

**Notifying the Public of Rights Under Title VI  
Rush County Nursing Home Society  
dba Locust Grove Village**

- Locust Grove Village operates its programs and services, including transportation 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 Locust Grove Village.
  
- For more information on Locust Grove Village Transportation civil rights program, and the procedures to file a complaint, contact 785-222-2574, email [crathke@locustgrovevillage.com](mailto:crathke@locustgrovevillage.com) or visit our office at 701 W. 6th, La Crosse, Kansas 67548.
  
- 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 at Locust Grove Village 701 W. 6<sup>th</sup> La Crosse, KS 67601. It is posted on LGV's agency website at [www.locustgrovevillage.com](http://www.locustgrovevillage.com)**

Locust Grove Village Participation Outline

1. Brief description of provider's activities and services

*Rush County Nursing Home Society dba Locust Grove Village has been providing nursing home care to elders in Rush County and surrounding counties for 44 years. Transportation services are an integral part of the services provided. The transportation services we provide are used for a variety of reasons, including: medical treatment, recreational, shopping, social and personal activities for the elders in our residency.*

2. Brief description of activities that would warrant public participation (i.e. fare changes, changes to service hours, route adjustments, service area changes).

*LGV provides services and supports to elders who reside at their campus in Rush County. Currently, there is no activity that would warrant public participation.*

3. Brief description of the proactive public participation strategies would be used.

*Currently, no public participation is warranted, but if it were we would:*

- *Use various platforms such as: placing notices in the local newspaper, brochures, posting in vans of changes made, Facebook.*
- *Send direct mailings to our riders.*

4. Brief description of outreach methods to engage minority and Limited-English Proficiency (LEP) individuals (i.e. translation of public meeting materials, providing translation services if requested, targeted media messages in low income neighborhoods of service area, work with existing neighborhood and advocacy organizations).

*We would work with Fort Hays State University in assuring minority or LEP literature was made available upon request.*

5. Brief description of the desired outcomes of the agency's public participation efforts.

- *The agency desires to have actively engaged passengers, stakeholders and members of the general public in the decision making process.*
- *The agency desires to provide timely information about transportation issues and processes to the passengers, stakeholders and members of the general public.*
- *The agency will provide responses to input as appropriate.*

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

*Quarterly all persons served by LGV, and their resident representative, if applicable, participate in a meeting to determine their plan for care and satisfaction with services. Monthly all residents are invited to a Resident Council meeting at which their satisfaction with the transportation program may be expressed.*

*Based on input or responses at these meetings, follow up action is taken to address any concerns identified.*

*We encourage our riders and community members to share feedback with us verbally or in writing.*

#### **Additional Public Participation Resources**

- Transit Cooperative Research Program, Public Participation Strategies for Transit  
[http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp\\_syn\\_89.pdf](http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_syn_89.pdf)
- Public Participation from National Resource Center for Human Service Human Service Transportation  
<http://webl.ctaa.org/webmodules/webarticles/anmviewer.asp?a=2336>
- Public Involvement Process from FTA  
[http://www.fta.dot.gov/12347\\_226.html](http://www.fta.dot.gov/12347_226.html)

**A copy of FTA's Circular 4702.IB may be found at:**

[http://www.fta.da.gov/documents/FTA\\_Title\\_VI\\_FINAL.pdf](http://www.fta.da.gov/documents/FTA_Title_VI_FINAL.pdf)

**Limited English Proficiency (LEP) Plan Template**

**Introduction**

On August 11, 2000, President Bill Clinton issued Executive Order 13166 "Improving Access to Services for Persons with Limited English Proficiency," (65 FR 50121). The intent of this Executive Order is to improve access to federally conducted and federally assisted programs and activities for persons who are limited in their English proficiency. The purpose of developing an LEP plan, as a recipient of federal funds, is to identify the extent of LEP individuals in the region and identify ways that the transit agency can reduce and/or eliminate the barriers to LEP individuals. The starting point for developing this plan is to perform a four factor analysis to determine the individualized needs of the region. After these needs are identified, the transit agency should develop a language assistance plan addressing the mix of services that will be provided.

**Four Factor Analysis**

(I)Identify the number of or proportion of LEP individuals that can utilize the services provided by LGV Transportation. Data from the 2020 ACS data

The total population for Rush county in Kansas is 2,768 of which 2,684 speak English only. The following chart shows the languages spoken in Rush County. There are no language groups that have more than 5% or 1,000 persons, whichever is less, who speak English less than very well.

**Language Group - Rush County, Kansas**  
**Total Population - 2768; English Only - 2684**

Language	Total	Speaks English Very Well	Speaks English Less than Very Well	# of People Speaking English Less than Very Well (1,000 or greater)	% of total Population Speaking English Less than Very Well
Spanish or Spanish Creole	23	23	0		0%
French, Haitian, or Cajun	3	0	3		0%
German or other West Germanic	37	37	0		.1%
Russian, Polish or other Slavic	0	0	0		0%
Other Inda-European	8	1	7		0%
Korean	6	0	6		0%
Chinese	0	0	0		0%
Vietnamese	0	0	0		0%
Tagalog (Including Filipino)	0	0	0		0%
Other Asian & Pacific Islander	0	0	0		0%
Arabic	0	0	0		0%

(2) Identify the frequency in which LEP individuals come in contact with the service:

*LEP individuals come in contact with our service less than 5% of the time.*

(3) Identify the importance of the service to the LEP community:

*Our LEP ridership is less than 1% of our ridership.*

(4) Identify the resources available and the respective costs of these resources:

*We have the language Department at FHSU that we may use as a resource if needed and they provide service to us at no cost.*

### **Limited English Proficiency Plan**

#### Identified LEP individuals

*There are no specific population groups that meet the criteria of more than 5% with limited English Proficiency.*

#### Language Assistance Measures

*We will use an interpreter to help us with communication whenever possible. We would use online translation tools as well as contacting Fort Hays State University to assist with any language barriers we would encounter.*

#### Training Staff

*Management and staff will use the above mentioned tools whenever needed.*

#### Providing Notice

*LEP plan will be posted at LGV's Administrative Office. LEP plan will be provided to any person or agency requesting a copy. The person of contact in regards to the LEP plan is Charlotte Rathke and can be reached via phone at {785} 222-2574*

#### Monitoring and Updating LEP Plan

*LGV will update the plan according to the Title VI update schedule, which is every three (3) years. The plan will also be updated any time changes in the demographics of the service area are deemed significant in regards to LEP persons.*

## Locust **Grove Village** Title VI Complaint **Procedure**

### **Title VI Complaint Procedures**

The following pertains only to Title VI complaints regarding the services of Locust Grove Village.

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.*

Locust Grove Village 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 4702.18, dated October 1, 2012. If you believe that Locust Grove Village'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 of Complaint.**

Any person who feels that he or 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 Locust Grove Village, may file a written complaint with Locust Grove Village's Charlotte Rathke, Administrator & Title VI Coordinator. A complaint form is available for download at [www.locustgrovevillage.com](http://www.locustgrovevillage.com) and is available in hard copy at the offices of Locust Grove Village, 701 W 6<sup>th</sup> La Crosse, KS 67548. Upon request, Locust Grove Village will mail the complaint form. **Such complaints must be filed within 180 calendar days after the date the discrimination occurred.**

**Notes: 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 Charlotte Rathke at 785-222-2574.** (Please see 1 in footnote below.)

Complaints should be mailed to or submitted by hand to:

*Locust Grove Village  
701 W 6<sup>th</sup>  
La Crosse, KS 67548*

#### **2. Referral to Review Officer**

Upon receipt of the complaint, the Administrator 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 or 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 Administrator 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 the *(agency's)* processes relative to Title VI, as appropriate. The staff review officer(s) shall forward their recommendations to the Administrator for concurrence. If the Administrator concurs, he or she shall issue Locust Grove Village's written response to the Complainant. This final report should include a

summary of the investigation, all findings with recommendations, corrective measures where appropriate.

**Note: Upon receipt of a complaint, Locust Grove Village shall forward a copy of this complaint and the resulting written response to the appropriate KDOT and FIA-Region 7 contacts.**

### **3. Request for Reconsideration**

If the Complainant disagrees with the Administrator's response, he or she may request reconsideration by submitting the request, in writing, to the Administrator within 10 calendar days after receipt of the Administrator response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the Administrator. The Administrator will notify the Complainant of his or her decision in writing either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Locust Grove Village Administrator 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 Administrator's response by submitting a written appeal to Locust Grove Village's Board of Directors no later than 10 calendar days after receipt of the Administrator's written decision rejecting reconsideration. *The 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 Locust Grove Village's resolution of the complaint, he or she may also submit a written complaint within 180 days after the alleged date of discrimination to the State of Kansas Department of Transportation for further investigation.

KDOT Office of Civil Rights Compliance  
Eisenhower State Office Building  
700 Southwest Harrison  
3rd Floor West  
Topeka, KS 66603

*1 This note should be stated in English and in any other language(s) spoken by Limited English Proficiency (LEP) populations that meet the Safe Harbor threshold.*

## Title VI / ADA Complementary Paratransit Complaint Form

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

<b>Section I:</b>				
Name:				
Address:				
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
<b>Section II:</b>				
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
<b>Section III:</b>				
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 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 attach additional pages.</p>				



<b>Section IV</b>		
Have you previously filed a Title VI complaint with this agency?	Yes	No
<b>Section V</b>		
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 _____ [ ] State Agency		
<input type="checkbox"/> State Court _____ [ ] Local Agency		
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		
<b>Section VI</b>		
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 \_\_\_\_\_

Please submit this form in person at the address below, or mail this form to:

Locust Grove Village, Administrator  
701 W 6<sup>th</sup>  
La Crosse, KS 67548

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				

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

Body	Caucasian	Latino	African American	Asian American	Native American	Other
Population within service area	96%	4.2%	.5%	.4%	1%	0%
Agency Board of Directors	100%	0%	0%	0%	0%	0%
Agency Staff	99%	.04%	0%	0%	0%	0%

Through participation in various activities (speaking engagements, interactions with the general public, guardians, family members of persons served, etc.), LGV seeks out individuals with the same shared philosophy towards our mission. Individuals with common experiences (direct family member or life experience with care of elders) would be prime candidates for open board positions.