



Title VI Program

Date filed with MoDOT Transit Section:
April 17, 2024

Approved by SMCOG Board of Directors
March 27, 2024

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A. Title VI Assurances

The Southwest Missouri Council of Governments (SMCOG) agrees to comply with all provisions prohibiting discrimination on the basis of race, color, or national origin of Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 200d *et seq.*, and with U.S. DOT regulations, “Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act,” 49 CFR part 21.

SMCOG assures that no person shall, as provided by Federal and State civil rights laws, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity. SMCOG further ensures every effort will be made to ensure non-discrimination in all programs and activities, whether those programs and activities are federally funded or not.

SMCOG meets the objectives of the FTA Master Agreement which governs all entities applying for FTA funding, including SMCOG and its third-party contractors by promoting actions that:

- A. Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
- B. Identify and address, as appropriate, disproportionately high and adverse effects of programs and activities on minority populations and low-income populations.
- C. Promote the full and fair participation of all affected Title VI populations in transportation decision making.
- D. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- E. Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP).

Additionally, as SMCOG is administered by the Center for Resource Planning and Management at Missouri State University, it also complies with the University’s non-discrimination policy statement which includes protections based on race, color, national origin (including ancestry, or any other subcategory of national origin recognized by applicable law), religion, sex (including marital status, family status, pregnancy, sexual orientation, gender identity, gender expression, or any other subcategory of sex recognized by applicable law), age, disability, veteran status, genetic information, or any other basis protected by applicable law in employment or in any program or activity offered or sponsored by the University.

Signed:

A handwritten signature in blue ink that reads "Jason Ray". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Title:

Executive Director

Date:

3/19/2024

B. Agency Information

1. Mission of SMCOG

The mission of SMCOG is to enhance the quality of our communities through regional cooperation.

2. History (including year started)

Established in May of 1989, The Southwest Missouri Council of Governments (SMCOG) offers a unique set of programs at the local and regional level. The purpose of the Council is to promote area-wide dissemination of information regarding issues and problems and to provide technical and advisory services for community betterment.

SMCOG is an association of local governments serving the ten southwest Missouri counties in the Springfield area. These include Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster counties. SMCOG is one of 19 active regional planning organizations throughout Missouri.

For many communities in the southwest Missouri region, the need for planning services is great since many towns and counties do not have professional planning resources, yet are facing many significant development issues. Through membership in SMCOG, such communities have access and facilities that would otherwise be unavailable.

SMCOG is administered and operated through the Center for Resource Planning and Management at Missouri State University. SMCOG is the only regional council in Missouri affiliated with a university. Through this unique partnership, SMCOG has access to a wide variety of resources and technical assistance at the university, and its staff (who are University employees) are subject to university policies and procedures. SMCOG's interaction with Southwest Missouri's local governments enhances Missouri State's Public Affairs Mission.

SMCOG operates under a variety of funding sources from the local, state, and federal levels. Local revenues are derived from membership fees and charges for extra or special services such as local planning, grant administration, or technical contracts.

3. Regional Profile (regional population; growth projection)

According to the 2020 Census, the Southwest Missouri Council of Governments' area population was 642,678 people. The overall population growth of the region from 2010 to 2020 was 6.63% percent, a significant decline in the growth rate from the previous decade's 17.9%.

County	2010	2020	Change '10 - '20	% Change	Projected 2030	Projected 2040
Barry	35,597	34,534	-1,063	-2.99%	33,602	34,513
Christian	77,422	88,842	11,420	14.75%	105,521	119,705
Dade	7,883	7,569	-314	-3.98%	5,083	4,250
Dallas	16,777	17,071	294	1.75%	17,466	17,859
Greene	275,174	298,915	23,741	8.63%	325,305	350,612
Lawrence	38,634	38,001	-633	-1.64%	37,798	37,586
Polk	31,137	31,519	382	1.23%	32,296	33,066
Stone	32,202	31,076	-1,126	-3.50%	29,809	31,587
Taney	51,675	56,066	4,391	8.50%	50,693	54,440
Webster	36,202	39,085	2,883	7.96%	35,456	37,179
SMCOG	602,703	642,678	39,975	6.63%	641,046	679,935
Missouri	5,595,211	6,154,913	559,702	10.00%	-	-
Arkansas	2,673,400	3,011,524	338,124	12.65%	-	-
Kansas	2,688,418	2,937,880	249,462	9.28%	-	-
Oklahoma	3,450,654	3,959,353	508,699	14.74%	-	-

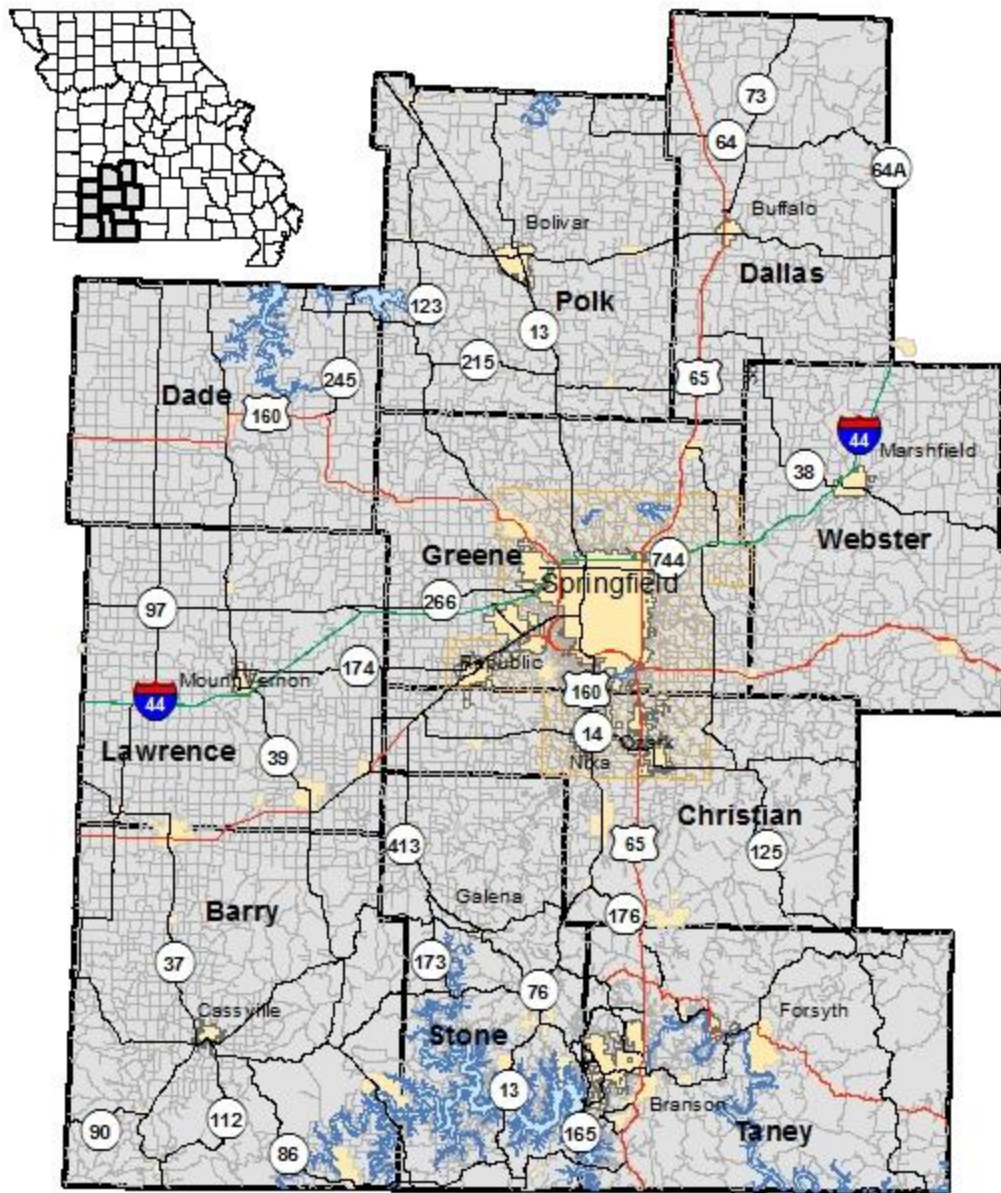
4. Population served (in relation to regional population)

SMCOG serves the entire regional population of 642,678 persons, per 2020 Census.

5. Service area (include map, with any routes utilized)

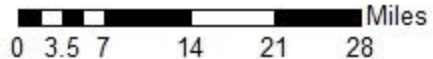
The ten-county area of Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster counties is the service area for SMCOG. Transportation planning services are provided to the ten-county area, excluding jurisdictions that fall within the boundaries of the metropolitan planning organization, the Ozarks Transportation Organization. However, SMCOG may provide advisory services regarding transportation infrastructure and transit services within the OTO planning area as requested. SMCOG does not provide or fund any transit services beyond the maintenance of the Regional Public Transit – Human Services Transportation Coordination Plan.

SMCOG and OTO MPO Boundaries



Legend

- City Limits
- OTO MPO Boundaries
- SMCOG Counties
- Road Network
- Interstate
- State Hwy
- U.S. Hwy



6. Governing body make-up (include terms of office)

The governing body of SMCOG is comprised of one representative from each of the government and non-government members of the Council. Governmental Council members shall serve for a term of one year. Members' terms shall be terminated, however, when they no longer serve as a member of the county commission, or as a designated alternate of the county commission, or as mayor or chairperson, or as a designated alternate of the mayor or chairperson. Their successors shall be appointed by the local units of government making the original appointment. Members may serve successive terms. Non-government Council members shall be appointed annually in June by the governmental members of the Council. Non-government members may serve successive terms. If any non-government member resigns or is unable to complete a term of appointment, a replacement representative may be appointed by the Council for the duration of such term. Additionally, as previously noted, SMCOG is administered and operated through the Center for Resource Planning and Management at Missouri State University, which is governed by a 10-member Board of Governors (including 9 voting members and 1 non-voting student member), which members are appointed by the Governor of the State of Missouri and approved by the Missouri Legislature.

7. Council Administration

SMCOG has an administration agreement with the Center for Resource Planning and Management at Missouri State University (MSU). All SMCOC employees are Missouri State University employees, and the office and personnel are required to follow all University policies.

MSU has a number of policies pertaining to non-discrimination, with which SMCOC must comply. The MSU Policy Library is accessible online and available at <https://www.missouristate.edu/policy/>. Included within MSU's policy is G1.05 Non-Discrimination Policy Statement, which is the university's overarching governing policy which prohibits discrimination on any basis protected by law:

Missouri State University is a community of people with respect for diversity. The University emphasizes the dignity and equality common to all persons and adheres to a strict non-discrimination policy regarding the treatment of individual faculty, staff, and students. In accord with federal law and applicable Missouri statutes, the University does not discriminate on the basis of race, color, national origin (including ancestry, or any other subcategory of national origin recognized by applicable law), religion, sex (including marital status, family status, pregnancy, sexual orientation, gender identity, gender expression, or any other subcategory of sex recognized by applicable law), age,

disability, veteran status, genetic information, or any other basis protected by applicable law in employment or in any program or activity offered or sponsored by the University. Sex discrimination encompasses sexual harassment, which includes sexual violence, and is strictly prohibited by Title IX of the Education Amendments of 1972.

This policy shall not be interpreted in a manner as to violate the legal rights of religious organizations or of military organizations associated with the Armed Forces of the United States of America.

The University maintains a grievance procedure incorporating due process available to any person who believes he or she has been discriminated against. Missouri State University is an Equal Opportunity/Affirmative Action/Minority/Female/Veterans/Disability/Sexual Orientation/Gender Identity employer. Inquiries concerning the complaint/grievance procedure related to sex discrimination, including sexual harassment and sexual assault, should be addressed to the Title IX Coordinator, Carrington Hall 205, 901 S. National Ave., Springfield, Missouri 65897, Equity@MissouriState.edu, 417-836-4252, or to the Office for Civil Rights. All other inquiries concerning the grievance procedure, Affirmative Action Plan, or compliance with federal and state laws and guidelines should be addressed to the Equal Opportunity Officer, Office for Institutional Equity and Compliance, Carrington Hall 205, 901 S. National Ave., Springfield, Missouri 65897, Equity@MissouriState.edu, 417-836-4252, or to the Office for Civil Rights. (Res. Board Policies No. 70-11; Bd. Min. 10-28-11.)

See https://www.missouristate.edu/equity/Nondiscrimination_Statement.htm.

The University also maintains several other policies which prohibit discrimination on the basis of a protected class and provide internal processes for reporting and investigating complaints, including:

Op1.02-2 Discrimination Complaint and Investigation Procedures, available at https://www.missouristate.edu/policy/Op1_02_2_ComplaintProcedures.htm

Op1.02-11 Title IX Sexual Harassment Grievance Procedure Policy

<https://www.missouristate.edu/Policy/Op1-02-11-title-ix-sexual-harassment-grievance-procedure.htm>

The University maintains additional policies designed to provide accommodations designed to prevent and/or eliminate discrimination, including:

Op1.02-11 Title IX Sexual Harassment Grievance Procedure Policy

<https://www.missouristate.edu/Policy/Op1-02-11-title-ix-sexual-harassment-grievance-procedure.htm>

Op1.02-1 Accommodations for Religious Observances Policy, available at
https://www.missouristate.edu/policy/Op1_02_1_ReligiousAccommodation.htm

Op1.02-5 Employee Disability Accommodation Policy and Procedures, available at
https://www.missouristate.edu/policy/Op1_02_5_DisabilityAccommodation.htm

Op5.05-1 Disability Accommodation Policy for Students, available at
https://www.missouristate.edu/Policy/Op5_05_1_Accommodation.htm

C. Notice to the Public

Notifying the Public of Rights under Title VI/ADA

SMCOG posts Title VI/ADA notices on our agency's website, and in public areas of our agency.

SMCOG operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964, and in accordance with Missouri State University's Non-Discrimination Policy.

SMCOG operates its programs and services without discrimination against individuals with disabilities, in accordance with the Americans with Disabilities Act of 1990.

For more information on SMCOG's Title VI program, and the procedures to file a complaint, contact Jason Ray, Executive Director at 417-836-6900; JasonRay@MissouriState.edu; or visit our administrative office at 110 Park Central Square, Springfield, MO 65806. For more information visit <https://www.smcog.org/civil-rights>

If you believe you have been discriminated against on the basis of race, color, or national origin by SMCOG, you may file a Title VI complaint by completing, signing, and submitting the agency's Title VI Complaint Form.

To obtain additional information about your rights under Title VI, contact: Jason Ray, Executive Director at 417-836-6900; JasonRay@MissouriState.edu.

How to file a Title VI/ADA complaint with SMCOG

1. Download a complaint form from the SMCOG website, <https://www.smcog.org/civil-rights> or obtain a hard copy at SMCOG offices located at:
110 Park Central Square
Springfield, MO 65806
2. Due to SMCOG's administration by Missouri State University, concerns may also be reported to:
Office for Institutional Equity and Compliance
Carrington Hall 205, 901 S. National Ave.
Springfield, Missouri 65897
Equity@MissouriState.edu

3. In addition to the complaint process above, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights: Region 7. Offices are located at:
901 Locust Street
Suite 404
Kansas City, MO 64106
4. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
5. The form must be signed and dated and include your contact information.

If information is needed in another language, please email JasonRay@MissouriState.edu.

D. Procedure for Filing a Title VI Complaint

See Title VI
Complaint Form
ATTACHMENT 1

Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of SMCOG's programs, activities, and services.

RIGHT TO FILE A COMPLAINT: Any person who believes they have been discriminated against on the basis of race, color, or national origin by SMCOG may file a Title VI complaint by completing and submitting the agency's **Title VI Complaint Form**. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

HOW TO FILE A COMPLAINT: Information on how to file a Title VI complaint is posted on our agency's website, and in public areas of our agency.

You may download the SMCOG Title VI Complaint Form at <https://www.smcog.org/civil-rights>, or request a copy by writing to SMCOG, 110 Park Central Square, Springfield, MO 65806. Information on how to file a Title VI complaint may also be obtained by calling 417-836-6900.

You may file a signed, dated complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address, and telephone number.
- Specific, detailed information (how, why, and when) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if known, the agency should contact for clarity of the allegations.

Please submit your complaint form to:

Jason Ray, Executive Director
SMCOG
110 Park Central Square
Springfield, MO 65806

COMPLAINT ACCEPTANCE: SMCOG will process complaints that are complete. Once a completed Title VI Complaint Form is received, SMCOG will review it to determine if SMCOG has jurisdiction. The complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by SMCOG.

INVESTIGATIONS: SMCOG will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, SMCOG may contact the complainant. Unless a longer period is specified by SMCOG, the complainant will have

ten (10) days from the date of the letter to send requested information to the SMCOG investigator assigned to the case.

If the requested information is not received within that timeframe the case will be closed. Also, a case can be administratively closed if the complainant no longer wishes to pursue the case.

LETTERS OF CLOSURE OR FINDING: After the Title VI investigator reviews the complaint, the Title VI investigator will issue one of two letters to the complainant: a closure letter or 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 disagrees with SMCOG's determination, the complainant may request reconsideration by submitting the request in writing to the Title VI investigator within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. SMCOG will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, SMCOG will issue a determination letter to the complainant upon completion of the reconsideration review.

- A Determination Letter for cases where reconsideration is granted summarizes the allegations, the original finding, the basis for reconsideration, the final findings, and what remedial action(s) are necessary disciplinary action, additional training of the staff member, or other action will occur.

A person may also file a complaint directly with the Federal Transit Administration, at the FTA Office of Civil Rights, East Building, 5th Floor – TCR 1200 New Jersey Avenue SE, Washington, DC 20590.

SMCOG will notify the Missouri Department of Transportation of all Discrimination complaints within **72 hours** by contacting the MoDOT Title VI Coordinator via the External Civil Rights main line at (573) 526-2978; or via e-mail at TitleVI@modot.mo.gov.

If information is needed in another language, contact SMCOG at the mailing address: 110 Park Central Square, Springfield, MO 65806, or at 417-836-6900.

E. Monitoring Title VI Complaints, Investigations, Lawsuits *and* Documenting Evidence of Agency Staff Title VI Training

Documenting Title VI Complaints/Investigations

All Title VI complaints will be entered and tracked in SMCOG’s complaint log. Active investigations will be monitored for timely response on the part of all parties. The agency’s Title VI Coordinator shall maintain the log.

During the reporting period, 2021 – 2024, SMCOG had 0 Title VI Complaints.

Agency Title VI Complaint Log

Date complaint filed	Complainant	Basis of complaint R-C-NO	Summary of allegation	Pending status of complaint	Actions taken	Closure Letter (CL)	Letter of Finding (LOF)	Date of CL or LOF

Documenting Evidence of Agency Staff Title VI Training

SMCOG’s staff are given Title VI training, and agency can answer affirmatively to all the following questions:

1. Are new employees made aware of Title VI responsibilities pertaining to their specific duties?
2. Do new employees receive this information via employee orientation?
3. Is Title VI information provided to all employees?
4. Is Title VI information prominently displayed in the agency and on any program materials distributed, as necessary?

The following Title VI training will be provided to SMCOG's staff:

1. Information on Title VI such as the requirements of Title VI, the protections afforded, and SMCOG's obligations under Title VI.
2. Information regarding displayed Title VI information and program materials such as the Title VI Nondiscrimination Notice to the Public.
3. Information on SMCOG's Title VI Complaint Procedures, Title VI Complaint Form, and the complaint investigation process.
4. Information on SMCOG's outreach efforts from the Public Participation Plan and the agency's efforts to engage minority and LEP populations.

SMCOG will identify staff that are likely to routinely encounter or have frequent contact with members of the public and/or customers, as well as their supervisors and all management staff. SMCOG will include the Title VI training as part of the orientation for new employees. Existing employees, especially those who frequently encounter the public and/or customers, will take part in re-training or new training sessions to keep up to date on their Title VI responsibilities on an annual basis.

The Title VI training will be administered in conjunction with training on SMCOG's Language Assistance Plan and a summary of the agency's LEP responsibilities as discussed in the later Section G. "Language Assistance Plan."

F. Public Engagement Plan

Goal

The goal of the Public Engagement Plan is to have significant and ongoing public involvement, by all identified audiences, in the public participation process for major agency outreach efforts. The Public Engagement plan describes the proactive strategies, procedures, and desired outcomes that underpin SMCOG's public participation activities.

Objectives

- To understand the service area demographics and determine what non-English languages and other cultural barriers exist to public participation.
- To provide general notification of meetings and forums for public input, in a manner that is understandable to all populations in the area.
- To hold public meetings in locations that are accessible to all area stakeholders, including but not limited to minority and low-income members of the community.
- To provide methods for two-way communication and information and input from populations which are less likely to attend meetings.
- To convey the information in various formats to reach all key stakeholder groups.

Identification of Stakeholders

Stakeholders are those who are either directly or indirectly affected by an outreach effort, system or service plan or recommendations of that plan. Stakeholders include but are not limited to the following:

- Board of Directors – the governing board of the agency. The role of the Board is to establish policy and legislative direction for the agency. The Board defines the agency's mission, establishes goals, and approves then budget to accomplish the goals.
- Advisory Bodies – non-elected advisory bodies review current and proposed activities of the agency, and are encouraged to be active in the agency's public engagement process. Advisory bodies provide insight and feedback to the agency.
- Minority and low-income populations, including limited English proficient persons.
- Local jurisdictions and other government stakeholders
- Private businesses and organizations
- Employers

- Partner agencies

Elements of the Public Engagement Plan

It is necessary to establish a public participation plan that includes an outreach plan to engage minority and limited English proficient (LEP) populations.

Elements of the Public Engagement Plan include:

1. Public Notice

- a. Official notification of intent to provide opportunity for members of the general public to participate in public engagement plan development, including participation in open Board meetings, and advisory committees.

2. Public Engagement Process/Outreach Efforts

- a. Public meetings
- b. Open houses
- c. Public hearings
- d. Focus groups
- e. Surveys
- f. Services for the Disabled (Notices of opportunities for public involvement include contact information for people needing these or other special accommodations.)

Events such as public meetings and/or open houses are held at schools, churches, libraries, and other non-profit locations easily accessible to public transit and compliant with the Americans with Disabilities Act.

3. Public Comment

- a. Formal public comment periods are used to solicit comments on major public involvement efforts around an agency service or system change.
- b. Comments are accepted through the following various means
 - i. Dedicated email address
 - ii. Website
 - iii. Regular mail
 - iv. Forms using survey tool for compilation
 - v. Videotaping
 - vi. Phone calls to 417-836-6900

4. Response to Public Input

All public comments are provided to the appropriate committee or board prior to decision making. A publicly available summary report is compiled, including all individual comments.

Title VI Outreach Best Practices

SMCOG ensures all outreach strategies, communications and public involvement efforts comply with Title VI. SMCOG's Public Engagement Plan proactively initiates the public involvement process and makes concerted efforts to involve members of all social, economic, and ethnic groups in the public involvement process. Aligned with the above referenced communication tactics, SMCOG provides the following:

- a. Public notices published in non-English publications (if available) that serve LEP populations.
- b. Title VI Non-Discrimination Notice on agency's website.
- c. Agency communication materials in languages other than English (subject to Safe Harbor parameters).
- d. Services for Limited English Proficient persons. Upon advance notice, translators may be provided.

Additional Best Practices Include:

- a. The distribution of agency materials and information such as brochures, newsletters, booklets, flyers, outreach and recruitment information, and other materials routinely disseminated to the public.
- b. Advertised public announcements through newspapers, fliers, or radio stations.
- c. Partnering with local agencies and community-based organizations such as local non-profits, libraries, religious organizations, and/or other community-based organizations to advertise services provided,
- d. Added public content to agency's webpage to communicate outreach activities at <https://www.smcog.org/>.
- e. Public Content added to agency's social media to communicate schedule changes and/or outreach activities <https://www.smcog.org/>.
- f. Hosting an information booth at community events within the region.
- g. Comment Forms

2024 – 2027 Title VI Program Public Engagement Process

SMCOG conducted a Public Engagement Process for the 2024-2027 Title VI Program. This process includes discussing the plan and providing briefings during Board of Directors and Advisory Committee meetings. Materials have been created to explain Title VI policies as well as provide education on how they relate to minority populations.

SMCOG conducted a 30-day public comment period to provide opportunities for feedback on the 2024-2027 Title VI Program.

Comments were accepted during the public outreach period via:

- a. Email

- b. Mail
- c. Phone
- d. In person

Three-Year Summary (2021-2023) of Public Outreach Efforts

SMCOG has undertaken the following public outreach efforts within the last three calendar years:

- Held annual transportation needs meetings across the region.
- Hosted open house events for various comprehensive plans and transportation plans in the region.
- Attended various community events to distribute surveys and flyers to residents and inform them of planning projects in the region.
- In 2021, SMCOG meetings such as Board meetings and Transportation Advisory Committee meetings were held via Zoom. A link and call-in number were posted at the SMCOG office and on the SMCOG website.
- In 2023, SMCOG hosted 20 public meetings for the Public Transit-Human Services Transportation Coordination Plan to collect input and prioritize needs and strategies. Transportation service providers, human service agencies, individuals with low income, individuals with disabilities, and seniors were invited to all the 20 public meetings.

G. Language Assistance Plan

SMCOG Limited English Proficiency Plan

This limited English Proficiency (LEP) Plan has been prepared to address SMCOG's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964; Federal Transit Administration Circular 4702.1B, dated October 1, 2012, which states that the level and quality of transportation service is provided without regard to race, color, or national origin.

Executive Order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency," indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds.

Service Area Description:

SMCOG serves ten counties in southwest Missouri. These include Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster counties. SMCOG does not provide transportation planning services within the Springfield MPO boundaries, these are provided by the Ozarks Transportation Organization.

SMCOG has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to seek meaningful access to services provided by SMCOG. Meaningful access is language assistance that results in accurate, timely, and effective communication at no cost to the LEP individual. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write, or understand English. This plan outlines how to identify a person who may need language assistance, and the ways in which assistance may be provided.

In order to prepare this plan, SMCOG undertook the **four-factor LEP analysis** which considers the following factors:

Four Factor Analysis

1. The number and proportion of LEP persons eligible to be served or likely to be encountered in the service area:

The "Safe Harbor Provision" stipulates a recipient is to provide written translation of vital documents for each eligible Limited English Proficient (LEP) language group that constitutes five

percent (5%) or 1,000 persons, whichever is less, of the total population five years of age and older eligible to be served or likely to be affected or encountered.

The U.S. DOT Language Access Plan defines “vital documents” as “paper or electronic written material that contains information that is critical for accessing a component’s programs, services, benefits, or activities; directly and substantially related to public safety; or required by law.” The FTA Circular 4702.1B specifies the Title VI Notice to the Public, Title VI Complaint Procedures, and Title VI Complaint Form are vital documents.

Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

Safe Harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable.

Based on the 2022 5-Year American Community Survey data for Table C16001 for SMCOG’s service area consisting of Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney and Webster Counties, 578,336 persons or 94.27% of the total population five years of age and older of 613,483 speak only English. A total of 12,111 or 1.97% of the total population speak English “less than very well” – a definition of Limited English Proficiency.

A total of 4,809 persons or 0.78% of the Spanish speaking population speak English “less than very well”, which meets the Safe-Harbor threshold. A total of 1,836 persons or 0.30% of the total population speak German “less than very well”, also meeting the Safe-Harbor threshold. A total of 1,067 persons or 0.17% of the Tagalog speaking population speak English “less than very well”, which meets the Safe-Harbor threshold.

LEP Population in SMCOG Area												
Language Spoken at Home for the Population 5 Years and Over												
Source: 2022: ACS 5-Year Estimates Detailed Table, U.S. Census Bureau, Table C16001												
Population 5 years and over by language spoken at home and ability to speak	Barry County	Christian County	Dade County	Dallas County	Greene County	Lawrence County	Polk County	Stone County	Taney County	Webster County	Service Area Total	Percentage of Population 5 years and older
Population 5 years and over	32,728	84,130	7,234	16,051	287,830	35,709	29,885	30,110	53,352	36,454	613,483	100.00%
Speak Only English	29,927	80,649	7,118	15,245	270,603	32,558	28,571	29,370	50,305	33,990	578,336	94.27%
Speak English "less than very well"	1,206	1,297	29	282	5,494	980	368	169	1,043	1,243	12,111	1.97%
Spanish	2,047	1,667	60	124	5,893	1,800	281	345	2,128	279	14,624	2.38%
Speak English "less than very well"	922	507	26	9	1,761	667	88	98	678	53	4,809	0.78%
French, Haitian, or Cajun	17	78	-	10	278	9	3	-	123	2	520	0.08%
Speak English "less than very well"	-	-	-	10	-	-	3	-	7	2	22	0.00%
German	112	226	28	579	913	513	699	89	160	1,823	5,142	0.84%
Speak English "less than very well"	48	58	-	193	123	115	203	12	9	1,075	1,836	0.30%
Russian	23	614	-	-	1,354	30	-	107	175	174	2,477	0.40%
Speak English "less than very well"	8	340	-	-	229	15	-	3	158	56	809	0.13%
Indo-European	54	286	1	70	2,816	481	80	158	137	3	4,086	0.67%
Speak English "less than very well"	-	31	-	70	610	3	16	46	42	-	818	0.13%
Korean	68	208	-	-	418	30	42	-	10	-	776	0.13%
Speak English "less than very well"	17	44	-	-	354	30	19	-	4	-	468	0.08%
Chinese	16	39	4	-	136	-	139	10	57	-	401	0.07%
Speak English "less than very well"	-	38	-	-	-	-	28	10	31	-	107	0.02%
Vietnamese	-	222	3	-	506	5	-	2	10	-	748	0.12%
Speak English "less than very well"	-	222	3	-	236	5	-	-	-	-	466	0.08%
Tagalog	49	47	13	-	1,244	199	6	3	68	-	1,629	0.27%
Speak English "less than very well"	-	18	-	-	892	122	6	-	29	-	1,067	0.17%
Asian & Pacific Island	396	5	1	-	1,455	79	12	26	148	85	2,207	0.36%
Speak English "less than very well"	199	1	-	-	513	23	3	-	85	40	864	0.14%
Arabic	-	19	1	-	1,397	-	10	-	-	55	1,482	0.24%
Speak English "less than very well"	-	-	-	-	776	-	-	-	-	-	776	0.13%
All Other	19	70	5	23	817	5	42	-	31	43	1,055	0.17%
Speak English "less than very well"	12	38	-	-	-	-	2	-	-	17	69	0.01%

2. Frequency of Contact by LEP Persons with SMCOG's Services:

The SMCOG staff reviewed the frequency with which office staff, or could have, contact with LEP persons. SMCOG has received zero requests for an interpreter since the last plan update.

3. The importance of programs, activities or services provided by SMCOG to LEP persons:

Outreach activities, summarized in SMCOG's Title VI Public Engagement Plan, include events such as public meetings and/or open houses held at schools, churches, libraries and other non-profit locations and may include specific outreach to LEP persons to gain understanding of the needs of the LEP population, and the manner (if at all) needs are addressed.

Outside Organization LEP Survey

Organization:

1. What language assistance needs are encountered?
2. What languages are spoken by persons with language assistance needs?
3. What language assistance efforts are you undertaking to assist persons with language assistance needs?
4. When necessary, can we use these services?

4. The resources available to SMCOG and overall cost to provide LEP assistance:

Based on our demographic analysis (Factor 1), SMCOG has determined that Spanish, German and Tagalog population within its service area meets the Safe Harbor threshold requiring written translated "vital documents" by language group(s).

SMCOG complies with the Safe Harbor Provision, as evidenced by the following vital documents made available in the Spanish, German, and Tagalog languages:

1. Title VI Non-Discrimination Notice to the Public
2. Discrimination Complaint Procedures
3. Discrimination Complaint Form

Vital documents will be translated for each eligible LEP language group in SMCOG's service area that constitutes 5% of the total population or 1,000 persons, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered.

If the 5% trigger is reached for a LEP language group that is fewer than 50 persons, SMCOG will provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of vital written materials, free of cost.

The Safe Harbor Provisions apply to the translation of written documents only, and do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and reasonable. Translation of other documents, if needed, can be provided orally.

Strategies for Engaging Individuals with Limited English Proficiency may include:

1. Use of Missouri State University translation and interpreter services.
2. Language identification flashcards.
3. Written translations of vital documents (identified via safe harbor provision)
4. One-on-one assistance through outreach efforts.
5. Website information
6. To the extent feasible, assign bilingual staff for community events, public hearings and Board of Directors meetings and on the customer service phone lines.
7. Taglines on vital documents informing LEP persons of the availability of translation upon request and how to obtain them (translated taglines will be included for the LEP language groups which triggered the Safe Harbor Threshold)
8. Bilingual or multilingual versions of outreach and recruitment activities:
 - a. Brochures or booklets
 - b. Flyers
 - c. Maps
 - d. Safety and security announcements
 - e. Notices in local newspapers in languages other than English, and non-English language radio stations and television stations about the available language assistance services and how to get them.
 - f. Notices at community-based organizations

SMCOG will provide assistance and direction to LEP persons upon request in a timely manner.

Overall Costs:

List of potential costs to provide LEP assistance associated with the above strategies for engaging individuals with Limited English Proficiency include:

1. Translating documents
2. Contracting with language interpreters
3. Producing materials disseminated to the public in alternate languages
4. Staff time associated with providing language assistance

Staff LEP Training

The following training will be provided to SMCOG staff:

1. Information on SMCOG 's Title VI Procedures and Title VI responsibilities pertaining to their specific duties.
2. Information on SMCOG's Language Assistance Plan and LEP Responsibilities.
3. Information on the written and oral language assistance services available, and instructions on how agency staff can access these products and services.
4. Information on how to respond to LEP callers, written communications from LEP persons, how to respond to in-person contact from LEP persons, and how to arrange providing language assistance services.
3. Use of Language Identification Flashcards.
4. Documentation of language assistance requests by maintaining a Language Assistance Requests Log.

SMCOG will identify staff that are likely to routinely encounter or have frequent contact with LEP persons, as well as their supervisors and all management staff to target training to appropriate staff. SMCOG will include the LEP training as part of the orientation for new employees. Existing employees, especially those who frequently encounter the public, will take part in re-training or new training sessions to keep up to date on their responsibilities to LEP persons on an annual basis.

Monitoring and Updating the LEP Plan

The LEP Plan is a component of SMCOG's Title VI Plan requirement.

SMCOG will update the LEP plan as required. The plan will be reviewed and updated on a triennial basis, at minimum, or when it is clear that higher concentrations of LEP individuals are present in the SMCOG service area. Updates include the following:

1. How the needs of LEP persons have been addressed.
2. Determine the current LEP population in the service area.
3. Determine as to whether the need for, and/or extent of, translation services has changed.
4. Determine whether local language assistance programs have been effective and sufficient to meet the needs.
5. Determine whether SMCOG's financial resources are sufficient to fund language assistance resources as needed.
6. Determine whether SMCOG has fully complied with the goals of this LEP Plan.
7. Determine whether complaints have been received concerning SMCOG's failure to meet the needs of LEP individuals.

H. Advisory Bodies

Table Depicting Membership of Non-Elected Committees, Councils, By Race

Committee	Caucasian	Latino	African American	Asian American	Native American	Total
Transportation Advisory Committee	100%	0%	0%	0%	0%	100%
Comprehensive Economic Development Strategy Committee	100%	0%	0%	0%	0%	100%
SMCOG Board of Directors	99.1%	0.9%	0%	0%	0%	100%

Description of efforts made to encourage minority participation on committees:

- Encourage local jurisdictions, which nominate committee members, to look for diverse representation

I. Subrecipient Assistance

SMCOG does not have any subrecipients.

J. Subrecipient Monitoring

SMCOG does not have any subrecipients.

K. Equity Analysis of Facilities

SMCOG has not constructed any storage facilities, maintenance facilities, or operations centers in the last three years.

SMCOG offices are owned by Missouri State University (MSU). MSU has an office of Planning, Design & Construction which oversees any facility construction. All new construction and renovations projects must be made in accordance with MSU design and construction policies

and in compliance with the Americans with Disabilities Act (ADA). All general contractors who are awarded construction bids (rather new construction or renovation) are required to abide by such policies and ADA requirements.

Attachment A: SMOG TITLE VI/ADA COMPLAINT FORM

“No person in the United States shall, on the basis 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.”

If you feel that you have been discriminated against in the provision of transportation services, please provide the following information to assist us in processing your complaint. Should you require any assistance in completing this form or need information in alternate formats, please let us know.

Please mail or return this form to:

Jason Ray
 Southwest Missouri Council of Governments
 110 Park Central Square
 Springfield, MO 65806
 Fax: 417-836-4146
 JasonRay@MissouriState.edu

PLEASE PRINT

1. Complainant's Name:		
a. Address:		
b. City:	State:	Zip Code:
c. Telephone (include area code): Home () or Cell ()		Work
() -		() -
d. Electronic mail (e-mail) address:		
Do you prefer to be contacted by this e-mail address? () YES () NO		
2. Accessible Format of Form Needed? () YES specify: _____ () NO		
3. Are you filing this complaint on your own behalf? () YES If YES, please go to question 7. () NO If no, please go to question 4		
4. If you answered NO to question 3 above, please provide your name and address.		
a. Name of Person Filing Complaint:		
b. Address:		
c. City:	State:	Zipcode:
d. Telephone (include area code): Home () or Cell ()		Work
() -		() -
e. Electronic mail (e-mail) address:		
Do you prefer to be contacted by this e-mail address? () YES () NO		
5. What is your relationship to the person for whom you are filing the complaint?		
6. Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. () YES, I have permission. () NO, I do not have permission.		
7. I believe that the discrimination I experienced was based on (check all that apply):		
() Race () Color () National Origin (classes protected by Title VI)		
() Disability (class protected by ADA)		
() Other (please specify)		

8. Date of Alleged Discrimination (Month, Day, Year):		
9. Where did the Alleged Discrimination take place?		
10. Explain as clearly as possible what happened and why you believe that you were discriminated against. Describe all of the persons that were involved. Include the name and contact information of the person(s) who discriminated against you (if known). <i>Use the back of this form or separate pages if additional space is required.</i>		
11. Please list any and all witnesses' names and phone numbers/contact information. <i>Use the back of this form or separate pages if additional space is required.</i>		
12. What type of corrective action would you like to see taken?		
13. Have you filed a complaint with any other Federal, State, or local agency, or with any Federal or State court? () YES If yes, check all that apply. () NO		
a. () Federal Agency (List agency's name)		
b. () Federal Court (Please provide location)		
c. () State Court		
d. () State Agency (Specify Agency)		
e. () County Court (Specify Court and County)		
f. () Local Agency (Specify Agency)		
14. If YES to question 13 above, please provide information about a contact person at the agency/court where the complaint was filed.		
Name:	Title:	
Agency:	Telephone: ()	-
Address:		
City:	State:	Zip Code:

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

Signature and date is required:

Signature

Date

If you completed Questions 4, 5 and 6, your signature and date is required:

Signature

Date

Attachment B: Title VI Self-Survey Form

Date filed with MoDOT Transit Section:

DATE

Survey Date:

Period Covered:

Name of Program/Grant:

A. Summary of Complaints:

B. Number of complaints for the period:

C. Number of complaints voluntarily resolved:

D. Number complaints currently unresolved:

E. Attach a summary of any type of complaint and provide:

- Name of complainant
- Race
- Allegation
- Findings
- Corrective Action
- Identify any policy/procedure changes made as a result of the complaint.
- Provide the date history (date complaint received through resolution)

1. Are new employees made aware of the Title VI responsibilities pertaining to their specific duties?

YES _____ NO _____

2. Do new employees receive this information via employee orientation?

YES _____ NO _____

3. Is Title VI information provided to all employees and program applicants?

YES _____ NO _____

4. Is Title VI information prominently displayed in the organization and on relevant program materials?

YES _____ NO _____

5. Identify any improvements you have implemented since the last self-survey to support Title VI communication to employees and program applicants.

6. Identify any improvements you plan to implement before the next self-survey to support Title VI communication to employees and program applicants.

7. Identify any problems encountered with Title VI compliance and discuss possible remedies.

Signature: _____

Title: _____

Date: _____

Attachment C: Title VI Non-Discrimination Notice to the Public (Spanish)

Notificación al público de los derechos bajo el Título VI/ADA

SMCOG publica avisos del Título VI/ADA en el sitio web de nuestra agencia y en áreas públicas de nuestra agencia.

SMCOG opera sus programas y servicios sin distinción de raza, color u origen nacional, de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964 y de acuerdo con la Política de No Discriminación de la Universidad Estatal de Missouri.

SMCOG opera sus programas y servicios sin discriminación contra personas con discapacidades, de conformidad con la Ley de Estadounidenses con Discapacidades de 1990.

Para obtener más información sobre el programa Título VI del SMCOG y los procedimientos para presentar una queja, comuníquese con Jason Ray, Director Ejecutivo al 417-836-6900; JasonRay@MissouriState.edu; o visite nuestra oficina administrativa en 110 Park Central Square, Springfield, MO 65806. Para obtener más información, visite <https://www.smcog.org/civil-rights>

Si cree que SMCOG lo ha discriminado por motivos de raza, color u origen nacional, puede presentar una queja del Título VI completando, firmando y enviando el Formulario de queja del Título VI de la agencia.

Para obtener información adicional sobre sus derechos bajo el Título VI, comuníquese con: Jason Ray, Director Ejecutivo al 417-836-6900; JasonRay@MissouriState.edu..

Cómo presentar una queja del Título VI/ADA ante el SMCOG

1. Descargue un formulario de queja del sitio web del SMCOG, <https://www.smcog.org/civil-rights> u obtenga una copia impresa en las oficinas del SMCOG ubicadas en:
110 Park Central Square
Springfield, MO 65806

2. Debido a la administración del SMCOG por parte de la Universidad Estatal de Missouri, también se pueden informar inquietudes a:
Office for Institutional Equity and Compliance
Carrington Hall 205, 901 S. National Ave.
Springfield, Missouri 65897
Equity@MissouriState.edu
3. Además del proceso de quejas anterior, las quejas se pueden presentar directamente ante la Administración Federal De Tránsito, Oficina de Derechos Civiles: Region 7. Las oficinas están ubicadas en:
901 Locust Street
Suite 404
Kansas City, MO 64106
4. Las quejas deben presentarse dentro de los 180 días siguientes a la fecha del supuesto hecho discriminatorio y deben contener la mayor cantidad de información detallada posible sobre la presunta discriminación.

El formulario debe estar firmado y fechado e incluir su información de contacto.

Si necesita información en otro idioma, envíe un correo electrónico
JasonRay@MissouriState.edu.

Attachment D: Discrimination Complaint Procedures (Spanish)

Procedimiento para presentar una queja del Título VI

Presentar una queja del Título VI

Los procedimientos de queja se aplican a los beneficiarios de los programas, actividades y servicios del SMCOG.

DERECHO A PRESENTAR UNA QUEJA: Cualquier persona que crea que ha sido discriminada por motivos de raza, color u origen nacional por parte del SMCOG puede presentar una queja del Título VI completando y enviando el Formulario de queja del Título VI de la agencia. Las quejas del Título VI deben recibirse por escrito dentro de los 180 días posteriores a la supuesta queja discriminatoria.

CÓMO PRESENTAR UNA QUEJA: La información sobre cómo presentar una queja del Título VI se publica en el sitio web de nuestra agencia y en las áreas públicas de nuestra agencia.

Puede descargar el Formulario de queja del Título VI del SMCOG en <https://www.smcog.org/civil-rights>, o solicitar una copia escribiendo a SMCOG, 110 Park Central Square, Springfield, MO 65806. Información sobre cómo presentar un Título La queja VI también se puede obtener llamando al 417-836-6900.

Puede presentar una queja firmada y fechada no más de 180 días a partir de la fecha del presunto incidente. La denuncia debe incluir:

- Su nombre, dirección y número de teléfono.
- Información específica y detallada (cómo, por qué y cuándo) sobre el presunto acto de discriminación.
- Cualquier otra información relevante, incluidos los nombres de las personas, si se conocen, con las que la agencia debe comunicarse para aclarar las acusaciones.

Por favor envíe su formulario de queja a:

Jason Ray, director ejecutivo
SMCOG
110 Park Central Square
Springfield, MO 65806

ACEPTACIÓN DE QUEJAS: SMCOG procesará las quejas que estén completas. Una vez que se reciba un formulario de queja del Título VI completo, SMCOG lo revisará para determinar si SMCOG tiene jurisdicción. El denunciante recibirá una carta de acuse de recibo informándole si el SMCOG investigará o no la denuncia.

INVESTIGACIONES: SMCOG generalmente completará una investigación dentro de los 90 días posteriores a la recepción de un formulario de queja completo. Si se necesita más información para resolver el caso, SMCOG puede comunicarse con el denunciante. A menos que el SMCOG especifique un período más largo, el demandante tendrá diez (10) días a partir de la fecha de la carta para enviar la información solicitada al investigador del SMCOG asignado al caso.

Si la información solicitada no se recibe dentro de ese plazo, el caso se cerrará. Además, un caso puede cerrarse administrativamente si el denunciante ya no desea continuar con el caso.

CARTAS DE CIERRE O HALLAZGO: Después de que el investigador del Título VI revise la queja, el investigador del Título VI emitirá una de dos cartas al demandante: una carta de cierre o carta de hallazgo (LOF).

- Una carta de cierre resume las acusaciones y establece que no hubo una violación del Título VI y que el caso se cerrará.

- Una carta de conclusión (LOF) resume las acusaciones y las entrevistas sobre el presunto incidente y explica si se tomará alguna medida disciplinaria, capacitación adicional del miembro del personal u otra acción.

Si el reclamante no está de acuerdo con la determinación del SMCOG, el reclamante puede solicitar una reconsideración presentando la solicitud por escrito al investigador del Título VI dentro de los siete (7) días posteriores a la fecha de la carta de cierre o carta de conclusión, indicando con especificidad la base de la reconsideración. SMCOG notificará al reclamante la decisión de aceptar o rechazar la solicitud de reconsideración dentro de diez (10) días. En los casos en que se conceda la reconsideración, SMCOG emitirá una carta de determinación al reclamante al finalizar la revisión de reconsideración.

- Una Carta de Determinación para los casos en los que se concede la reconsideración resume las acusaciones, el hallazgo original, la base para la reconsideración, los hallazgos finales y qué acciones correctivas son necesarias: acción disciplinaria, capacitación adicional del miembro del personal u otra acción que se tomará. ocurrir.

Una persona también puede presentar una queja directamente ante la Administración Federal de Tránsito, en la Oficina de Derechos Civiles de la FTA, East Building, 5th Floor - TCR 1200 New Jersey Avenue SE, Washington, DC 20590.

SMCOG notificará al Departamento de Transporte de Missouri todas las quejas de discriminación dentro de las 72 horas comunicándose con el Coordinador del Título VI del MoDOT a través de la línea principal externa de Derechos Civiles al (573) 526-2978; o por correo electrónico a TitleVI@modot.mo.gov.

Si necesita información en otro idioma, comuníquese con SMCOG a la dirección postal 110 Park Central Square, Springfield, MO 65806, o al 417-836-6900.

Attachment E: Discrimination Complaint Form (Spanish)

Adjunto: FORMULARIO DE QUEJA DEL TÍTULO VI/ADA DEL SMOG

"Ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, será excluida de la participación, se le negarán los beneficios o será objeto de discriminación en ningún programa o actividad que reciba asistencia financiera federal".

Si cree que ha sido discriminado en la prestación de servicios de transporte, proporcione la siguiente información para ayudarnos a procesar su queja. Si necesita ayuda para completar este formulario o necesita información en formatos alternativos, háganoslo saber.

Envíe por correo o devuelva este formulario a:

Jason Ray
 Southwest Missouri Council of Governments
 110 Park Central Square
 Springfield, MO 65806
 Fax: 417-836-4146
 JasonRay@MissouriState.edu

POR FAVOR IMPRIMIR

1. Nombre del denunciante
a. Dirección:
b. Ciudad: Estado: Código postal:
c. Teléfono (incluir código de área): Casa () o Celular () Trabajo () - () -
d. Dirección de correo electrónico (e-mail):
¿Prefieres que te contactemos a través de esta dirección de correo electrónico? () SÍ () NO
2. ¿Se necesita un formato de formulario accesible? () Si especifique _____ () NO
3. ¿Está presentando esta queja en su propio nombre? () SÍ En caso afirmativo, pase a la pregunta 7. () NO En caso negativo, pase a la pregunta 4.
4. Si respondió NO a la pregunta 3 anterior, proporcione su nombre y dirección.
a. Nombre de la persona que presenta la queja
a. Dirección:
b. Ciudad: Estado: Código code:
c. Teléfono (incluir código de área): Casa () o Celular () Trabajo () - () -
d. Dirección de correo electrónico (e-mail):
¿Prefieres que te contactemos a través de esta dirección de correo electrónico? () SÍ () NO
5. ¿Cuál es su relación con la persona por quien presenta la queja?
6. Confirme que ha obtenido el permiso de la parte agraviada si presenta la solicitud en nombre de un tercero. () SÍ, tengo permiso. () NO, no tengo permiso.
7. Creo que la discriminación que experimenté se basó en (marque todo lo que corresponda): () Raza () Color () Origen Nacional (clases protegidas por el Título VI) () Discapacidad (clase protegida por ADA)

<input type="checkbox"/> Otros (especificar)		
8. Fecha de la presunta discriminación (mes, día, año):		
9. ¿Dónde tuvo lugar la Presunta Discriminación?		
10. Explique lo más claramente posible qué sucedió y por qué cree que fue discriminado. Describa a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de las personas que lo discriminaron (si las conoce). <i>Utilice el reverso de este formulario o páginas separadas si necesita espacio adicional.</i>		
11. Enumere todos los nombres y números de teléfono/información de contacto de todos los testigos. <i>Utilice el reverso de este formulario o páginas separadas si necesita espacio adicional.</i>		
12. ¿Qué tipo de acción correctiva le gustaría que se tomara?		
13. ¿Ha presentado una queja ante alguna otra agencia federal, estatal o local, o ante algún tribunal federal o estatal? <input type="checkbox"/> Sí En caso afirmativo, marque todo lo que corresponda. <input type="checkbox"/> NO a. <input type="checkbox"/> Agencia Federal (Indique el nombre de la agencia) b. <input type="checkbox"/> Tribunal Federal (Por favor proporcione la ubicación) c. <input type="checkbox"/> Tribunal Estatal d. <input type="checkbox"/> Agencia Estatal (Especifique Agencia) e. <input type="checkbox"/> Tribunal del condado (especifique el tribunal y el condado) f. <input type="checkbox"/> Agencia Local (Especificar Agencia)		
14. Si respondió Sí a la pregunta 13 anterior, proporcione información sobre una persona de contacto en la agencia/tribunal donde se presentó la queja.		
Nombre:	Título:	
Agencia:	Teléfono: ()	-
Dirección:		
Ciudad:	Estado:	Código Code:

Puede adjuntar cualquier material escrito u otra información que considere relevante para su queja.

Se requiere firma y fecha:

Firma

Echa

Si completó las Preguntas 4, 5 y 6, se requiere su firma y fecha:

Firma

Echa

Attachment F: Title VI Non-Discrimination Notice to the Public (German)

Benachrichtigung der Öffentlichkeit über Rechte gemäß Titel VI/ADA

SMCOG veröffentlicht Hinweise zu Titel VI/ADA auf der Website unserer Agentur und in den öffentlichen Bereichen unserer Agentur.

SMCOG führt seine Programme und Dienste ohne Rücksicht auf Rasse, Hautfarbe oder nationale Herkunft gemäß Titel VI des Civil Rights Act von 1964 und in Übereinstimmung mit der Nichtdiskriminierungsrichtlinie der Missouri State University durch.

SMCOG führt seine Programme und Dienste ohne Diskriminierung von Menschen mit Behinderungen gemäß dem Americans with Disabilities Act von 1990 durch.

Weitere Informationen zum Titel-VI-Programm von SMCOG und zu den Verfahren zur Einreichung einer Beschwerde erhalten Sie von Jason Ray, Executive Director, unter 417-836-6900; JasonRay@MissouriState.edu; oder besuchen Sie unser Verwaltungsbüro am 110 Park Central Square, Springfield, MO 65806. Weitere Informationen finden Sie unter <https://www.smcog.org/civil-rights>

Wenn Sie der Meinung sind, dass Sie von SMCOG aufgrund Ihrer Rasse, Hautfarbe oder nationalen Herkunft diskriminiert wurden, können Sie eine Titel-VI-Beschwerde einreichen, indem Sie das Titel-VI-Beschwerdeformular der Agentur ausfüllen, unterzeichnen und einreichen.

Um weitere Informationen zu Ihren Rechten gemäß Titel VI zu erhalten, wenden Sie sich an: Jason Ray, Geschäftsführer at 417-836-6900; JasonRay@MissouriState.edu.

So reichen Sie eine Title VI/ADA-Beschwerde bei SMCOG ein

6. Laden Sie ein Beschwerdeformular von der SMCOG-Website unter <https://www.smcog.org/civil-rights> herunter oder erhalten Sie ein gedrucktes Exemplar in den SMCOG-Büros unter:
110 Park Central Square
Springfield, MO 65806

7. Aufgrund der Verwaltung von SMCOG durch die Missouri State University können Bedenken auch an folgende Stellen gemeldet werden:
Office for Institutional Equity and Compliance
Carrington Hall 205, 901 S. National Ave.
Springfield, Missouri 65897
Equity@MissouriState.edu
8. Zusätzlich zum oben genannten Beschwerdeverfahren können Beschwerden direkt bei der Federal Transit Administration, Office of Civil Rights: Region 7, eingereicht werden. Die Büros befinden sich unter:
901 Locust Street
Suite 404
Kansas City, MO 64106
9. Beschwerden müssen innerhalb von 180 Tagen nach dem Datum des mutmaßlichen diskriminierenden Vorfalls eingereicht werden und sollten möglichst detaillierte Informationen über die mutmaßliche Diskriminierung enthalten.
10. Das Formular muss unterschrieben und datiert sein und Ihre Kontaktinformationen enthalten.

Wenn Informationen in einer anderen Sprache benötigt werden, senden Sie bitte eine E-Mail; JasonRay@MissouriState.edu.

Attachment G: Discrimination Complaint Procedures (German)

Verfahren zur Einreichung einer Titel-VI-Beschwerde

Einreichen einer Titel-VI-Beschwerde

Die Beschwerdeverfahren gelten für die Begünstigten der Programme, Aktivitäten und Dienstleistungen von SMCOG.

RECHT, EINE BESCHWERDE EINZULEGEN: Jede Person, die glaubt, von SMCOG aufgrund ihrer Rasse, Hautfarbe oder nationalen Herkunft diskriminiert worden zu sein, kann eine Titel-VI-Beschwerde einreichen, indem sie das Titel-VI-Beschwerdeformular der Agentur ausfüllt und einreicht. Beschwerden nach Titel VI müssen innerhalb von 180 Tagen nach der mutmaßlichen Diskriminierungsbeschwerde schriftlich eingehen.

WIE MAN EINE BESCHWERDE EINREICHT: Informationen zum Einreichen einer Titel-VI-Beschwerde finden Sie auf der Website unserer Agentur und in den öffentlichen Bereichen unserer Agentur.

Sie können das SMCOG-Titel-VI-Beschwerdeformular unter <https://www.smcog.org/civil-rights> herunterladen oder eine Kopie anfordern, indem Sie an SMCOG, 110 Park Central Square, Springfield, MO 65806 schreiben. Informationen zum Einreichen eines Titels VI-Beschwerden können auch unter der Rufnummer 417-836-6900 eingeholt werden.

Sie können spätestens 180 Tage nach dem Datum des mutmaßlichen Vorfalls eine unterzeichnete und datierte Beschwerde einreichen. Die Beschwerde sollte Folgendes umfassen:

- Ihr Name, Ihre Adresse und Ihre Telefonnummer.
- Spezifische, detaillierte Informationen (wie, warum und wann) über die mutmaßliche Diskriminierungshandlung.
- Alle anderen relevanten Informationen, einschließlich der Namen von Personen, falls bekannt, sollte die Agentur kontaktieren, um Klarheit über die Vorwürfe zu erhalten.

Bitte senden Sie Ihr Beschwerdeformular an:

Jason Ray, Geschäftsführer

SMCOG

110 Park Central Square

Springfield, MO 65806

ANNAHME VON BESCHWERDEN: SMCOG bearbeitet Beschwerden, die vollständig sind. Sobald ein ausgefülltes Titel-VI-Beschwerdeformular eingegangen ist, wird SMCOG es prüfen, um festzustellen, ob SMCOG zuständig ist. Der Beschwerdeführer erhält ein Bestätigungsschreiben, in dem er darüber informiert wird, ob die Beschwerde von SMCOG untersucht wird oder nicht.

UNTERSUCHUNGEN: SMCOG wird eine Untersuchung im Allgemeinen innerhalb von 90 Tagen nach Erhalt eines ausgefüllten Beschwerdeformulars abschließen. Wenn zur Lösung des Falles weitere Informationen erforderlich sind, kann sich SMCOG an den Beschwerdeführer wenden. Sofern vom SMCOG kein längerer Zeitraum festgelegt wird, hat der Beschwerdeführer ab dem Datum des Schreibens zehn (10) Tage Zeit, um die angeforderten Informationen an den für den Fall zuständigen SMCOG-Ermittler zu senden.

Wenn die angeforderten Informationen nicht innerhalb dieser Frist eingehen, wird der Fall abgeschlossen. Außerdem kann ein Fall verwaltungstechnisch abgeschlossen werden, wenn der Beschwerdeführer den Fall nicht mehr weiterverfolgen möchte.

ABSCHLUSS- ODER FESTSTELLUNGSSCHREIBE: Nachdem der Titel-VI-Ermittler die Beschwerde geprüft hat, stellt der Titel-VI-Ermittler einem von zwei Schreiben an den Beschwerdeführer aus: einem Abschluss schreiben oder einem Feststellungsschreiben (LOF).

- Ein Abschluss schreiben fasst die Vorwürfe zusammen und stellt fest, dass kein Verstoß gegen Titel VI vorliegt und dass der Fall abgeschlossen wird.

- Ein Feststellungsschreiben (LOF) fasst die Vorwürfe und Befragungen zum mutmaßlichen Vorfall zusammen und erläutert, ob Disziplinarmaßnahmen, zusätzliche Schulungen für den Mitarbeiter oder andere Maßnahmen ergriffen werden.

Wenn der Beschwerdeführer mit der Entscheidung des SMCOG nicht einverstanden ist, kann er eine erneute Prüfung beantragen, indem er den Antrag innerhalb von sieben (7) Tagen nach dem Datum des Abschluss- oder Feststellungsschreibens schriftlich an den Titel-VI-Ermittler richtet und dabei genau die Grundlage dafür angibt erneute Überlegung. SMCOG wird den Beschwerdeführer innerhalb von zehn (10) Tagen über die Entscheidung informieren, den Antrag auf erneute Prüfung anzunehmen oder abzulehnen. In Fällen, in denen eine erneute Prüfung gewährt wird, stellt SMCOG dem Beschwerdeführer nach Abschluss der erneuten Prüfung ein Entscheidungsschreiben aus.

- In einem Entscheidungsschreiben für Fälle, in denen eine erneute Prüfung gewährt wird, werden die Vorwürfe, die ursprüngliche Feststellung, die Grundlage für die erneute Prüfung, die endgültigen Feststellungen und die erforderlichen Abhilfemaßnahmen, Disziplinarmaßnahmen, zusätzliche Schulungen des Mitarbeiters oder andere Maßnahmen zusammengefasst geschehen.

Eine Person kann eine Beschwerde auch direkt bei der Federal Transit Administration einreichen, im FTA Office of Civil Rights, East Building, 5th Floor – TCR 1200 New Jersey Avenue SE, Washington, DC 20590.

SMCOG benachrichtigt das Verkehrsministerium von Missouri über alle Diskriminierungsbeschwerden innerhalb von 72 Stunden, indem es den Titel-VI-Koordinator des MoDOT über die Hauptleitung für externe Bürgerrechte unter

(573) 526-2978 kontaktiert; oder per E-Mail an TitleVI@modot.mo.gov.

Wenn Sie Informationen in einer anderen Sprache benötigen, wenden Sie sich an die Postanschrift von SMCOG 110 Park Central Square, Springfield, MO 65806, or at 417-836-6900.

Attachment H: Discrimination Complaint Form (German)

Anhang: SMOG-TITEL VI/ADA-BESCHWERDEFORMULAR

„Keine Person in den Vereinigten Staaten darf aufgrund ihrer Rasse, Hautfarbe oder nationalen Herkunft von der Teilnahme an einem Programm oder einer Aktivität, die finanzielle Unterstützung des Bundes erhält, ausgeschlossen werden, deren Vorteile verweigert werden oder einer Diskriminierung ausgesetzt werden.“

Wenn Sie das Gefühl haben, bei der Erbringung von Transportdienstleistungen diskriminiert worden zu sein, übermitteln Sie uns bitte die folgenden Informationen, um uns bei der Bearbeitung Ihrer Beschwerde zu unterstützen. Sollten Sie beim Ausfüllen dieses Formulars Hilfe benötigen oder Informationen in anderen Formaten benötigen, teilen Sie uns dies bitte mit.

Bitte senden Sie dieses Formular per Post oder senden Sie es zurück an:

Jason Ray
Southwest Missouri Council of Governments
110 Park Central Square
Springfield, MO 65806
Fax: 417-836-4146
JasonRay@MissouriState.edu

BITTE AUSDRUCKEN

1. Name:		
a. Adresse:		
b. Stadt (*)	Bundesstaat (*)	Postleitzahl:
c. Telefon (einschließlich Vorwahl): Zuhause () oder Handy () Arbeit () - () -		
d. E-Mail-Adresse:		
Möchten Sie lieber über diese E-Mail-Adresse kontaktiert werden? () JA () NEIN		
2. Barrierefreies Formularformat erforderlich? () JA angeben: _____ () NEIN		
3. Reichen Sie diese Beschwerde in Ihrem eigenen Namen ein? () JA Wenn JA, gehen Sie bitte zu Frage 7. () NEIN Wenn nein, gehen Sie bitte zu Frage 4		
4. Wenn Sie Frage 3 oben mit NEIN beantwortet haben, geben Sie bitte Ihren Namen und Ihre Adresse an.		
a. Name der Person, die die Beschwerde einreicht:		
b. Adresse:		
c. Stadt:	Zustand:	PLZ:
d. Telefon (einschließlich Vorwahl): Zuhause () oder Handy () Arbeit () - () -		
e. E-Mail-Adresse (E-Mail):		
Möchten Sie lieber über diese E-Mail-Adresse kontaktiert werden? () JA () NEIN		
f. In welcher Beziehung stehen Sie zu der Person, für die Sie die Beschwerde einreichen?		
g. Bitte bestätigen Sie, dass Sie die Erlaubnis des Geschädigten eingeholt haben, wenn Sie im Namen eines Dritten einreichen. () JA, ich habe die Erlaubnis. () NEIN, ich habe keine Erlaubnis.		

<p>h. Ich glaube, dass die Diskriminierung, die ich erlebt habe, auf Folgendem beruhte (alles Zutreffende ankreuzen): <input type="checkbox"/> Rasse <input type="checkbox"/> Hautfarbe <input type="checkbox"/> Nationale Herkunft (durch Titel VI geschützte Klassen) <input type="checkbox"/> Behinderung (durch ADA geschützte Klasse) <input type="checkbox"/> Sonstiges (bitte angeben)</p>
<p>i. Datum der mutmaßlichen Diskriminierung (Monat, Tag, Jahr):</p>
<p>j. Wo fand die mutmaßliche Diskriminierung statt?</p>
<p>k. Erklären Sie so klar wie möglich, was passiert ist und warum Sie glauben, dass Sie diskriminiert wurden. Beschreiben Sie alle beteiligten Personen. Geben Sie den Namen und die Kontaktinformationen der Person(en) an, die Sie diskriminiert hat (falls bekannt). <i>Verwenden Sie die Rückseite dieses Formulars oder separate Seiten, wenn zusätzlicher Platz erforderlich ist.</i></p>
<p>l. Bitte geben Sie die Namen und Telefonnummern/Kontaktinformationen aller Zeugen an. <i>Verwenden Sie die Rückseite dieses Formulars oder separate Seiten, wenn zusätzlicher Platz erforderlich ist.</i></p>
<p>m. Welche Änderungen erwarten Sie aufgrund Ihrer Beschwerde?</p>
<p>n. Haben Sie eine Beschwerde bei einer anderen Bundes-, Landes- oder Kommunalbehörde oder bei einem Bundes- oder Landesgericht eingereicht? <input type="checkbox"/> JA Wenn ja, kreuzen Sie alles an, was zutrifft. <input type="checkbox"/> NEIN</p> <p>a. <input type="checkbox"/> Bundesbehörde (Name der Behörde auflisten) b. <input type="checkbox"/> Bundesgericht (Bitte Standort angeben) c. <input type="checkbox"/> Staatsgericht d. <input type="checkbox"/> Staatliche Behörde (Behörde angeben) e. <input type="checkbox"/> Bezirksgericht (Gericht und Bezirk angeben) f. <input type="checkbox"/> Lokale Agentur (Agentur angeben)</p>
<p>o. Wenn Sie Frage 13 oben mit JA beantworten, machen Sie bitte Angaben zu einer Kontaktperson bei der Behörde/dem Gericht, bei der/dem die Beschwerde eingereicht wurde. Nenne den Titel:</p>
<p>Agentur: _____ Telefon: () -</p>
<p>Adresse: _____</p>
<p>Stadt: _____ Bundesstaat: _____ Postleitzahl: _____</p>

Sie können alle schriftlichen Materialien oder andere Informationen beifügen, die Ihrer Meinung nach für Ihre Beschwerde relevant sind.

Unterschrift und Datum sind erforderlich:

Unterschrift

Datum

Wenn Sie die Fragen 4, 5 und 6 beantwortet haben, ist Ihre Unterschrift und Ihr Datum erforderlich:

Unterschrift

Datum

Attachment I: Title VI Non-Discrimination Notice to the Public (Tagalog)

Pag-abiso sa Publiko ng mga Karapatan sa ilalim ng Titulo VI/ADA

Ang SMCOG ay nag-post ng mga notice ng Title VI/ADA sa website ng aming ahensya, at sa mga pampublikong lugar ng aming ahensya.

Pinapatakbo ng SMCOG ang mga programa at serbisyo nito nang walang pagsasaalang-alang sa lahi, kulay, o bansang pinagmulan, alinsunod sa Title VI ng Civil Rights Act of 1964, at alinsunod sa Patakaran sa Non-Discrimination Policy ng Missouri State University.

Pinapatakbo ng SMCOG ang mga programa at serbisyo nito nang walang diskriminasyon laban sa mga indibidwal na may mga kapansanan, alinsunod sa Americans with Disabilities Act of 1990.

Para sa karagdagang impormasyon sa programa ng Title VI ng SMCOG, at ang mga pamamaraan sa paghahain ng reklamo, makipag-ugnayan kay Jason Ray, Executive Director sa 417-836-6900; JasonRay@MissouriState.edu; o bisitahin ang aming administrative office sa 110 Park Central Square, Springfield, MO 65806. Para sa karagdagang impormasyon bisitahin ang <https://www.smcog.org/civil-rights>

Kung naniniwala kang nadiskrimina ka batay sa lahi, kulay, o bansang pinagmulan ng SMCOG, maaari kang maghain ng reklamo sa Title VI sa pamamagitan ng pagkumpleto, pagpirma, at pagsusumite ng Title VI Complaint Form ng ahensya.

Upang makakuha ng karagdagang impormasyon tungkol sa iyong mga karapatan sa ilalim ng Titulo VI, makipag-ugnayan kay: Jason Ray, Executive Director sa 417-836-6900; JasonRay@MissouriState.edu.

Paano maghain ng reklamo sa Title VI/ADA sa SMCOG

1. Mag-download ng form ng reklamo mula sa website ng SMCOG, <https://www.smcog.org/civil-rights> o kumuha ng hard copy sa mga tanggapan ng SMCOG na matatagpuan sa:
110 Park Central Square
Springfield, MO 65806

2. Dahil sa pangangasiwa ng SMOG ng Missouri State University, ang mga alalahanin ay maaari ding iulat sa:
Office for Institutional Equity and Compliance
Carrington Hall 205, 901 S. National Ave.
Springfield, Missouri 65897
Equity@MissouriState.edu
3. I Bilang karagdagan sa proseso ng reklamo sa itaas, ang mga reklamo ay maaaring direktang ihain sa Federal Transit Administration, Office of Civil Rights: Region 7. Ang mga opisina ay matatagpuan sa:
901 Locust Street
Suite 404
Kansas City, MO 64106
11. Bilang karagdagan sa proseso ng reklamo sa itaas, ang mga reklamo ay maaaring magpadala ng ihain sa Federal Transit Administration, Office of Civil Rights: Region 7. Ang mga opisina ay matatagpuan sa:
12. Ang form ay dapat na nilagdaan at napetsahan at isama ang iyong impormasyon sa pakikipag-ugnayan.

Ang form ay dapat na nilagdaan at napetsahan at isama ang iyong impormasyon sa pakikipag-ugnayan
JasonRay@MissouriState.edu.

Attachment J: Discrimination Complaint Procedures (Tagalog)

Pamamaraan para sa Paghahain ng Title VI Reklamo

Ang mga pamamaraan ng reklamo ay nalalapat sa mga benepisyaryo ng mga programa, aktibidad, at serbisyo ng SMCOG

KARAPATAN NA MAGSASAM NG REKLAMO: Sinumang tao na naniniwalang sila ay nadiskrimina batay sa lahi, kulay, o bansang pinagmulan ng SMCOG ay maaaring maghain ng reklamo sa Title VI sa pamamagitan ng pagkumpleto at pagsusumite ng **Title VI Complaint** Form ng ahensya. Ang mga reklamo sa Title VI ay dapat matanggap nang nakasulat sa loob ng 180 araw pagkatapos ng di-umano'y diskriminasyong reklamo.

PAANO MAGSASAMP NG REKLAMO: Ang impormasyon kung paano maghain ng reklamo sa Title VI ay naka-post sa website ng aming ahensya, at sa mga pampublikong lugar ng aming ahensya.

Maaari mong i-download ang SMCOG Title VI Complaint Form sa <https://www.smcog.org/civil-rights>, o humiling ng kopya sa pamamagitan ng pagsulat sa SMCOG, 110 Park Central Square, Springfield, MO 65806. Ang impormasyon kung paano maghain ng reklamo sa Title VI ay maaari ding makuha sa pamamagitan ng pagtawag sa 417-836-6900.

Maaari kang maghain ng pinirmahan at may petsang reklamo nang hindi hihigit sa 180 araw mula sa petsa ng pinaghihinalang insidente. Dapat kasama sa reklamo ang:

- Ang iyong pangalan, address, at numero ng telepono.
- Tukoy, detalyadong impormasyon (paano, bakit, at kailan) tungkol sa di-umano'y pagkilos ng diskriminasyon.
- Anumang iba pang nauugnay na impormasyon, kabilang ang mga pangalan ng sinumang tao, kung kilala, dapat makipag-ugnayan ang ahensya para sa kalinawan ng mga paratang.

Mangyaring isumite ang iyong form ng reklamo sa:

Jason Ray, Executive Director
SMCOG
110 Park Central Square
Springfield, MO 65806

PAGTANGGAP NG REKLAMO: Ipoproseso ng SMCOG ang mga reklamong kumpleto. Kapag natanggap na ang isang nakumpletong Title VI Complaint Form, susuriin ito ng SMCOG para matukoy kung may hurisdiksyon ang SMCOG. Ang nagrereklamo ay makakatanggap ng isang liham ng pagkilala na nagpapaalam sa kanila kung ang reklamo ay iimbestigahan ng SMCOG o hindi.

MGA IMBESTIGASYON: Karaniwang kukumpletuhin ng SMCOG ang isang pagsisiyasat sa loob ng 90 araw mula sa pagtanggap ng isang kumpletong form ng reklamo. Kung kailangan ng karagdagang impormasyon upang malutas ang kaso, maaaring makipag-ugnayan ang SMCOG sa nagrereklamo. Maliban kung mas mahabang panahon ang tinukoy ng SMCOG, ang nagrereklamo ay magkakaroon ng sampung (10) araw mula sa petsa ng sulat upang magpadala ng hiniling na impormasyon sa imbestigador ng SMCOG na nakatalaga sa kaso.

Kung ang hiniling na impormasyon ay hindi natanggap sa loob ng panahong iyon ang kaso ay isasara. Gayundin, ang isang kaso ay maaaring administratibong sarado kung ang nagrereklamo ay hindi na nais na ituloy ang kaso.

MGA LIHAM NG PAGSASARA O PAGHAHANAP: Pagkatapos suriin ng Title VI investigator ang reklamo, ang Title VI investigator ay maglalabas ng isa sa dalawang liham sa nagrereklamo: isang closure letter o letter of finding (LOF).

- Ang isang sulat ng pagsasara ay nagbubuod sa mga paratang at nagsasaad na walang paglabag sa Title VI at isasara ang kaso.

- Binubuod ng Letter of Finding (LOF) ang mga paratang at ang mga panayam tungkol sa pinaghihinalang insidente, at ipinapaliwanag kung may anumang aksyong pandisiplina, karagdagang pagsasanay ng miyembro ng kawani, o iba pang aksyon na magaganap.

-Kung ang nagrereklamo ay hindi sumasang-ayon sa pagpapasiya ng SMCOG, ang nagrereklamo ay maaaring humiling ng muling pagsasaalang-alang sa pamamagitan ng pagsusumite ng kahilingan nang nakasulat sa Title VI investigator sa loob ng pitong (7) araw pagkatapos ng petsa ng sulat ng pagsasara o sulat ng paghahanap, na nagsasaad nang may partikular na batayan para sa muling pagsasaalang-alang. Aabisuhan ng SMCOG ang nagrereklamo ng desisyon na tanggapin o tanggihan ang kahilingan para sa muling pagsasaalang-alang sa loob ng sampung (10) araw. Sa mga kaso kung saan ipinagkaloob ang muling pagsasaalang-alang, maglalabas ang SMCOG ng liham ng pagpapasiya sa nagrereklamo kapag natapos ang pagsusuri sa muling pagsasaalang-alang.

- Ang isang Determination Letter para sa mga kaso kung saan ang muling pagsasaalang-alang ay ipinagkaloob ay nagbubuod ng mga paratang, ang orihinal na natuklasan, ang batayan para sa muling pagsasaalang-alang, ang mga huling natuklasan, at kung anong (mga) remedial na aksyon ang kinakailangang aksyong pandisiplina, karagdagang pagsasanay ng miyembro ng kawani, o iba pang aksyon na magaganap.

Ang isang tao ay maaari ding direktang magsampa ng reklamo sa Federal Transit Administration, sa FTA Office of Civil Rights, East Building, 5th Floor - TCR 1200 New Jersey Avenue SE, Washington, DC 20590.

Aabisuhan ng SMCOG ang Missouri Department of Transportation ng lahat ng mga reklamo sa Diskriminasyon sa loob ng 72 oras sa pamamagitan ng pakikipag-ugnayan sa MoDOT Title VI Coordinator sa pamamagitan ng External Civil Rights main line sa (573) 526-2978; o sa pamamagitan ng e-mail sa TitleVI@modot.mo.gov.

Kung kailangan ng impormasyon sa ibang wika, makipag-ugnayan sa SMCOG sa mailing address 110 Park Central Square, Springfield, MO 65806, o sa 417-836-6900.

Attachment K: Discrimination Complaint Form (Tagalog)

Attachment: SMOG TITLE VI/ADA REKLAMO FORM

"Walang tao sa Estados Unidos ang dapat, batay sa lahi, kulay, o bansang pinagmulan, ay hindi kasama sa paglahok sa, pagkakaitan ng mga benepisyong, o sasailalim sa diskriminasyon sa ilalim ng anumang programa o aktibidad na tumatanggap ng tulong pinansyal ng Pederal."

Kung sa tingin mo ay nadiskrimina ka sa pagbibigay ng mga serbisyo sa transportasyon, mangyaring ibigay ang sumusunod na impormasyon upang matulungan kami sa pagproseso ng iyong reklamo. Kung kailangan mo ng anumang tulong sa pagkumpleto ng form na ito o kailangan mo ng impormasyon sa mga alternatibong format, mangyaring ipaalam sa amin.

Mangyaring ipadala o ibalik ang form na ito sa:

Jason Ray
 Southwest Missouri Council of Governments
 110 Park Central Square
 Springfield, MO 65806
 Fax: 417-836-4146
 JasonRay@MissouriState.edu

PAKIPRINT

1. Pangalan ng Nagrereklamo:			
a. Address:			
b. Lungsod:	Estado:	Zip Code:	
c. Telepono (isama ang area code): Bahay () or Cell ()		Trabaho	
() -		() -	
d. Electronic mail (e-mail) address:			
mas gusto mo bang makontak ng email address na ito? () OO () HINDI			
2. Naa-access na Format ng Form na Kailangan? () OO tukuyin: _____			
() HINDI			
3. Naghahain ka ba ng reklamong ito sa iyong ngalan? () OO Kung OO, mangyaring pumunta sa tanong 7 () HINDI Kung hindi, mangyaring pumunta sa tanong 4			
4. Kung sumagot ka ng HINDI sa tanong 3 sa itaas, mangyaring ibigay ang iyong pangalan at tirahan.			
a. Pangalan ng Taong Naghahain ng Reklamo:			
a. Address:			
b. Lungsod:	Estado:	Zip code:	
c. Telepono (isama ang area code): Bahay () or Cell ()		Trabaho	
() -		() -	
d. Electronic mail (e-mail) address:			
mas gusto mo bang makontak ng email address na ito? () OO () HINDI			
5. Ano ang iyong relasyon sa taong pinagsampa mo ng reklamo?			

6. Mangyaring kumpirmahin na nakuha mo ang pahintulot ng naagrabyado na partido kung ikaw ay nagsampa sa ngalan ng isang ikatlong partido. () OO, may pahintulot ako. () HINDI, wala akong pahintulot.		
7. Naniniwala ako na ang diskriminasyong naranasan ko ay batay sa (lagyan ng tsek ang lahat ng naaangkop): () Lahi () Kulay () Pambansang Pinagmulan (mga klase na protektado ng Titulo VI) () Kapansanan (klase na protektado ng ADA) () Iba pa (mangyaring tukuyin)		
8. Petsa ng Di-umano'y Diskriminasyon (Buwan, Araw, Taon):		
9. Saan naganap ang Di-umano'y Diskriminasyon		
10. Ipaliwanag nang malinaw hangga't maaari kung ano ang nangyari at kung bakit ka naniniwala na ikaw ay may diskriminasyon. Ilarawan ang lahat ng mga taong kasangkot. Isama ang pangalan at impormasyon sa pakikipag-ugnayan ng (mga) tao na nagdiskrimina laban sa iyo (kung kilala). <i>Gamitin ang likod ng form na ito o hiwalay na mga pahina kung kailangan ng karagdagang espasyo.</i>		
11. Pakilista ang alinman at lahat ng mga pangalan at numero ng telepono/impormasyon sa pakikipag-ugnayan ng mga saksi. <i>Gamitin ang likod ng form na ito o hiwalay na mga pahina kung kailangan ng karagdagang espasyo.</i>		
12. Anong uri ng pagwawasto ang gusto mong makitang ginawa?		
13. Nagsampa ka ba ng reklamo sa alinmang ibang Pederal, Estado, o lokal na ahensya, o sa alinmang hukuman ng Pederal o Estado? () OO Kung oo, lagyan ng tsek ang lahat ng naaangkop. () HINDI a. () Federal Agency (Ilista ang pangalan ng ahensya) b. () Federal Court (Pakibigay ng lokasyon) c. () Hukuman ng Estado d. () Ahensya ng Estado (Tukuyin ang Ahensya) e. () County Court (Tukuyin ang Hukuman at County) f. () Lokal na Ahensya (Tukuyin ang Ahensya)		
14. Kung OO sa tanong 13 sa itaas, mangyaring magbigay ng impormasyon tungkol sa isang contact person sa ahensya/hukuman kung saan inihain ang reklamo.		
Pangalan:	Pamagat:	
Ahensya:	Telepono: ()	-
Address:		
Lungsod:	Estado:	Zip Code:

Maaari kang mag-attach ng anumang nakasulat na materyales o iba pang impormasyon na sa tingin mo ay may kaugnayan sa iyong reklamo.

Kinakailangan ang lagda at petsa:

Lagda

Petsa

Kung nakumpleto mo ang Mga Tanong 4, 5 at 6, kailangan ang iyong lagda at petsa:

Lagda

Petsa