
FRANKLIN COUNTY OFFICE OF AGING



FRANKLIN COUNTY OFFICE OF AGING
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Title VI Plan and Procedures

Title VI of the Civil Rights Act of 1964

10-1-2024

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I. INTRODUCTION

Title VI of the Civil Rights Act of 1964 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." (42 U.S.C. Section 2000d).

The Civil Rights Restoration Act of 1987 clarified the intent of Title VI to include all programs and activities of Federal-aid recipients, sub-recipients, and contractors whether those programs and activities are federally funded or not.

Recently, the Federal Transit Administration (FTA) has placed renewed emphasis on Title VI issues, including providing meaningful access to persons with Limited English Proficiency.

Recipients of public transportation funding from FTA and the Virginia Department of Rail and Public Transportation (DRPT) are required to develop policies, programs, and practices that ensure that federal and state transit dollars are used in a manner that is nondiscriminatory as required under Title VI.

This document details how the Franklin County Office of Aging incorporates nondiscrimination policies and practices in providing services to the public. Franklin County Office of Agings' Title VI policies and procedures are documented in this plan and its appendices and attachments. This plan will be updated periodically (at least every three years) to incorporate changes and additional responsibilities that arise.

II. OVERVIEW OF SERVICES

Franklin County Office of Aging is a county agency that is funded through federal and state grant monies and local funds. Services include social and recreational activities held at the Essig Recreation Center, medical transportation, scheduled local shopping trips, and recreational day trips.

Activities ranging from card games, exercise classes, day trips and educational programs are offered. Our recreational facility includes an exercise room, gym and rooms for lots of fun activities. Ages 50 and over may use the facility for free during normal operating hours. (M-F 8:30am-5:00pm)

Our transportation services provide medical and dental transportation to individuals that are over 60 years of age and have no other means of transportation. Our buses are handicapped accessible. Our policy requires at least three business days prior notice to schedule transport to an appointment. Fees are based on income. Our agency travels to appointments locally and in Roanoke, Salem and Martinsville.

Franklin County Office of Aging hosts a meal site, through a partnership with STEP Inc., each Thursday. An educational program is offered followed by a delicious hot meal. Transportation is provided for seniors over 60 years of age who meet the requirement of the fixed route.

Localized shopping routes to grocery stores, banks and post offices each Tuesday of the month. Transportation is provided for seniors over 60 years of age who meet the requirement of the fixed route.

Franklin County Office of Aging provides information to help assist Senior Citizens with in home services, meals on wheels, housing and other general needs.

IV. POLICY STATEMENT AND AUTHORITIES

Title VI Policy Statement

Franklin County Office of Aging is committed to ensuring that no person shall, on the grounds of race, color, national origin, as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 (PL 100.259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity, whether those programs and activities are federally funded or not.

The Franklin County Office of Aging Title VI Manager is responsible for initiating and monitoring Title VI activities, preparing required reports, and other responsibilities as required by Title 23 Code of Federal Regulations (CFR) Part 200, and Title 49 CFR Part 21.

Marcia Cramblitt
Office of Aging Manager

10-01-2024
Date

Authorities

Title VI of the 1964 Civil Rights Act provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance (refer to 49 CFR Part 21). The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of the terms “programs or activities” to include all programs or activities of Federal Aid recipients, sub recipients, and contractors, whether such programs and activities are federally assisted or not.

Additional authorities and citations include: Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d); Federal Transit Laws, as amended (49 U.S.C. Chapter 53 et seq.); Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended (42 U.S.C. 4601, et seq.); Department of Justice regulation, 28 CFR part 42, Subpart F, “Coordination of Enforcement of Nondiscrimination in Federally-Assisted Programs” (December 1, 1976, unless otherwise noted); U.S. DOT regulation, 49 CFR part 21, “Nondiscrimination in Federally-Assisted Programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act of 1964” (June 18, 1970, unless otherwise noted); Joint FTA/Federal Highway Administration (FHWA) regulation, 23 CFR part 771, “Environmental Impact and Related Procedures” (August 28, 1987); Joint FTA/FHWA regulation, 23 CFR part 450 and 49 CFR part 613, “Planning Assistance and Standards,” (October 28, 1993, unless otherwise noted); U.S. DOT Order 5610.2, “U.S. DOT Order on Environmental Justice to Address Environmental Justice in Minority Populations and Low-Income Populations,” (April 15, 1997); U.S. DOT Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons, (December 14, 2005), and Section 12 of FTA’s Master Agreement, FTA MA 13 (October 1, 2006).

IV. NONDISCRIMINATION ASSURANCE TO DRPT

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from the Federal Transit Administration (FTA) must be accompanied by an assurance that the applicant will carry out the program in compliance with DOT's Title VI regulations. This requirement is fulfilled when the Virginia Department of Rail and Public Transportation (DRPT) submits its annual certifications and assurances to FTA. DRPT shall collect Title VI assurances from sub-recipients prior to passing through FTA funds.

As part of the Certifications and Assurances submitted to DRPT with the Annual Grant Application and all Federal Transit Administration grants submitted to the DRPT Franklin County Office of Aging submits a Nondiscrimination Assurance which addresses compliance with Title VI as well as nondiscrimination in hiring (EEO) and contracting (DBE), and nondiscrimination based on disability (ADA).

In signing and submitting this assurance, Franklin County Office of Aging confirms to DRPT the agency's commitment to nondiscrimination and compliance with federal and state requirements.

V. PLAN APPROVAL DOCUMENT

The Aging Services Advisory Board for the Franklin County Office of Aging will review for approval the 2025-2027 Title VI Plan and Procedures (as updated) when meeting occurs on January 22, 2025. A statement to reflect their review and approval will be provided.

I hereby acknowledge the receipt of the Franklin County Office of Aging Title VI Implementation Plan 2025-2027. I have reviewed and approved the Plan. I am committed to ensuring that no person is excluded from participation in or denied the benefits of transit services based on race, color, or national origin, as protected by Title VI according to Federal Transit Administration (FTA) Circular 4702.1B Title VI requirements and guidelines for FTA sub-recipients.

Marcia Cramblitt

October 1, 2024

Office of Aging & Recreation Manager

Franklin County Office of Aging

VI. ORGANIZATION AND TITLE VI PROGRAM RESPONSIBILITIES

The Franklin County Office of Aging's Manager is responsible for ensuring implementation of the agency's Title VI program. Title VI program elements are interrelated, and responsibilities may overlap. The specific areas of responsibility have been delineated below for purposes of clarity.

Overall Organization for Title VI

The Title VI Manager and staff are responsible for coordinating the overall administration of the Title VI program, plan, and assurances, including complaint handling, data collection and reporting, annual review and updates, and internal education.

Detailed Responsibilities of the Title VI Manager

The Title VI Manager is charged with the responsibility for implementing, monitoring, and ensuring compliance with Title VI regulations. Title VI responsibilities are as follows:

1. Process the disposition of Title VI complaints received.
2. Collect statistical data (race, color or national origin) of participants in and beneficiaries of agency programs, (e.g., affected citizens, and impacted communities).
3. Conduct annual Title VI reviews of agency to determine the effectiveness of program activities at all levels.
4. Conduct Title VI reviews of construction contractors, consultant contractors, suppliers, and other recipients of federal-aid fund contracts administered through the agency.
5. Conduct training programs on Title VI and other related statutes for agency employees.
6. Prepare a yearly report of Title VI accomplishments and goals, as required.
7. Develop Title VI information for dissemination to the general public and, where appropriate, in languages other than English.
8. Identify and eliminate discrimination.
9. Establish procedures for promptly resolving deficiency status and writing the remedial action necessary, all within a period not to exceed 90 days.

General Title VI responsibilities of the Franklin County office of Aging Services

The Title VI Manager is responsible for substantiating that these elements of the plan are appropriately implemented and maintained, and for coordinating with those responsible for public outreach and involvement and service planning and delivery.

1. Data collection

To ensure that Title VI reporting requirements are met, Franklin County Office of Aging will maintain:

- A database or log of Title VI complaints received. The investigation of and response to each complaint is tracked within the database or log.
- A log of the public outreach and involvement activities undertaken to ensure that minority and low-income people had a meaningful access to these activities.

2. Annual Report and Updates

As a sub-recipient of FTA funds, Franklin County Office of Aging is required to submit a Quarterly Report Form to DRPT that documents any Title VI complaints received during the preceding quarter and for each year Franklin County Office of Aging will also maintain and provide to DRPT on an annual basis, the log of public outreach and involvement activities undertaken to ensure that minority and low-income people had a meaningful access to these activities.

Further, we will submit to DRPT updates to any of the following items since the previous submission, or a statement to the effect that these items have not been changed since the previous submission, indicating date:

- A copy of any compliance review report for reviews conducted in the last three years, along with the purpose or reason for the review, the name of the organization that performed the review, a summary of findings and recommendations, and a report on the status or disposition of the findings and recommendations
- Limited English Proficiency (LEP) plan
- Procedures for tracking and investigating Title VI complaints
- A list of Title VI investigations, complaints or lawsuits filed with the agency since the last submission
- A copy of the agency notice to the public that it complies with Title VI and instructions on how to file a discrimination complaint

3. Annual review of Title VI program

Each year, in preparing for the Annual Report and Updates, the Title VI Manager will review the agency's Title VI program to assure implementation of the Title VI plan. In addition, they will review agency operational guidelines and publications, including those for contractors, to verify that Title VI language and provisions are incorporated, as appropriate.

4. Dissemination of information related to the Title VI program

Information on our Title VI program will be disseminated to agency employees, contractors, and beneficiaries, as well as to the public, as described in the “public outreach and involvement” section of this document, and in other languages when needed according to the LEP plan as well as federal and State laws/regulations.

5. Resolution of complaints

Any individual may exercise his or her right to file a complaint if that person believes that he, she or any other program beneficiaries have been subjected to unequal treatment or discrimination in the receipt of benefits/services or prohibited by non-discrimination requirements. Franklin County Office of Aging will report the complaint to DRPT within three business days (per DRPT requirements), and make a concerted effort to resolve complaints locally, using the agency’s Title VI Complaint Procedures. All Title VI complaints and their resolution will be logged as described under Section 1. Data collection and reported annually (in addition to immediately) to DRPT.

6. Written policies and procedures

Our Title VI policies and procedures are documented in this plan and its appendices and attachments. This plan will be updated periodically to incorporate changes and additional responsibilities that arise. During the course of the Annual Title VI Program Review (item 3 above), the Title VI Manager will determine whether or not an update is needed.

7. Internal education

Our employees will receive training on Title VI policies and procedures upon hiring and upon promotion. This training will include requirements of Title VI, our obligations under Title VI (LEP requirements included), and required data that must be gathered and maintained. In addition, training will be provided when any Title VI-related policies or procedures change (agency-wide training), or when appropriate in resolving a complaint.

Title VI training is the responsibility of the Office of Recreation & Manager

8. Title VI clauses in contracts

In all federal procurements requiring a written contract or Purchase Order (PO), Franklin County Office of Aging’s contract/PO will include appropriate non-discrimination clauses. The Title VI Manager will work with the Office of Aging & Recreation Manager who is/are responsible for procurement contracts and PO’s to ensure appropriate non-discrimination clauses are included.

VII. PROCEDURES FOR NOTIFYING THE PUBLIC OF TITLE VI RIGHTS AND HOW TO FILE A COMPLAINT

Requirement to Provide a Title VI Public Notice

Title 49 CFR Section 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI. At a minimum **Franklin County Office of Aging** shall disseminate this information to the public by posting a Title VI notice on the agency's website and in public areas of the agency's office(s), including the reception desk, meeting rooms, in federally-funded vehicles, etc.

See APPENDIX A- Title VI Notice to the Public; APPENDIX B- Title VI Notice to the Public List of Locations; and APPENDIX C- Title VI Notice to the Public Spanish Translation.

TITLE VI COMPLAINT PROCEDURES

Requirement to Develop Title VI Complaint Procedures and Complaint Form.

In order to comply with the reporting requirements established in 49 CFR Section 21.9(b), all recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public. Recipients must also develop a Title VI complaint form. The form and procedure for filing a complaint shall be available on the recipient's website and at their facilities.

Any individual may exercise his or her right to file a complaint with Franklin County Office of Aging if that person believes that he or she has been subjected to unequal treatment or discrimination in the receipt of benefits or services. We will report the complaint to DRPT within three business days (per DRPT requirements), and make a concerted effort to resolve complaints locally, using the agency's Nondiscrimination Complaint Procedures. All Title VI complaints and their resolution will be logged and reported annually (in addition to immediately) to DRPT.

Franklin County Office of Aging includes the following language on all printed information materials, on the agency's website, in press releases, in public notices, in published documents, and on posters on the interior of each vehicle operated in passenger service:

The Franklin County Office of Aging is committed to ensuring that no person is excluded from participation in or denied the benefits of its transit services on the basis of race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964.

For additional information on Franklin County Office of Aging's nondiscrimination policies and procedures, or to file a complaint, please visit the website at www.playfranklincounty.com or contact (Marcia Cramblitt, Office of Aging & Recreation Manager) at 295 Technology Drive in Rocky Mount, Virginia.

Instructions for filing Title VI complaints are posted on the agency's website and in posters on the interior of each vehicle operated in passenger service and agency's facilities and are also included within Franklin County Office of Aging's website and brochure. See APPENDIX C- Title Complaint Form

Procedures for Handling and Reporting Investigations/Complaints and Lawsuits

Should any Title VI investigations be initiated by FTA or DRPT, or any Title VI lawsuits are filed against Franklin County Office of Aging the agency will follow these procedures:

Procedures

1. Any individual, group of individuals, or entity that believes they have been subjected to discrimination based on race, color, or national origin may file a written complaint with the Title VI Manager. The complaint is to be filed in the following manner:
 - a. A formal complaint must be filed within 180 calendar days of the alleged occurrence.
 - b. The complaint shall be in writing and signed by the complainant(s). Franklin County Office of Aging will provide complaint forms in English and if needed in formats accessible to individuals with disabilities and appropriate languages for LEP persons.
 - c. The complaint should include:
 - the complainant's name, address, and contact information
 - (i.e., telephone number, email address, etc.)
 - the date(s) of the alleged act of discrimination (if multiple days, include the date when the complainant(s) became aware of the alleged discrimination and the date on which the alleged discrimination was discontinued or the latest instance).
 - a description of the alleged act of discrimination
 - the location(s) of the alleged act of discrimination (include vehicle number if appropriate)
 - an explanation of why the complainant believes the act to have been discriminatory on the basis of race, color, and national origin
 - if known, the names and/or job titles of those individuals perceived as parties in the incident
 - contact information for any witnesses
 - indication of any related complaint activity (i.e., was the complaint also submitted to DRPT or FTA?)
 - d. The complaint shall be submitted to the Franklin County Office of Aging Title VI Manager at 295 Technology Drive in Rocky Mount, Virginia.
 - e. Complaints received by any other employee of Franklin County Office of Aging will be immediately forwarded to the Title VI Manager.
 - f. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Title VI Manager. Under these circumstances, the complainant will be interviewed, and the Franklin County Office of Aging Manager will assist the complainant in converting the verbal allegations to writing.

2. Upon receipt of the complaint, the Title VI Manager will immediately:
 - a. notify DRPT (no later than 3 business days from receipt)
 - b. notify the Franklin County Office of Aging Manager, Marcia Cramblitt
 - c. ensure that the complaint is entered in the complaint database
3. Within 3 business days of receipt of the complaint, the Title VI Manager will contact the complainant by telephone to set up an interview.
4. The complainant will be informed that they have a right to have a witness or representative present during the interview and can submit any documentation he/she perceives as relevant to proving his/her complaint.
5. If DRPT has assigned staff to assist with the investigation, the Title VI Manager will offer an opportunity to participate in the interview.
6. The alleged discriminatory service or program official will be given the opportunity to respond to all aspects of the complainant's allegations.
7. The Title VI Manager will determine, based on relevancy or duplication of evidence, which witnesses will be contacted and questioned.
8. The investigation may also include:
 - a. investigating contractor operating records, policies or procedures
 - b. reviewing routes, schedules, and fare policies
 - c. reviewing operating policies and procedures
 - d. reviewing scheduling and dispatch records
 - e. observing behavior of the individual whose actions were cited in the complaint
9. All steps taken and findings in the investigation will be documented in writing and included in the complaint file.
10. The Title VI Manager will contact the complainant at the conclusion of the investigation, but prior to writing the final report, and give the complainant an opportunity to give a rebuttal statement at the end of the investigation process.
11. At the conclusion of the investigation and within 60 days of the interview with the complainant, the Title VI Manager will prepare a report that includes a narrative description of the incident, identification of persons interviewed, findings, and recommendations for disposition. This report will be provided to the Franklin County Office of Aging Manager, DRPT, and, if appropriate, Franklin County Office of Aging's legal counsel.
12. The Title VI Manager will send a letter to the complainant notifying them of the outcome of the investigation. If the complaint was substantiated, the letter will indicate the course of action that will be followed to correct the situation. If the complaint is determined to be unfounded, the letter will explain the reasoning and refer the complainant to DRPT in the event the complainant wishes to appeal the determination. This letter will be copied to DRPT.
13. A complaint may be dismissed for the following reasons:
 - a. The complainant requests the withdrawal of the complaint.
 - b. An interview cannot be scheduled with the complainant after reasonable attempts.
 - c. The complainant fails to respond to repeated requests for additional information needed to process the complaint.
14. DRPT will serve as the appealing forum to a complainant that is not satisfied with the outcome of an investigation conducted by Franklin County Office of Aging. DRPT will

analyze the facts of the case and will issue its conclusion to the appellant according to their procedures.

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

Transportation-Related Title VI Investigations, Complaints, and Lawsuits

Background

All recipients shall prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin:

- Active investigations conducted by FTA and entities other than FTA;
- Lawsuits; and
- Complaints naming the recipient.

This list shall include the date that the transportation-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint. This list shall be included in the Title VI Program submitted to DRPT every three years and information shall be provided to DRPT quarterly and annually. See APPENDIX D- Investigations, Lawsuits and Complaints Form

VIII. PUBLIC PARTICIPATION PLAN

Introduction

The Public Participation Plan (PPP) is a guide for ongoing public participation endeavors. Its purpose is to ensure that Franklin County Office of Aging utilizes effective means of providing information and receiving public input on transportation decisions from low income, minority and limited English proficient (LEP) populations, as required by Title VI of the Civil Rights Act of 1964 and its implementing regulations.

Under federal regulations, transit operators must take reasonable steps to ensure that Limited English Proficient (LEP) persons have meaningful access to their programs and activities. This means that public participation opportunities, normally provided in English, should be accessible to persons who have a limited ability to speak, read, write, or understand English.

In addition to language access measures, other major components of the PPP include: public participation design factors; a range of public participation methods to provide information, to invite participation and/or to seek input; examples to demonstrate how population-appropriate outreach methods can be and were identified and utilized; and performance measures and objectives to ensure accountability and a means for improving over time.

Franklin County Office of Aging has established a public participation plan or process that will determine how, when, and how often specific public participation activities should take place, and which specific measures are most appropriate.

Franklin County Office of Aging will make these determinations based on a demographic analysis of the population(s) affected, the type of plan, program, and/or service under consideration, and the resources available. Efforts to involve minority and LEP populations in public participation activities may include both comprehensive measures, such as placing public notices at all transit stations, stops, and vehicles, as well as targeted measures to address linguistic, institutional, cultural, economic, historical, or other barriers that may prevent minority and LEP persons from effectively participating in our decision-making process. See APPENDIX E- Summary of Outreach Efforts.

IX. LANGUAGE ASSISTANCE PLAN FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP)

Introduction and Legal Basis

LEP is a term that defines any individual not proficient in the use of the English language. The establishment and operation of an LEP program meets objectives set forth in Title VI of the Civil Rights Act and Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency (LEP). This Executive Order requires federal agencies receiving financial assistance to address the needs of non-English speaking persons. The Executive Order also establishes compliance standards to ensure that the programs and activities that are provided by a transportation provider in English are accessible to LEP communities. This includes providing meaningful access to individuals who are limited in their use of English. The following LEP language implementation plan, developed by *Franklin County Office of Aging* is based on FTA guidelines.

As required, Franklin County Office of Aging developed a written LEP Plan (below). Using American Community Survey (ACS) Census data, Franklin County Office of Aging has evaluated data to determine the extent of need for translation services of its vital documents and materials.

LEP persons can be a significant market for public transit, and reaching out to these individuals can help increase their utilization of transit. Therefore, it also makes good business sense to translate vital information into languages that the larger LEP populations in the community can understand.

Assessment of Needs and Resources

The need and resources for LEP language assistance were determined through a four-factor analysis as recommended by FTA guidance.

Factor 1: Assessment of the Number and Proportion of LEP Persons Likely to be Served or Encountered in the Eligible Service Population

The agency has reviewed census data on the number of individuals in its service area that have limited English Proficiency, as well as the languages they speak.

U.S. Census Data – American Community Survey (2018-2021)

Data from the U.S. Census Bureau's American Community Survey (ACS) were obtained through www.census.gov by Franklin County Office of Aging's service area.

The agency's service area includes a total of 55,549 total populations with 758 (1.42%) of the total population reported as persons with Limited English Proficiency (those persons who indicated that they spoke English "less than very well," in the 2018-2022 ACS Census).

Information from the 2018-2022 ACS also provides more detail on the specific languages that are spoken by those who report that they speak English less than very well. Languages spoken at home by those with LEP are presented below. These data indicate the extent to which translations into other language are needed to meet the needs of LEP persons.

• Spanish	609	.80%
• Arabic	102	.49%
• Indo-European	26	.07%
• French, Haitian or Cajun	15	.02%
• Asian and Pacific Island Languages	6	.04%

Spanish (609) is the only language that is spoken by over 5% or 600 persons in the LEP population.

Factor 2: Assessment of Frequency with Which LEP Individuals Come Into Contact with the Transit Services or System

Franklin County Office of Aging reviewed the relevant benefits, services, and information provided by the agency and determined the extent to which LEP persons have come into contact with these functions through the following channels:

- Contact with transit vehicle operators- zero reported
- Calls to Franklin County Office of Aging's customer service telephone line- zero calls received and reported

We will continue to identify emerging populations as updated Census and American Community Survey data become available for our service area. In addition, when LEP persons contact our agency, we attempt to identify their language and keep records on contacts to accurately assess the frequency of contact. To assist in language identification, Franklin County Office of Aging Services uses a language identification through Google Translate (<https://translate.google.com>)

Factor 3: Assessment of the Nature and Importance of the Transit Services to the LEP Population

Franklin County Office of Aging provides the following programs, activities and services:

Fixed route and demand response Older American Act (OAA) transportation to senior nutrition sites, dialysis, physical therapy, non-emergency medical, necessary shopping trips and agency sponsored socialization and recreational activities.

Based on past experience serving and communicating with LEP persons and interviews with community agencies, as well as questionnaires or direct consultations with LEP persons (if applicable, e.g. through focus groups or individual interviews facilitated/interpreted by a community agency), we learned that the following services/routes/programs are currently of particular importance LEP persons in the community.

NA

The following are the most critical services provided by Franklin County Office of Aging for all customers, including LEP persons.

- Safety and security awareness instructions
- Emergency evacuation procedures
- Services targeted at low income persons

Factor 4: Assessment of the Resources Available to the Agency and Costs

Costs

Language assistance measures are not currently being provided by Franklin County Office of Aging. Based on the analysis of demographic data and contact with community organizations and LEP persons, Franklin County Office of Aging, has determined that minimal services are needed to provide meaningful access. We anticipate that these activities and costs may increase as demand increases and that the need for the following will increase:

- Information may need to be translated into additional languages
- Oral or written language services should be provided
- Existing language assistance needs to be made available on a more widespread basis
- All Franklin County Office of Aging staff can be provided with a list of available language assistance services and additional information and referral resources, updated annually and as needed and appropriate.

NO cost estimates are currently available.

Resources

The available budget that could be currently devoted to additional language assistance expenses is \$0 dollars. This amount is likely to be stable over time.

Franklin County Office of Aging has also requested the following additional grant funding for language assistance: NA

In addition, in-kind assistance may be available through community organizations, other city or county departments, other transit agencies who may be able to partner for language assistance services.

Franklin County Office of Aging will work with local colleges to assist with written and oral language translation on a volunteer basis or small stipend and when hiring new employees, a goal is to hire bilingual employees.

LEP Implementation Plan

Franklin County Office of Aging has to make the LEP Plan successful the following will need to be implemented and/or improved.

Responding to LEP Callers

Staff who answer calls from the public respond to LEP customers as follows: Staff would transfer a call to bilingual staff (if available), connect call to Google Translate to be able to communicate more efficiently.

Responding to Written Communications from LEP Persons

The following procedures are followed when responding to written communications from LEP persons: Staff would forward written communication to bilingual staff (if available) or use Google Translate to allow staff members to type the written communication.

Responding to LEP Individuals in Person

The following procedures are followed when an LEP person visits our customer service and administrative office: To date there have been rare occasions when LEP persons have visited our center. If so, most have a bilingual family member or friend who serves as translator for the LEP person and Franklin County Office of Aging staff conducting the interview. If an LEP is not accompanied by a bilingual person our staff will direct the visitor to bilingual staff, if available, or use language translation services if appropriate and available.

The following procedures are followed by operators when an LEP person has a question on board a Franklin County Office of Aging vehicle: Using a bilingual family member or friend who serves as translator for the LEP person and Franklin County Office of Aging staff providing the ride. If an LEP is not accompanied by a bilingual person our staff will direct the visitor to bilingual staff, if available, or use language translation services if appropriate and available.

Staff Training

As noted previously, all **Franklin County Office of Aging** staff are provided with training on how to use Google Translate if needed during transport.

Providing Notice to LEP Persons

LEP persons are notified of the availability of language assistance through the following approaches:

- Through signs posted in our facility
- Through ongoing outreach efforts to community organizations
- Through posted signs on all vehicles owned and operated by Franklin County Office of Aging

LEP persons will also be included in all community outreach efforts related to service and fare changes.

Monitoring/updating the plan

This plan will be updated on a periodic basis (at least every three years), based on feedback, updated demographic data, and resource availability.

As part of ongoing outreach to community organizations, Franklin County Office of Aging will solicit feedback on the effectiveness of language assistance provided and unmet needs. In addition, we will conduct periodic internal meetings with staff who assist LEP persons, review of updated Census data, formal studies of the adequacy and quality of the language assistance provided and determine changes to LEP needs.

As the community grows and new LEP groups emerge, Franklin County Office of Aging will strive to address the needs for additional language assistance.

MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES

Title 49 CFR Section 21.5(b)(1)(vii) states that a recipient may not, on the grounds of race, color, or national origin, “deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program.”

Franklin County Office of Aging has an Aging Services Advisory Committee, and they are selected by the local Board of Supervisors within our districts in Franklin County.

X. MONITORING TITLE VI COMPLAINTS

As part of the complaint handling procedure, the Title VI Manager investigates possible inequities in service delivery for the route(s) or service(s) about which the complaint was filed. Depending on the nature of the complaint, the review examines span of service (days and hours), frequency, routing directness, interconnectivity with other routes and/or fare policy. If inequities are discovered during this review, options for reducing the disparity are explored, and service or fare changes are planned if needed.

In addition to the investigation following an individual complaint, the Title VI Manager periodically reviews all complaints received to determine if there may be a pattern. At a minimum, this review is conducted as part of preparing the Annual Report and Update for submission to DRPT.

APPENDIX A - TITLE VI NOTICE TO THE PUBLIC

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of 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" (42 U.S.C. Section 2000d).

Franklin County Office of Aging is committed to ensuring that no person is excluded from participation in or denied the benefits of its transportation services based on race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1B. If you feel you are being denied participation in or being denied benefits of the transit services provided by Franklin County Office of Aging or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, our contact information is:

Marcia Cramblitt

Office of Aging & Recreation Manager

Franklin County Office of Aging

295 Technology Drive

Rocky Mount, VA 24151

540-483-9238

marcia.cramblitt@franklincountyva.gov

APÉNDICE G - AVISO AL PÚBLICO DEL TÍTULO VI

El Título VI de la Ley de Derechos Civiles de 1964 prohíbe la discriminación por motivos de raza, color u origen nacional en programas y actividades que reciben asistencia financiera federal. Específicamente, el Título VI establece que "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 cualquier programa o actividad que reciba asistencia financiera federal" (42 U.S.C. Sección 2000d).

La Oficina de Envejecimiento del Condado de Franklin se compromete a garantizar que ninguna persona sea excluida de la participación o se le nieguen los beneficios de sus servicios de transporte por motivos de raza, color u origen nacional, según lo protegido por el Título VI de la Circular 4702.1B de la Administración Federal de Tránsito (FTA). Si cree que se le niega la participación o se le niegan los beneficios de los servicios de tránsito proporcionados por la Oficina de Envejecimiento del Condado de Franklin o que se le discrimina debido a su raza, color, nacionalidad, sexo, edad o discapacidad, nuestra información de contacto es:

Marcia Cramblitt

Office of Aging & Recreation Manager

Franklin County Office of Aging

295 Technology Drive

Rocky Mount, VA 24151

540-483-9238

marcia.cramblitt@franklincountyva.gov

APPENDIX C – TITLE VI NOTICE TO THE PUBLIC LIST OF LOCATIONS

The following list represents the locations whereby the Franklin County Office of Aging has posted its Title VI Notice to the public:

- Website of Franklin County Parks & Recreation at www.PlayFranklinCounty.com
- Office Lobby of the Essig Recreation Center at 295 Technology Drive in Rocky Mount, Virginia 24151
- Transportation vehicles owned, operated and titled to the Franklin County Office of Aging

APPENDIX D - TITLE VI COMPLAINT FORM

Franklin County Office of Aging

Section 1:		
Name:		
Address:		
Home Phone:		Work Phone:
Email Address:		
Accessible Format Requirements?	Large Print/TDD	Audio Tape/ 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.	Name:	
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	
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, Local Agency or with any Federal or State Court?	_____Yes _____NO	If yes, list all that apply: Federal Agency: _____ Federal Court: _____ State Court: _____ State Agency: _____ 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 to the address below or mail this form to:

Franklin County Office of Aging

Title VI Compliance Officer

295 Technology Drive Rocky Mount, VA 24151

APPENDIX E: TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

INVESTIGATIONS, LAWSUITS AND COMPLAINTS DOCUMENT

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color or national origin)	Status	Action(s) taken
Investigations				
1.				
Lawsuits				
1.				
Complaints				
1.				

APPENDIX F - OUTREACH EFFORTS

FRANKLIN COUNTY OFFICE OF AGING IS ACTIVE WITHIN THE COMMUNITY ON A DAILY BASIS AND IS THE HOME OF THE SENIOR CENTER. THE ITEMS BELOW SHOW OUR EFFORTS TO SERVE THE LEP MINORITY GROUPS.

- A. SCHEDULING MEETINGS AT TIMES AND LOCATIONS THAT ARE CONVENIENT AND ACCESSIBLE FOR MINORITY AND LEP COMMUNITIES.
- B. COORDINATING WITH COMMUNITY AND FAITH BASED ORGANIZATIONS, EDUCATIONAL INSTITUTIONS AND OTHER ORGANIZATIONS TO IMPLEMENT PUBLIC ENGAGEMENT STRATEGIES THAT SPECIFICALLY REACH MINORITIES AND/OR LEP COMMUNITIES.

APPENDIX G – TABLE MINORITY REPRESENTATION ON COMMITTEE BY RACE

Committee	Black or African American	White/ Caucasian	Latino/ Hispanic	American Indian or Alaska Native	Asian	Native Hawaiian or other Pacific Islander	Other <i>*Note</i>	Totals
Advisory Committee		10						10
% of Advisory Committee		100%						100%