Upon receipt of a complaint, the BHA shall forward a copy of this complaint and the resulting written response to the appropriate KDOT and FTA-Region 6 contacts.

3. Request for Reconsideration

If the Complainant disagrees with the CEO's response, he/she may request reconsideration by submitting the request, in writing, to the CEO within 10 calendar days after receipt of the CEO's response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the CEO. The CEO will notify the Complainant of his/her decision in writing either to accept or reject the request for reconsideration within 10 calendar days. In cases where the agency CEO agrees to reconsider, the matter shall be returned to the staff review officer(s) to re-evaluate in accordance with Paragraph 2 above.

4. Appeal

If the request for reconsideration is denied, the Complainant may appeal the CEO's response by submitting a written appeal to the BHA's Board of Directors no later than 10 calendar days after receipt of the CEO's written decision rejecting reconsideration. The BHA Board of Directors *will then make a determination to either request re-evaluation by the staff review officer(s) or forward the complaint to KDOT for further investigation.*

5. Submission of Complaint to the State of Kansas Department of Transportation

If the Complainant is dissatisfied with the BHA's resolution of the complaint, he/she may also submit a written complaint with 180 days after the date of alleged discrimination to the State of Kansas Department of Transportation for further investigation.

Celebrating life's journey together in God's love

321 N. Chestnut, Lindsborg, Kansas 67456

785-227-2334

www.bethanyvillageks.com

Bethany Home Association

Title VI Complaint Form

The purpose of this form is to assist you in filing a complaint with Bethany Home Association. You are not required to use this form; a letter containing the same information will be sufficient.

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
E-Mail Address:				
Accessible Format Requirements	Large Print		Audio Tape	
	TTD		Other	
Section II:				
Are you filling 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 & 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): _____				
<p>Explain as clearly as possible what happened & why you believe you were discriminated against. Describe all persons who were involved. Include the name & contact information of the person(s) who discriminated against you (if known) as well as names & contact information of any witnesses. If more space is needed, please attach additional pages.</p>				

--

Section IV		
-------------------	--	--

Have you previously filed a Title VI complaint with Bethany Home Association?	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"/> State Agency_____	
<input type="checkbox"/> Federal Court_____	<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.

Bethany Home Association

List of Title VI Investigations, Lawsuits and Complaints

	Date Submitted/Filed (Month, Day, Year)	Summary of allegation (include basis of complaint: race, color, or national origin)	Status	Resolution/Action Taken
Investigations				
1				
2				
Lawsuits				
1				
2				
Complaints				
1				
2				

Celebrating life's journey together in God's love

321 N. Chestnut, Lindsborg, Kansas 67456

785-227-2334

www.bethanyvillageks.com

Bethany Home Association

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

Body	Caucasian	Latino	African American	Asian American	Native American	Other
*Population Within service area	87 %	8 %	2 %	1 %	1.5%	.5 %
BHA Board of Directors	100%	0 %	0 %	0 %	0 %	0 %
BHA Staff	85 %	7.9 %	4.5 %	0 %	0 %	2.6 %

*Using 2016-2020 American Community Survey Data

Celebrating life's journey together in God's love

321 N. Chestnut, Lindsborg, Kansas 67456

785-227-2334

www.bethanyvillageks.com