The Institute for Human Services, Inc.

Title VI Plan for Closed-Door Services

Date Adopted: May 17, 2023

Date Updated:

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A. Program Description and Services

The Institute for Human Services, Inc. is a nonprofit that receives FTA Section 5310 funding through NYSDOT to provide closed-door transportation services to elderly and individuals with disabilities. The Institute for Human Services, Inc. operates from 7am to 6 pm Monday – Saturday. The Institute for Human Services, Inc. is located at 1 Arc Way Suite 201 Bath, NY 14810.The Institute for Human Services, Inc. has been serving its clients since 1984; transportation is covered by 5310, Office for the Aging, and the Institute for Human Services, Inc. funding (clients do not pay fares). The Institute for Human Services, Inc. volunteer driver program services those who are elderly and/or disabled within our service area of Steuben County, NY.

B. The Institute for Human Services, Inc. Title VI POLICY

As a subrecipient to NYSDOT receiving Federal Transit Administration Section 5310 and/or 5311 funds, **The Institute for Human Services, Inc.**'s Title VI plan shall comply with Title VI of the Civil Rights Act of 1964 as presented with the following elements:

- ✓ Title VI Notice to the Public, including a list of locations where the notice is posted
- ✓ Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)
- ✓ Title VI Complaint Form
- ✓ List of transit-related Title VI investigations, complaints, and lawsuits
- ✓ Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Program submission
- ✓ Language Assistance Plan for providing language assistance to persons with limited English proficiency.
- ✓ A table depicting the membership of transit related non-elected committees and councils, the membership of which is selected by the subrecipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees.
- ✓ A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program.

The Institute for Human Services, Inc. shall update its Title VI plan every three years and present the updated plan to NYSDOT for their review and approval.

B1. The Institute for Human Services, Inc. Title VI and ADA Program Plan

I. **Plan Statement**

The Institute for Human Services, Inc. commits to comply with Title VI of the Civil Rights Act of 1964 that prohibits discrimination based on race, color, or national origin in programs and activities receiving federal financial assistance. Specifically, Title VI provides 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" (Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d et seq.). This requirement is included in the Section 5310 agreement between The Institute for Human Services, Inc. and NYSDOT and any related agreements the agency may have with third-party contractors.

For more information on The Institute for Human Services, Inc. s Title VI program contact:

Shannon Goltry
Title VI Coordinator
The Institute for Human Services, Inc.
1 Arc Way Suite 201
Bath, NY 14810
Phone 607-776-9467
Email address *operations@ihsnet.org*

B2. Title VI Public Notice

The Institute for Human Services, Inc.'s Notice to the Public is shown in Appendix 6 and posted in the following locations:

Agency website at: www.ihsnet.org

Public areas of the agency office 1 Arc Way suite 201 Bath, NY 14810. Lobby, printer room, and kitchen.

The Institute for Human Services, Inc.
1 Arc Way Suite 201
Bath, NY 14810

Notifying the Public of Rights under Title VI

The Institute for Human Services, Inc. operates its programs and services without regard to race, color, disability or national origin, in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990.

To obtain additional information about your rights under Title VI or ADA, contact Shannon Goltry at 607-776-9467 at The Institute for Human Services, Inc. or visit our website at www.ihsnet.org.

If you believe you have been discriminated against on the basis of race, color, disability or national origin by The Institute for Human Services, Inc. you may file a Title VI/ADA complaint by completing, signing, and submitting the agency's Title VI/ADA Complaint Form.

How to file a Title VI/ADA complaint with The Institute for Human Services, Inc.:

1. To obtain a Complaint Form from The Institute for Human Services, Inc. contact Shannon Goltry at The Institute for Human Services, Inc. located at 1 Arc Way suite 201 Bath, NY 14810.

2. In addition to the complaint process at The Institute for Human Services, Inc. complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, Region VII, 901 Locust Street, Suite 404, Kansas City, MO 64106

3. 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.

4. The form must be signed and dated and include your contact information.

If information is needed in another language, contact 607-776-9467.

Si se necesita información en otro idioma, por favor contacto 1-800-346-2211.

B3. Title VI or ADA Complaint Procedures and Complaint Form

The Institute for Human Services, Inc.'s Title VI Complaint Procedure is available in the following locations: Agency website at: www.ihsnet.org

Anyone who believes they have been discriminated against on the basis of race, color, or national origin, may file a complaint by completing and submitting the Title VI Complaint Form (contained in *Appendix 2*) to the address below.

Shannon Goltry
Title VI Coordinator
The Institute for Human Services, Inc.
1 Arc Way Suite 201
Bath, NY 14810
Phone 607-776-9467
Email address *operations@ihsnet.org*

The complaint form is not required to file a complaint. The complainant may submit any written report as a complaint notice. The Institute for Human Services, Inc. will make reasonable modifications and take information verbally if the complainant requires this accommodation.

The Institute for Human Services, Inc. investigates complaints received no more than 180 days after the alleged incident. Once the complaint is received, The Institute for Human Services, Inc. will follow the steps below:

1. Acknowledge receipt of the complaint within 10 days (*Appendix 3*)
2. Determine if The Institute for Human Services, Inc. has jurisdiction to investigate the complaint.
3. Plan to complete the investigation within 45 days.
4. Schedule an interview, if deemed necessary.
5. Determine if other public or private entities are or should be involved.
6. Determine if additional information is needed. Complainant has 15 days to provide the additional information.
7. If The Institute for Human Services, Inc. is not contacted by the complainant or does not receive the additional information within 15 days, the case can be administratively closed. Additionally, a case can be administratively closed if the complainant no longer wishes to pursue the case.
8. Determine if meetings with the affected party or other interested parties are needed.

After the investigative process has been completed, The Institute for Human Services, Inc. will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF).

1. A **closure letter** summarizing the allegations and stating that there was no Title VI violation and that the case will be closed. (*Appendix 4*)

2. A **letter of finding (LOF)** summarizing the allegations and the interviews regarding the alleged incident, and explaining whether any disciplinary action, additional training of the staff member, or other action will occur. (*Appendix 5*)

If the complainant wishes to appeal the decision, the complainant must submit the appeal within 21 days after the date of the closure letter or the LOF.

Filing complaints with The Institute for Human Services, Inc. enables the agency to properly investigate the complaint. A person may also file a complaint directly with:

- New York State Department of Transportation
  Office of Diversity and Opportunity
  50 Wolf Road, 6th Floor
  Albany, NY 12232
  (518) 457-1129 Fax (518) 549-1273
  OCR-TitleVI@dot.ny.gov

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

If information is needed in another language, please contact The Institute for Human Services, Inc. at 1-800-346-2211.

Si se necesita información en otro idioma, por favor contacto 1-800-346-2211.

B4. Transit Related Title VI Complaints, Investigations and Lawsuits

The Institute for Human Services, Inc. maintains a log of all Title VI complaints, investigations, and lawsuits pertaining to its transit-related activities since the last Title VI plan update.

Reporting Period: **2023**

2024

2025

Check One:

x There have been no investigations, complaints and/or lawsuits filed against The Institute for Human Services, Inc. during the reporting period.

_____ There have been investigations, complaints and/or lawsuits filed against The Institute for Human Services, Inc.. *See list below.*

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, national origin)	Status (open/closed)	Disposition (finding/no finding)
Complaints				
1.				
2.				
3.				
Investigations				
1.				
2.				
3.				
Lawsuit				
1.				
2.				
3.				

B5. Public Involvement Process

Strategies and Desired Outcomes

This section describes how The Institute for Human Services, Inc. disseminates vital agency information and engages the public in the decision-making process for transportation services. We seek out and consider the input and needs of interested parties and groups traditionally underserved by transportation systems. These groups may face challenges accessing our services, such as minority and limited English proficient (LEP) persons. Underlying these efforts is our commitment to determining the most effective public involvement methods for a given project or population.

The Institute for Human Services, Inc. primarily serves only clients that have been determined to be eligible for our transit service by the **New York State Department of Transportation Section 5310** . The Funder, as a recipient of federal financial assistance, must comply with all Title VI requirements in the development and delivery of their programs. The Institute for Human Services, Inc. serves all individuals who are determined by the Funder to be eligible for services, without regard to race, color, or national origin and low-income status.

Public Outreach Activities

The Institute for Human Services, Inc.'s program decision-making public involvement is limited to the population that meets the eligibility criteria set by the **New York State Department of Transportation Section 5310**. The

Funder is the lead agency for public involvement in the decision-making process with the goal of offering minority and low-income individuals the opportunity to comment on the benefits of the program services being provided with federal financial assistance. The Funder outreach consists of relationship building with agencies and stakeholders that provide services to minority, low income and LEP communities.

The Institute for Human Services, Inc. may assist the Funder during open-house events and the enrollment period as well as promoting the Funder's public involvement campaign to a diverse community. Members of the public who request notices and or handouts in a language other than English will be referred to staff who can provide interpretation assistance or to the Funder for assistance.

Summary on Public Involvement Activity

The Institute for Human Services, Inc. is a closed-door service provider so traditional public involvement activities are not applicable. However, The Institute for Human Services, Inc. maintains information on its website and actively works with community organizations regarding its commitment to serve all persons regardless of race, color, or national origin.

B6. Language Assistance Plan

To comply with the FTA Title VI requirement on nondiscrimination based on national origin, as it affects limited English proficient (LEP) persons, The Institute for Human Services, Inc. will take reasonable steps to ensure meaningful access to our programs and activities by persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

The Language Assistance Plan for The Institute for Human Services, Inc. is based on a Four Factor Analysis that describes the demographic characteristics of our service area, the frequency with which riders use our services, and the importance of our transportation services. These three factors identify the need for language assistance and are balanced with a fourth factor, that of the available resources with which to provide language assistance to result in an assistance plan to address the identified needs of the LEP population(s) served.

LEP Four Factor Analysis

To determine what the specific languages are spoken in our transit service area and to determine what language services are appropriate for the LEP population, The Institute for Human Services, Inc. has conducted a Four Factor Analysis[1]: (1) Demography, (2) Frequency, (3) Importance, and (4) Resources and costs.

1. **Demography**: A number or proportion of the LEP population(s) specifically served or that could be served by The Institute for Human Services, Inc. transit service.
2. The **frequency** with which LEP persons come into contact with The Institute for Human Services, Inc.
3. The nature and **importance** of The Institute for Human Services, Inc. transit services to LEP population(s).

[1] DOT LEP guidance https://www.transportation.gov/civil-rights/civil-rights-awareness-enforcement/dots-lep-guidance

4. The **resources** available for LEP outreach and how employees are trained to provide language assistance to LEP persons.

Our analysis is based on internal client registration data for our transportation services.

Factor 1–Demography | Number or proportion of the LEP population(s), specifically served or could be served by The Institute for Human Services, Inc. transit service. We examined our transit services and our experiences with LEP individuals who specifically use our transit services to determine the breadth and scope of the LEP preferred language services that were needed in providing the specific transit services.

The Institute for Human Services, Inc. clients and potential clients are primarily older adults and individuals with disabilities. When our clients register for our demand response transportation services, they provide information such as address, emergency contact, and mobility aids used (e.g., canes, walkers, or wheelchairs). As part of the registration process any language assistance needs are identified, along with any impairments which may affect the ability to hear spoken language. The review of our internal client data shows that 0 people or 0% of the total number of clients speak English less than very well. If we were to need translation services, we have access to mobile/telephonic interpreter services in over 180 languages.

Factor 2–Frequency | Frequency with which LEP people come in contact with The Institute for Human Services, Inc.

The Institute for Human Services, Inc. day-to-day clients and their parents or guardians are assessed for their ability to understand English. Most of our direct clients have great verbal communication ability and verbal language comprehension levels. During the intake process, The Institute for Human Services, Inc. is able to identify non-English speaking parents or guardians of our clients with whom we have frequent contact; and therefore, translation service have a telephonic available in 180 languages to provide oral interpretation. Our client parents and guardians speak English very well. Since the last Title VI plan update, The Institute for Human Services, Inc. has not had to provide our client and the client's parent or guardian with assistance in another language.

Factor 3–Importance | Importance of the service to clients who need language assistance

The Institute for Human Services, Inc. services are critical to the lives of its clients, enabling them to participate as fully as possible in the community, interact and socialize with others, and carry out the activities of daily living. The Institute for Human Services, Inc. has taken positive steps at the intake process to identify non-English speaking clients with whom we have regular contact.

Therefore, The Institute for Human Services, Inc. has a telephonic interpretation service offered in 180 languages available to provide oral interpretation as needed thus ensuring the importance of our client services be communicated to all clients, parents and guardians in a language other than English.

Therefore, The Institute for Human Services, Inc. has staff available to provide oral interpretation, a language line, or translation as needed thus ensuring riders, regardless of the language they speak, can access our service.

Since the last Title VI plan update, The Institute for Human Services, Inc. has found that our existing language supports meet the needs of our clientele.

Factor 4–Resources and Costs | Resources available and costs

To meet the language assistance needs of our The Institute for Human Services, Inc. LEP population, The Institute for Human Services, Inc. utilizes readily available resources and works to strengthen our partnership with other organizations our clients engage with. Some of those readily available resources may include a telephonic translation service available in 180 languages to provide oral interpretation, the inclusion of Google translate, and the NY Office on Aging Services language assistance tools. To supplement these resources, The Institute for Human Services, Inc. may also retain the services of an interpreter, translate vital documents, and utilize community volunteers. After analyzing The Institute for Human Services, Inc. budget and reviewing available resources, cost associated to meet language assistance needs of the LEP population at 1% or greater will be incurred for translating and/or interpreting vital documents.

Results of the Four Factor Analysis

As a result of the four-factor analysis, a written Language Assistance Plan is not required. However, reasonable attempts will be made to accommodate any persons encountered who require written translation or oral interpretation services. Our agency will do this at no cost to the program clients. Further, we will work with other agencies to identify resources that will effectively meet the needs of LEP individuals.

During the registration process for closed-door service providers, The Institute for Human Services, Inc. is able to identify non-English speaking clients (or parents or guardians of our clients, as appropriate) with whom we have frequent contact; and therefore, have language assistance tools or staff available to provide oral interpretation.

Providing Language Assistance Services

The Institute for Human Services, Inc. currently meets the language assistance needs of the **non english**-speaking population through the services of a telephonic interpreter, including Google translate, and accessing community organizations that meet the needs of the non english-speaking population. As needed, key documents are translated to **the language of our clients**, meeting the threshold for translation of such materials.

Informing LEP Populations of the Availability of Language Assistance

Language assistance is advertised on our website, on Title VI notice, through posters in our agency, and through program registration materials, as applicable. The Institute for Human Services, Inc. also utilizes community-based organizations to share the availability of these services and rider surveys and interviews.

Updating Assistance Plan the Language

The Institute for Human Services, Inc. identifies the language capabilities and language assistance needs of our ridership every time the Title VI plan is updated. Should The Institute for Human Services, Inc. have more than 5% of persons in a specific language group that requires language assistance, The Institute for Human Services, Inc. shall comply with the US Department of Justice Safe Habor Provision and provide written material in the specific language and or oral interpretation of the written material, free of cost. If no change in language assistance needs occurs, the Language Assistance Program will at a minimum be updated during the Title VI plan update.

Training Employees to Provide Language Assistance

The Institute for Human Services, Inc. employees are oriented on the principles of Title VI and language assistance at hire and when the Title VI plan is updated. New employees will be provided guidance on the needs of clients served and how best to meet their language needs. Training will include review of the following Title VI program components:

1. Title VI Notice to the Public
2. Title VI complaint procedures and form
3. Complaint log
4. LEP and Language Assistance Plan

If an employee needs further assistance related to LEP individuals, they will work with The Institute for Human Services, Inc.'s Title VI Coordinator to identify strategies to meet the language needs of the participants of the program or service.

B7. Minority Representation on Advisory Boards

The Institute for Human Services, Inc. has no transit-related, non-elected committees or advisory councils. The Institute for Human Services, Inc. understands diverse representation on committees, councils and boards results in sound policy reflective of its entire service area. As such, The Institute for Human Services, Inc. encourages participation of all its clients and interested parties on boards, committees or councils. As vacancies on boards, committees, and councils become available, The Institute for Human Services, Inc. will make efforts to encourage and promote diversity with active participation of clients, community organizations and interested parties. The Institute for Human Services, Inc. contacts advocates of the minority community, such as organizations that serve minority communities and leaders to garner interest in participating onboards, committees or councils.

B8. Recordkeeping and Reporting

The Institute for Human Services, Inc. maintains records related to the agency's implementation of Title VI program, including records of the Title VI Plan adoption and approval (see section B5), records of Title VI staff training, public involvement activities, complaints, investigations, language assistance services and other implementation activities.

The Institute for Human Services, Inc. shall update the Title VI Plan every three years and submit the plan to the New York State Department of Transportation (NYSDOT) for approval.

B9. Plan and Policy Review

The Title VI policy will be disseminated to employees through training at new employee orientation and every time the plan is updated. The Institute for Human Services, Inc. will review its Title VI Plan at least once every three years to determine if modifications are necessary. The Institute for Human Services, Inc. directly operates services (and/or) subcontracts the operation of some services and will review implementation annually to ensure compliance with Title VI Plan requirements. The agency's review includes verifying that all employees have received ongoing updates, training, and a copy of the Title VI policies and that all postings are in place and in good condition.

Program Monitoring

The Institute for Human Services, Inc. will monitor the effectiveness of the Title VI program through the feedback from clients, employees, general public and other agencies (NYSDOT, FTA). The Institute for Human Services, Inc.

seeks opportunities to continuously improve its Title VI plan, public participation outreach efforts and providing meaningful access of our services to LEP individuals.

B10. Facility Location Equity Analysis

As a subrecipient of federal funds, The Institute for Human Services, Inc. understands we are required to conduct a Title VI equity analysis when planning to acquire land to construct a new transportation facility or expand an existing facility to ensure the location is selected without regard to race, color, or national origin. A facility includes storage facilities, maintenance facilities, and operations centers, but it does not include bus shelters, transit stations, or power substations. The equity analysis requirement applies even to land acquired to construct a new facility that does not receive direct federal funding (as long as The Institute for Human Services, Inc. receives federal financial assistance, Title VI requirements apply to all programs and activities). The equity analysis compares the equity impacts of various siting alternatives and must occur during the planning phase, prior to the selection of the preferred site, and must include the following:

1. A description of the outreach to persons potentially impacted.
2. A comparison of equity impacts of various siting alternatives.
3. An analysis about whether a disparate impact occurs on the basis of race, color or national origin (including potential cumulative adverse impacts from other facilities with similar impacts in the area) because of the location and construction of a facility. (If there is a disparate impact, the construction of the facility may only occur if there is a substantial legitimate justification, there are no alternative locations that would have a less disparate impact, and it is not a pretext for discrimination).

For any land acquired to construct a new facility The Institute for Human Services, Inc. will work with NYSDOT to ensure that the equity analysis is completed and submitted to NYSDOT. The equity analysis will be provided upon request to NYSDOT, FTA and during the triennial review.

The below is intended to provide direction to the reader as to whether The Institute for Human Services, Inc. was required to, completed, and included a Title VI equity analysis with this Title VI Plan update.

Did The Institute for Human Services, Inc. acquire land to construct a transportation facility in the past three years?

X **No**. The Institute for Human Services, Inc. has not acquire land to constructed a transportation facilities.

Does The Institute for Human Services, Inc. plan to acquire land to construct a new transportation facility in the next three years?

X No, The Institute for Human Services, Inc. does not plan to acquire land to construct a new transportation facility.

C. List of Appendices

1 Documentation of Board Approval

2 Title VI Complaint Form

3 Letter Acknowledging Receipt of Title VI Complaint

4 Title VI Complaint Letter of Closure

5 Title VI Complaint Letter of Finding

6 Title VI Notice to the Public

APPENDIX 1: Documentation of Board Approval

The Institute for Human Services, Inc. Title VI Plan Board Approval

On behalf of the Institute for Human Services, Inc., we the Board have reviewed and adopted The Institute for Human Services, Inc. Title VI plan. We the Board are committed to ensuring that all decisions are made in accordance with the adopted Title VI plan, to that end no person is excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination under any The Institute for Human Services, Inc. services and activities based on race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964 and Federal Transit law under Title 49 Part 21.

Effective: *July 14, 2026*

Adopted: *July 14, 2026*

Adopted By:

The Institute for Human Services, Inc. Board of Directors

Revised:

Adopted By:

APPENDIX 2: Title VI Complaint Form

The Institute for Human Services, Inc. Title VI and ADA Complaint Form

Section I:				
Your Name:				
Address:				
Telephone (Home):			**Telephone (Work/Mobile):**	
Email 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** ☐ **Disability**

Date of Alleged Discrimination (Month, Day, Year): _____

Agency name complaint is against: _____

Location of where the alleged discrimination occurred:- _____

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 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:** _____
Provide information for the contact person at the agency/court where the complaint was filed.
Name and Title:
Agency:
Address:
Telephone:

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 by mail, email or in person to the address below.

Shannon Goltry
Title VI Coordinator
The Institute for Human Services, Inc.
1 Arc Way Suite 201
Bath, NY 14810
Phone 607-776-9467
Email address *operations@ihsnet.org*

This complaint may also be filed directly with the New York State Department of Transportation, Office of Civil Rights, 50 Wolf Road, 6th Floor, Albany, NY 12232, (518) 457-1129 Fax (518) 549-1273, OCR-TitleVI@dot.ny.gov or the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

APPENDIX 3: Letter Acknowledging Receipt of Complaint

Date

Name

Address

City, State Zip

Dear Name:

This letter is to acknowledge receipt of your Title VI complaint against The Institute for Human Services, Inc. alleging _____.

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by contacting our office at (607) 776-9467 or in writing to The Institute for Human Services, Inc. at 1 Arc Way Suite 201 Bath, NY 14810 or by email at operations@ihsnet.org

Sincerely,

_____

Shannon Goltry
Title VI Coordinator
The Institute for Human Services, Inc.
1 Arc Way Suite 201
Bath, NY 14810
Phone 607-776-9467
Email address *operations@ihsnet.org*

APPENDIX 4: Title VI Complaint Letter of Closure

Date

Name

Address

City, State Zip

Dear Name:

The matter referenced in your Title VI complaint dated _____ against The Institute for Human Services, Inc. alleging _____has been investigated. The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964, had in fact been violated. As you know Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance.

The Institute for Human Services, Inc. has analyzed the materials and facts pertaining to your case. There was no evidence identified that a violation of your Title VI rights were denied. I therefore advise you that your complaint was not substantiated and that I am closing the matter in our files.

You have the right to 1) provide additional information to this office for reconsideration of your complaint within seven (7) calendar days of receipt of this final written decision and/or 2) file a complaint externally with the Federal Transit Administration at:

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

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to call me.

Sincerely,

_____

Shannon Goltry
Title VI Coordinator
The Institute for Human Services, Inc.
1 Arc Way Suite 201
Bath, NY 14810
Phone 607-776-9467
Email address *operations@ihsnet.org*

APPENDIX 5: Title VI Complaint Letter of Finding

Date

Name

Address

City, State Zip

Dear Name:

The matter referenced in your letter dated _____ against The Institute for Human Services, Inc. alleging Title VI violation has been investigated. The investigation determined non-compliance by The Institute for Human Services, Inc. in administering the Title VI obligations of nondiscrimination in the programs and services we administer. Immediate efforts are underway to correct the findings.

Thank you for bringing this important matter to our attention. You were extremely helpful during our review of the program to correct our implementation of the Title VI Program. If I can be of assistance to you in the future, do not hesitate to call me at (607) 776-9467.

Sincerely,

_____

Shannon Goltry
Title VI Coordinator
The Institute for Human Services, Inc.
1 Arc Way Suite 201
Bath, NY 14810
Phone 607-776-9467
Email address *operations@ihsnet.org*

APPENDIX 6: Title VI Notice to the Public

Notifying the Public of Rights under Title VI and the ADA

The Institute for Human Services, Inc.

The Institute for Human Services, Inc. operates its programs and services without regard to race, color, and national origin, in accordance with Title VI of the Civil Rights Act of 1964, and for persons with disabilities under the Americans with Disabilities Act of 1990. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI or the ADA may file a complaint with The Institute for Human Services, Inc..

For more information on The Institute for Human Services, Inc.'s program, and the obligations and procedures to file a complaint, contact (607)-776-9467; email operations@ihsnet.org; or visit our office at The Institute for Human Services, Inc., 1 Arc Way Suite 201 Bath, NY 14810. For more information on how to contact The Institute for Human Services, Inc. to find out about Title VI, visit www.ihsnet.org.

A complainant may file a complaint directly with The Institute for Human Services, Inc. TITLE VI Coordinator by following The Institute for Human Services, Inc. complaint procedures also found on the agency's website. A complaint can also be filed with the New York State Department of Transportation on its Civil Rights website at https://www.dot.ny.gov/main/business-center/civil-rights/title-vi-ej. Finally, a complaint can be filed directly with the Federal Transit Administration Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, contact 1-800-346-2211.

Si necesita información en otra idioma, por favor contacto 1-800-346-2211