

Public Notice of Title VI Rights

Mennonite Bethesda Society, Inc.
d/b/a Bethesda Home

- Bethesda Home 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. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Bethesda Home.
- For more information on Bethesda Home's civil rights program, and the procedures to file a complaint, contact 620-367-2291, email administrator@bethesdahome.org, or visit our administrative office at 408 E. Main, Goessel, KS 67053. For more information, visit www.bethesdahome.org
- A complainant may file a complaint directly with the U.S. Department of Transportation by filing a complaint with Office of Civil Rights, Attention: Title VI Program Coordinator, 1200 New Jersey Ave., SE, Washington, DC 20590, or on their website: <https://www.transit.dot.gov/civilrights>.
- If information is needed in another language, contact 800-854-3613.

This notice is posted on our administrative office bulletin board, transit vehicles and posted on our agency website:

<http://www.bethesdahome.org>

Bethesda Home's Transit Public Participation Plan Outline

1. Brief description of provider's activities and services

Bethesda Home provides transportation to the elderly and frail in the Goessel and surrounding communities.

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

Bethesda Home would notify the public for any service, policy or procedural changes. This would be done on our website and through email notifications of those on our email listserv. These updates would occur as needed.

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

All Public notifications would be planned as follows:

- *Public hearing at the Goessel Community Building*
- *Bethesda Home's database of contacts would be used to send mailings and information*
- *When possible an email would be sent to various list serves*
- *Direct mailings to residents and families*

4. Title VI and DOT regulations prohibit recipients from intentionally discriminating against people on the basis of race, color, or national of origin. Include a brief description of how your agency intends to address any need for language translation services in order to provide agency communication to the general public and minority populations in their service area (i.e. translation of public meeting materials, providing translation services if requested, targeted media messages in low income neighborhoods of service area, Work with existing neighborhood and advocacy organizations).

Bethesda Home is a facility that provides for the needs of the elderly and frail. Bethesda provides this assistance to all in our community regardless of race, or language proficiency. Our transportation is offered first for the medical and personal needs of our residents. For those requesting/requiring another language besides English, Bethesda Home would utilize our International Translations Services. This could be on site visits or through the app or phone.

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

- *Bethesda desires to have actively engaged residents, stakeholders, and members of the public in the decision-making process.*
- *Bethesda strives to give adequate public notice of public participation activities – allowing ample time for review and comment.*
- *Bethesda strives to offer timely information.*
- *Bethesda facilitates effective communication among all stakeholders regardless of race, or language proficiency.*

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

Bethesda offers open feedback continually for services provided. Residents and stakeholders are given surveys which include feedback on our transportation program. Open meetings are held at various times for those who desire to give feedback.

Title VI Complaint Procedure

Title VI Complaint Procedures

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

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

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

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

1. Submission of Complaint.

Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by Bethesda Home, may file a written complaint with Bethesda Home's (Title VI Administrator). A sample complaint form is available for download at www.bethesdahome.org and is available in hard copy at the offices of Bethesda Home. Upon request, Bethesda Home will mail the complaint form. **Such complaints must be filed within 180 calendar days after the date the discrimination occurred.**

Notes: Assistance in the preparation of any complaints will be provided to a person or persons upon request and as appropriate. If information is needed in another language, then contact the Administrator at Bethesda Home, (620) 367-2291

Complaints should be mailed to or submitted by hand to:

**Bethesda Home
408 E. Main Street
P.O. Box 37
Goessel, KS 67053-0037**

2. Referral to Review Officer

Upon receipt of the complaint, Bethesda Home's Administrator shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint. If necessary, the Complainant shall meet with the staff review officer(s) to further explain his or her complaint. The staff review officer(s) shall complete their review no later than 45 calendar days after the date the agency received the complaint. If more time is required, Bethesda Home's Administrator shall notify the Complainant of the

estimated timeframe for completing the review. Upon completion of the review, the staff review officer(s) shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to the Bethesda Home's processes relative to Title VI, as appropriate. The staff review officer(s) shall forward their recommendations to the Administrator for concurrence. If Bethesda Home's Administrator concurs, he or she shall issue Bethesda Home's written response to the Complainant. This final report should include a summary of the investigation, all findings with recommendations, and corrective measures where appropriate.

Note: Upon receipt of a complaint, Bethesda Home shall forward a copy of this complaint and the resulting written response to the appropriate KDOT and FTA-Region 7 contacts.

3. Request for Reconsideration

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

4. Appeal

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

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

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

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

Bethesda Home's Title VI Complaint Form

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

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
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
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply): ☐ Race ☐ Color ☐ National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please attach additional pages.				

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

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

Signature and date required below:

Signature _____ Date _____

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

Bethesda Home
 408 E. Main Street
 P.O. Box 37
 Goessel, KS 67053

List of Title VI Investigations, Lawsuits and Complaints

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

Table Depicting Membership of Committees, Councils, Broken Down by Race (%)

Body	Caucasian	Latino	African American	Asian American	Native American	Other
Population within service area	100%	0%	0%	0%	0%	0%
Agency Board of Directors	100%	0%	0%	0%	0%	0%
Citizens Advisory Council	100%	0%	0%	0%	0%	0%
Finance Committee	100%	0%	0%	0%	0%	0%