

Title VI Plan Cover Page

Community Action Partnership of Central Illinois – CAPCIL Transit 2025



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Title VI Contact Phone: 217-353-1137

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TTY Number (If applicable): Access our CHAT feature at www.capcil.info

Alternate Language Phone: 217-373-1118

Address: 1800 Fifth St. Lincoln, IL 61542

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Para Información en Español: Kristin Conklin, 217-373-1118

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Adopted on: 2/27/2025

Adopted by: Community Action Partnership of Central Illinois'
Governing Board

Revised on: 2/21/2025

This plan is hereby adopted and signed by:

Name of appropriate official or governing board/entity

Executive Name/Title: Eldon Garlisch/Governing Board Chairman

Executive Signature: 

Executive Summary

CAPCIL is a community organization committed to empowering vulnerable populations through poverty-fighting initiatives. With a growth mindset, we believe in individual responsibility and the value of positive characteristics. We prioritize generating positive outcomes over hours spent, viewing prosperity as a journey requiring continuous growth. Our core values center around changing lives with compassion, dignity, and respect.

CAPCIL operates a senior transportation program in Logan and Mason Counties and has been a grantee for more than 20 years. As the population of senior citizens in Mason and Logan counties continues to grow, there is an increasing need for accessible transportation to medical appointments and healthcare services. Many seniors face challenges related to mobility, limited access to transportation, and lack of public transit options, making it difficult for them to attend essential medical visits. This initiative aims to provide reliable, safe, and affordable transportation for senior citizens in these counties, ensuring they can access medical care when needed.

The program offers door-to-door transportation services for seniors who need assistance getting to and from medical appointments, including doctor visits, physical therapy, hospital treatments, and dialysis. By addressing these transportation barriers, we aim to improve the health and well-being of seniors, allowing them to maintain their independence and quality of life.

CAPCIL A community action and operates with a hierarchical structure designed to efficiently manage and deliver services to the community. At the top of the structure is the Executive Director, who serves as the chief leader and decision-maker for the agency. The Executive

Director is responsible for overseeing the overall operations, strategic direction, and financial health of the organization, as well as ensuring the agency's programs align with its mission to serve the community.

Below the Executive Director, the agency is divided into departments, each led by a Department Director. These Department Directors manage specific functional areas such as Senior Transportation, CSBG, Head Start, and more. Each director ensures that the programs within their department are running smoothly, adhere to budgetary guidelines, and meet the needs of the community.

The programmatic staff work within these departments and are responsible for the day-to-day implementation of the agency's services. Program staff include drivers, teachers, personal development coach, and other roles dedicated to directly interacting with our customers, delivering services, and tracking outcomes. They are the front-line workers who implement CAPCIL's programs and directly impact the lives of those served.

This structure ensures clear lines of communication and accountability, with each level of the organization contributing to the agency's mission of providing support and services to underserved populations. The collaborative efforts of the Executive Director, Department Directors, and program staff help ensure the agency's operations are efficient, effective, and responsive to the needs of the community.

What type of program fund(s) did you apply for?

- ☐ 5310
- ☐ 5311
- ☒ Other (please explain) Title III-B

Type of Funding Requests? (Check all that apply)

- ☐ Vehicle Funds
- ☒ Operating Funds
- ☐ Other (please explain) _____

Is your agency receiving direct funds from FTA?

- ☐ If yes, please attach a copy of your FTA letter of approval of Title VI Plan.
- ☒ No

Non Discrimination Notice to the Public

Notifying the Public of Rights Under Title VI and ADA Community Action Partnership of Central Illinois – CAPCIL Transit

Community Action Partnership of Central Illinois – CAPCIL Transit operates its programs and services without regard to race, color, national origin and persons with disabilities in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA). 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 Partnership of Central Illinois – CAPCIL Transit**.

For more information on the **Community Action Partnership of Central Illinois – CAPCIL Transit's** civil rights program, and the procedures to file a complaint, contact **Marty Ryan, Chief Human Resources Officer, 217-353-1137, (TTY Access our CHAT feature at www.capcil.info); email Mryan@capcil.org**; or visit our administrative office at **1800 Fifth St. Lincoln, IL 61542**. For more information, visit **www.CAPCIL.info**.

Complaints may be filed directly with the Illinois Department of Transportation (**IDOT**) **Civil Rights Office**. ATTN: Title VI Program Coordinator 2300 S Dirksen Parkway, Suite 317, Springfield, IL 62764 or with the Federal Transit Administration (**FTA**). ATTN: Title VI Program Coordinator, 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact **217-373-1118**. *Para información en Español llame: **Kristin Conklin, 217-373-1118**

Non Discrimination Notice to the Public - Spanish

Aviso Público Sobre los Derechos Bajo el Título VI Y ADA Community Action Partnership of Central Illinois – CAPCIL Transit

Community Action Partnership of Central Illinois – CAPCIL Transit (y sus subcontratistas, si cualquiera) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964, Sección 504 de la Ley de Rehabilitación de 1973 y La Ley de ciudadanos Americanos con Discapacidades de 1990 (ADA). El nivel y la calidad de servicios de transporte serán proveídos sin consideración a su raza, color, país de origen, o discapacidad.

Para obtener más información sobre el programa de Derechos Civiles de **Community Action Partnership of Central Illinois – CAPCIL Transit**, y los procedimientos para presentar una queja, contacte **Marty Ryan, Chief Human Resources Officer 217-353-1137**, (TTY Access our CHAT feature at **www.capcil.info**); o visite nuestra oficina administrativa en **1800 Fifth St. Lincoln, IL 61542**. Para obtener más información, visite **www.CAPCIL.info**

Una queja puede ser presentada con la oficina de Derechos Civiles del Departamento de Transporte de Illinois (**IDOT**). Atención: Title VI Program Manager, 2300 S Dirksen Parkway, Suite 317, Springfield, IL 62764 o con la Administración Federal de Transporte (**FTA**). Atención: Title VI Coordinator, 1200 New Jersey Ave., SE Washington DC 20590

The above notice is posted in the following locations: **the main lobby of CAPCIL's central office, on our website www.capcil.info on the transportation page and on each of our transit vehicles.**

This notice is posted online at **www.CAPCIL.info**

Non Discrimination ADA/Title VI Complaint Procedures

These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA) as they relate to any program or activity that is administered by **Community Action Partnership of Central Illinois – CAPCIL Transit** including consultants, contractors and vendors. Intimidation or retaliation as a result of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

- (1) Any person who believes he and/or she has been discriminated against on the basis of race, color, national origin, or disability may file a Discrimination complaint by completing and submitting the agency's Title VI Complaint Form.
- (2) Formal complaints must be filed within **180** calendar days of the last date of the alleged act of discrimination or the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.
- (3) Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number. The ADA/Title VI contact person will assist the complainant with documenting the issues if necessary.
- (4) Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or email transmittal for the complaint to be processed.
- (5) Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return for processing.
- (6) Once submitted **Community Action Partnership of Central Illinois – CAPCIL Transit** will review the complaint form to determine jurisdiction. All complaints will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the **Community Action Partnership of Central Illinois – CAPCIL Transit** or submitted to the State or Federal authority for guidance.

- (7) **Community Action Partnership of Central Illinois – CAPCIL Transit** will notify the IDOT Civil Rights Office of ALL Discrimination complaints within 72 hours via telephone at (217) 782-2762; or email at DOT.Complaint@illinois.gov.
- (8) **Community Action Partnership of Central Illinois – CAPCIL Transit** has 45 business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 45 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 45 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
- (9) After the investigator reviews the complaint, she/he will issue one of two 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 Discrimination violation and that the case will be closed. An 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.
- (10) A copy of either the closure letter or LOF must be also be submitted to IDOT within **72** hours of that decision. Letters may be submitted by hardcopy or email.
- (11) A complainant dissatisfied with **Community Action Partnership of Central Illinois – CAPCIL Transit** decision may file a complaint with the Illinois Department of Transportation (**IDOT**) or the Federal Transit Administration (**FTA**) offices of Civil Rights: **IDOT**: ATTN ADA/Title VI Program Coordinator 2300 S Dirksen Parkway, Suite 317, Springfield, IL 62764 **FTA**: Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (12) A copy of these procedures can be found online at: **www.CAPCIL.info**.

If information is needed in another language, contact **217-373-1118**. *Para información en Español llame: **Kristin Conklin, 217-373-1118**

Logan and Mason Counties are primarily English-speaking counties with over 95% of the population speaking English. No other language is at 5% or higher therefore there are no other languages meeting the soft harbor criteria.

Discrimination ADA/Title VI Complaint Form

Section I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	☐ Large Print	☐ Audio Tape
	☐ TDD	☐ Other
Section II:		
Are you filing this complaint on your own behalf?	☐ Yes*	☐ No
<i>*If you answered "yes" to this question, go to Section III.</i>		
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):		
☐ Race ☐ Color ☐ National Origin ☐ Disability		
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 VI:		
Have you previously filed a Discrimination Complaint with this agency?	☐ Yes	☐ No

If yes, please provide any reference information regarding your previous complaint.

Section V:

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

☐ Yes ☐ No

If yes, check all that apply:

☐ Federal Agency: _____

☐ Federal Court: _____ ☐ State Agency: _____

☐ 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: _____

Section VI:

Name of agency complaint is against: _____

Name of person complaint is against: _____

Title: _____

Location: _____

Telephone Number (if available): _____

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

Your signature and date are **required** below:

Signature

Date

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

Community Action Partnership of Central Illinois – CAPCIL Transit

Marty Ryan, Chief Human Resources Officer

1800 Fifth St. Lincoln, IL 61542

217-353-1137

Mryan@capcil.org

A copy of this form can be found online at **www.CAPCIL.info**

Discrimination ADA/Title VI Investigations, Complaints, and Lawsuits

If no investigations, lawsuits, or complaints were filed select the option below.

☒ **Community Action Partnership of Central Illinois – CAPCIL Transit** has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in **20 years**.

Complainant	Date (Month, Day, Year)	Basis of Complaint (Race, Color, National Origin or Disability)	Summary of Allegation	Status	Action(s) Taken	Final Findings?
Investigations						
1)						
2)						
Lawsuits						
1)						
2)						
Complaints						
1)						
2)						

Public Participation Plan

Community Action Partnership of Central Illinois – CAPCIL Transit is engaging the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public will be invited to participate in the process whether through public meetings or surveys.

As an agency receiving federal financial assistance, **Community Action Partnership of Central Illinois – CAPCIL Transit** made the following community outreach efforts and activities to engage minority and Limited English Proficient populations since the last Title VI Plan submittal to IDOT CRO.

- ☒ Expanded the distribution of agency brochures
- ☒ Advertised public announcements through newspapers, fliers, or radio
- ☒ Posted the Nondiscrimination Public Notices to the following locations:
 - ☒ Within transportation vehicles
 - ☒ Lobby of agency
- ☒ Partnered with other local agencies to advertise services provided
- ☒ Added public interactive content to the agency's webpage for the public e.g. social media, to communicate schedule changes or activities (<https://www.facebook.com/capcil>)
- ☒ Updated agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures
- ☒ List other: Customer and Community Surveys and focus groups

Community Action Partnership of Central Illinois – CAPCIL Transit will make the following community outreach efforts for the **upcoming year**:

- ☒ Expand the distribution of agency brochures
- ☒ Advertise public announcements through newspapers, fliers, or radio
- ☒ Post the Nondiscrimination Public Notices to the following locations:
 - ☒ Within transportation vehicles
 - ☒ Lobby of agency
- ☒ Partner with other local agencies to advertise services provided.
- ☒ Add public interactive content to the agency's webpage for the public e.g. social media, to communicate schedule changes or activities.
- ☒ Host an information booth at a community event
- ☒ Update agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures.
- ☒ List other: Customer and Community Surveys



capcil.info



217-732-2159



PROGRAMS & SERVICES

CREATE. EMPOWER. CHANGE.

- ✓ Head Start & Early Head Start
- ✓ LIHEAP/Energy Assistance
Not available in Fulton County
- ✓ Volunteer Services
- ✓ Meals on Wheels
*Funded by AgeLine & United Way of Logan County
Logan & Mason County Only
- ✓ Personal Dev. Coaching
- ✓ Weatherization
- ✓ Senior Transportation
Logan & Mason County Only
- ✓ Small Business Coalition
- ✓ Foster Grandparent

MISSION

It is the mission of CAPCIL, in partnership with community stakeholders, to empower low-income persons and other vulnerable populations of all ages, through the creation and implementation of poverty-fighting initiatives for those in crisis and those who seek a life of lasting independence.

Proudly serving Dewitt, Fulton, Logan, Mason, Menard & Piatt Counties

WWW.CAPCIL.INFO

Limited English Proficiency Plan

Community Action Partnership of Central Illinois – CAPCIL Transit has developed the following Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to **Community Action Partnership of Central Illinois – CAPCIL Transit** services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining the **Community Action Partnership of Central Illinois – CAPCIL Transit**'s extent of obligation to provide LEP services, the **Community Action Partnership of Central Illinois – CAPCIL Transit** undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

- 1) The number or proportion of LEP persons eligible in the **Community Action Partnership of Central Illinois – CAPCIL Transit** service area who may be served or likely to encounter by **Community Action Partnership of Central Illinois – CAPCIL Transit** program, activities, or services;

*** Demographic data can be found at**

<https://data.census.gov/cedsci/>

Population with Limited English Proficiency

This indicator reports the percentage of the population aged 5 and older who speak a language other than English at home and speak English less than "very well". This indicator is relevant because an inability to speak English well creates barriers to healthcare access, provider communications, and health literacy/education. Of the 113,138 total population aged 5 and older in the report area, 491 or 0.43% have limited English proficiency.

Report Area	Population Age 5+	Population Age 5+ with Limited English Proficiency	Population Age 5+ with Limited English Proficiency, Percent
Community Action Partnership of Central Illinois	113,138	491	0.43%
De Witt County, IL	14,669	50	0.00%
Fulton County, IL	31,992	130	0.00%
Logan County, IL	26,615	154	1.00%
Mason County, IL	12,429	46	0.00%
Menard County, IL	11,664	28	0.00%
Piatt County, IL	15,769	83	1.00%
Illinois	12,036,469	1,030,616	9.00%
United States	312,092,668	25,704,846	8.00%

Note: This indicator is compared to the state average.
Data Source: US Census Bureau, American Community Survey, 2018-22.



Report Area	Spanish	Other Indo-European Languages	Asian and Pacific Island Languages	Other Languages
Community Action Partnership of Central Illinois	348	48	75	20
De Witt County, IL	22	19	9	0
Fulton County, IL	110	12	2	6
Logan County, IL	120	7	13	14
Mason County, IL	31	0	15	0
Menard County, IL	0	4	24	0
Piatt County, IL	65	6	12	0
Illinois	620,575	224,266	145,288	40,487
United States	16,175,851	3,550,294	4,878,471	1,100,230

Data Source: US Census Bureau, American Community Survey, 2018-22.

- 2) The frequency with which LEP individuals come in contact with an **Community Action Partnership of Central Illinois – CAPCIL Transit** services;

Community Action Partnership of Central Illinois – CAPCIL Transit’s staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons for **20 years** . **Community Action Partnership of Central Illinois – CAPCIL Transit** averages **0** contacts per **YEAR**.

- 3) The nature and importance of the program, activities or services provided by the **Community Action Partnership of Central Illinois – CAPCIL Transit** to the LEP population.
- 4) The resources available to **Community Action Partnership of Central Illinois – CAPCIL Transit** and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

Community Action Partnership of Central Illinois – CAPCIL Transit provides a statement in Spanish and will for additional languages specific to the LEP community make up that will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested.

Safe Harbor Provision for written translations

Community Action Partnership of Central Illinois – CAPCIL Transit complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

- (1) Non Discrimination Notice
- (2) Discrimination Complaint Procedures
- (3) Discrimination Complaint Form

In addition, we will conduct our marketing (including using translated materials) in a manner that reaches each LEP group. Vital documents include the following:

- (1) Notices of free language assistance for persons with LEP
- (2) Notice of Non-Discrimination and Reasonable Accommodation
- (3) Outreach Materials
- (4) Bus Schedules
- (5) Route Changes
- (6) Public Hearings

1) **Community Action Partnership of Central Illinois – CAPCIL Transit** provides language assistance services through the below methods:

- ☒ Instructions are provided to customer service staff and other **Community Action Partnership of Central Illinois – CAPCIL Transit** staff who regularly take phone calls from the general public on how to respond to an LEP caller.
- ☒ Instructions are provided to customer service staff and others who regularly respond to written communication from the public on how to respond to written communication from an LEP person.
- ☒ List other A bi-lingual staff member that can provide information as needed

2) **Community Action Partnership of Central Illinois – CAPCIL Transit** has a process to ensure the competency of interpreters and translation service through the following methods:

Community Action Partnership of Central Illinois – CAPCIL Transit will ask the interpreter or translator to demonstrate that he or she can communicate or translate information accurately in both English and the other language. **Community Action Partnership of Central Illinois – CAPCIL Transit** will train the interpreter or translator in specialized terms and concepts associated with the agency's policies and activities. **Community Action Partnership of Central Illinois – CAPCIL Transit** will instruct the interpreter or translator that he or she should not deviate into a role as counselor, legal advisor, or any other role aside from interpreting or translator. **Community Action Partnership of Central Illinois – CAPCIL Transit** will ask the interpreter or translator to attest that he or she does not have a conflict of interest on the issues that they would be providing interpretation services.

3) **Community Action Partnership of Central Illinois – CAPCIL Transit** provides notice to LEP persons about the availability of language assistance through the following methods:

- ☒ Posting signs in intake areas and other points of entry
- ☒ Agency websites
- ☒ Customer service lines

4) **Community Action Partnership of Central Illinois – CAPCIL Transit** monitors, evaluates and updates the LEP plan through the following process:

Community Action Partnership of Central Illinois – CAPCIL Transit will monitor the LEP plan by conducting an annual Four-Factor analysis, establishing a process to obtain feedback from internal staff and members of the public and conducting internal evaluations to determine whether the language assistance measures are working for staff. **Community Action Partnership of Central Illinois – CAPCIL Transit** will make changes

to the language assistance plan based on feedback received. **Community Action Partnership of Central Illinois – CAPCIL Transit** may take into account the cost of proposed changes and the resources available to them. Depending on the evaluation, **Community Action Partnership of Central Illinois – CAPCIL Transit** may choose to disseminate more widely those language assistance measures that are particularly effective or modify or eliminate those measures that have not been effective. **Community Action Partnership of Central Illinois – CAPCIL Transit** will consider new language assistance needs when expanding transit service into areas with high concentrations of LEP persons will consider modifying their implementation plan to provide language assistance measures to areas not previously served by the agency.

5) **Community Action Partnership of Central Illinois – CAPCIL Transit** trains employees to know their obligations to provide meaningful access to information and services for LEP persons and all employees in public contact positions will be properly trained to work effectively with in-person and telephone interpreters. **Community Action Partnership of Central Illinois – CAPCIL Transit** will implement processes for training of staff through the following procedures:

Community Action Partnership of Central Illinois – CAPCIL Transit will identify staff that are likely to come into contact with LEP persons as well as management staff that have frequent contact with LEP persons in order to target training to the appropriate staff. **Community Action Partnership of Central Illinois – CAPCIL Transit** will identify existing staff training opportunities, as it may be cost-effective to integrate training on their responsibilities to persons with limited English proficiency into agency training that occurs on an ongoing basis. **Community Action Partnership of Central Illinois – CAPCIL Transit** will include this training as part of the orientation for new employees. Existing employees, especially managers and those who work with the public may periodically take part in re-training or new training sessions to keep up to date on their responsibilities to LEP persons. **Community Action Partnership of Central Illinois – CAPCIL Transit** will implement LEP training to be provided for agency staff. **Community Action Partnership of Central Illinois – CAPCIL Transit** staff training for LEP to include:

- A summary of the **Community Action Partnership of Central Illinois – CAPCIL Transit** responsibilities under the DOT LEP Guidance;
- A summary of the **Community Action Partnership of Central Illinois – CAPCIL Transit** language assistance plan;
- A summary of the number and proportion of LEP persons in the **Community Action Partnership of Central Illinois – CAPCIL Transit** service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population;
- A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and
- A description of the **Community Action Partnership of Central Illinois – CAPCIL Transit** cultural sensitivity policies and practices.

Asociación de Acción Comunitaria del Centro de Illinois Formularios y procedimientos de quejas de la ADA

Política y procedimientos:

La Asociación de Acción Comunitaria de Illinois Central se compromete a proporcionar igualdad de acceso y oportunidades a las personas calificadas con discapacidades en todos los programas, servicios y actividades, según lo dispuesto por la Ley de Estadounidenses con Discapacidades (ADA).

Las quejas sobre el servicio de transporte de la ADA recibidas por la Asociación de Acción Comunitaria de Central serán investigadas de inmediato y se hará todo lo posible para buscar una resolución adecuada y rápida. Al identificar rápidamente las áreas de deficiencia, [Insertar el nombre del proveedor de transporte] trabajará para hacer las correcciones o ajustes necesarios para aliviar la situación.

Todas las quejas sobre el servicio de transporte de la ADA se presentarán por escrito en el formulario de quejas de la agencia y se devolverán a Marty Ryan en Community Action Partnership of Central en 18005th St, Lincoln, IL 62656. Consulte el formulario incluido o visite nuestro sitio web en www.transitwebsite.com.

La siguiente información es necesaria para ayudarnos a procesar su queja. Si necesita ayuda para completar este formulario, comuníquese con Marty Ryan de Community Action Partnership of Central al (217) 732-2159. Una vez completado, el formulario debe devolverse a Community Action Partnership of Central a la atención de Marty Ryan, 1800th St. Lincoln, IL 62656

El oficial de investigación mantendrá un registro de las quejas de la ADA recibidas de este proceso. Este registro incluirá:

- La fecha en que se presentó la queja
- Un resumen de las alegaciones
- El estado de la queja, y
- Acciones tomadas por la Asociación de Acción Comunitaria de Central en respuesta a la queja

En caso de que Community Action Partnership of Central reciba una queja de la ADA en forma de un cargo formal o una demanda, el abogado de la agencia será responsable de la investigación y del mantenimiento de un registro como se describe en este documento.

Asociación de Acción Comunitaria del Centro de Illinois
Formulario de queja de la ADA

Nombre: _____

Dirección: _____

Teléfono: _____ Teléfono alternativo: _____

Persona discriminada (si es alguien que no es el denunciante):

Nombre(s): _____

Dirección, ciudad, estado y código postal: _____

Fecha del incidente: _____

Por favor, describa el presunto incidente (adjunte páginas adicionales si es necesario):

Formulario de Queja Continua de la ADA

¿Ha presentado una queja ante alguna otra agencia federal, estatal o local? ☐ Sí ☐ No

Si es así, enumere la agencia / agencias y la información de contacto a continuación:

Agencia: _____ Persona de Contacto: _____

Dirección Ciudad, Estado, Código Postal _____

Agencia: _____ Persona de Contacto: _____

Dirección Ciudad, Estado, Código Postal _____

Afirmo que he leído la acusación anterior y que es verdadera a mi leal saber y entender, información y creencia.

Firma del demandante _____ **fecha** _____

Escriba en letra de molde o escriba el nombre del demandante

Para la asociación de acción comunitaria de uso central de Illinois solo

Fecha de recepción: _____ Received Por: _____

Non-elected Committees Membership Table

Subrecipients who select the membership of transit-related, non-elected planning boards, advisory councils, or committees must provide a table depicting the membership of those organizations broken down by race. Subrecipients also must include a description of the efforts made to encourage participation of minorities on these boards, councils, and committees.

☒ **Community Action Partnership of Central Illinois – CAPCIL Transit** does not select the membership of any transit-related committees, planning boards, or advisory councils.

Monitoring for Subrecipient Title VI Compliance

Describe how you monitor your subrecipients. This can be through site visits, submissions of Title VI Plans annually, or training and surveys.

☒ **Community Action Partnership of Central Illinois – CAPCIL Transit** does not monitor subrecipients for Title VI compliance.

Title VI Equity Analysis

A subrecipient planning to acquire land to construct certain types of facilities must not discriminate on the basis of race, color, or national origin, against persons who may, as a result of the construction, be displaced from their homes or businesses. “Facilities” in this context does not include transit stations or bus shelters, but instead refers to storage facilities, maintenance facilities, and operation centers.

There are many steps involved in the planning process prior to the actual construction of a facility. It is during these planning phases that attention needs to be paid to equity and non-discrimination through equity analysis. The Title VI Equity Analysis must be done before the selection of the preferred site.

Note: Even if facility construction is financed with non-FTA funds, if the subrecipient organization receives any FTA dollars, it must comply with this requirement.

☒ **Community Action Partnership of Central Illinois – CAPCIL Transit** has no current or anticipated plans to develop new transit facilities covered by these requirements

Fixed Route Transit Provider Analysis

Fixed Route: Public transit service (other than by aircraft) provided on a repetitive, fixed-schedule basis along a specific route, with vehicles stopping to pick up passengers.

A subrecipient providing fixed route service, as defined above, must determine the distribution of transit amenities or the vehicle assignments for each mode in a non-discriminatory manner. The subrecipient must develop policies to ensure service is not distributed on the basis of race, color, or national origin.

Effective practices to fulfill the Service Standards requirements include developing written policies covering each of the following service indicators: (can be expressed in writing or in table format – see Circular Appendix G & H pp. 87-91)

☒ **Community Action Partnership of Central Illinois – CAPCIL Transit** is not a Fixed Route Transit Provider

Board Approval for the Title VI Plan

The approval of the Title VI Plan is highlighted below in yellow.

Community Action Partnership of Central Illinois

Governing Board Meeting

February 27th, 2025

Minutes Recorded by: Maddison Metelko, HRCC

Quorum: Yes.

Call to Order: 6:20pm

Members Present:

Barry Beck, Eldon Garlisch, Todd Henricks, John Hoblit, Verdeen Ingram, Lauren Johnson, Richard Kaufman, Mary Layton, Diane Sanders, and Jennifer Satorius

Members Excused:

Lance Reece, Maggie Sanderfield, and Kathy Schmidt

Members Absent:

Michael Beem

Guests Present:

Kristin Conklen, Ryne Komnick, Stephanie Pitts, Kerianne Short, Jenifer Deweese, Kayla Woodcox, Dea Welsh, Alicia Mitchel, and Marty Ryan

Approval December Meeting Minutes:

Verdeen Ingram made a motion to approve, and Todd Henricks seconded. None opposed, and the motion was carried. There was no discussion on the matter.

Approval of Staff Status Reports:

It was reported that Head Start is currently sitting with 7% of their budget remaining. Enrollment for Head Start is 100%. Fiscal reported that the credit line has a limit of \$40,000. However, due to the CSBG grant not being available for cash requests at the beginning of the year (1/1/2025) the line of credit was over our internal goal by approximately \$26,000. At the time of this meeting, that balance was lower. The Weatherization program is currently waiting on a grant due to the government's current standing. However, the State of Illinois has Instructed the Weatherization program to continue spending as usual. Richard Kaufman made a motion to approve, and Jennifer Satorius seconded. None opposed, and the motion was carried.

Chairman's Report:

Eldon reported that all is well considering the status of the government. Jenifer Deweese stated that the bylaws are up for review and suggested a change in the number of board members. Jenifer reminded the board that 9 is the minimum number of members allowed, and that we must remain in increments of three. Letters have been sent out to clients of CAPCIL encouraging them to join the governing board.

The board discussed possibly lowering the board slots from 18 to 15 or even 12. Jenifer said that all 18 vacancies have not been filled in over 3 years and reminded the board that the bylaws can be adjusted at any time. The board seemed to agree that it would be better to lower the number of board members to 15. Changes to the Employee handbook include no longer allowing employees to call off sick the day before or after a holiday without repercussions. CAPCIL is also looking to add an attendance initiative by possibly allowing employees who can maintain 100% attendance in a quarter to gain a PTO day. The Code of Conduct has changed the wording from “Community Action” to “CAPCIL.” There have been changes from the word “discrimination,” to specifics for clarification. The format has also been updated to draw attention and ensure no points are unseen. The Fiscal Policy has been updated from stating that time must be submitted at “a reasonable time,” to the actual time that this is due. These matters will be voted on in April.

Committee Reports:

Verdeen reported that 50% of the tables for the annual (now final) Cheeseburger in Paradise fundraiser have been sold. She also encouraged the board members to try to find people in their community to contribute to the event. Stephanie Pitts went out to local businesses looking for sponsorships in effort to raise more money and/or auction items for the event.

Approval of Fiscal Reports:

Richard did not have much to report aside from the confirmation that everything looks good within fiscal. Richard made a motion to approve the fiscal reports pending audit, Diane seconded. None opposed, and the motion was carried. Ryne Komnick stated that the roof is holding up well at corporate with no leaks reported. The City of Lincoln has removed the trees in efforts to sustain a retention pond. This made our CAPCIL board much more visible, and it is easier for everyone to find the office. He also said that CAPCIL has a vehicle auction coming up within the next few weeks to get rid of vehicles that are no longer used by the company. This will be an online auction, and potential buyers can set up times to come look at the vehicles. Alicia Mitchell reported that a new Foster Grandparent joined the program in DeWitt, and now the program is full.

Approval of Agency Customer Grievance Process:

Jenifer Deweese explained the flow of this process. There are no changes. John made a motion to approve, and Jennifer seconded. None opposed and the motion was carried.

Head Start Internal Dispute Process:

Jenifer Deweese explained the flow of this process. There are no changes. Richard made a motion to approve, and Verdeen seconded. None opposed, and the motion was carried.

Executive Director’s Report:

Jenifer reported that DCFS has sent out a “close-out” letter regarding the matter in which a teacher (now terminated) was reported by a parent for corporal punishment. DCFS declared the matter “unfounded.” The board questioned whether other staff members were aware of the abusive behavior to which Jenifer stated that the videos made it unclear if anyone was aware, but that it did not seem like it. The Code of Conduct will be handed out bi-annually (April and August) opposed to annually to remind Head Start staff was and is not appropriate behavior. This event was also reported to the Head Start office to which a RAN assessment was performed, and a deficiency was founded. This is to be corrected by March 9th, 2025. Jenifer Deweese and Kristin Conklen have a meeting on March 10th, 2025, about this matter and the board was welcomed to virtually attend if needed. Head Start is implementing and emphasizing a “Tap-Out” protocol to avoid abusive behavior and give the employees time to think

rather than acting immediately. CAPCIL is looking to hire a Mental Health and Disabilities Manager to help manage these situations.

The Weatherization program attempted to get approval to serve Peoria county but were unsuccessful. The Grant was awarded to Tazewood. Curt is looking to Ameren to get more funding. Jenifer introduced Kayla Woodcox, who is the new Nutrition Director and announced that Becky Remmert has stepped down and now works as the Client Intake Coordinator.

Approval of the Head Start Corrective Action Plan:

Jennifer Satorius made a motion to approve, and Diane Sanders seconded. None opposed and the motion was carried. There was no discussion.

Approval of the Transportation Title VI Plan:

The IDOT review led to a finding in that CAPCIL did not have a formal Title VI plan in which there is clarification on LEP accessibility. The second language for the complaint form was chosen based on what the dominant language outside of English is, which for CAPCIL, is Spanish. Richard made a motion to approve, and Verdeen seconded. None opposed and the motion was carried.

Adjournment:

Jennifer Satorius made a motion to adjourn, and Todd seconded. None opposed and the meeting was adjourned at 7:25pm.