

Notifying the Public of Rights Under Title VI

Prairie View, Inc. **Behavioral & Mental Healthcare**

- Prairie View, Inc. operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Prairie View, Inc.
- For more information on the Prairie View, Inc. civil rights program, and the procedures to file a complaint, contact 800-992-6292; email kayej@pvi.org; or visit our administrative office at 1901 E. First Street, Newton, KS 67114-0467
For more information, visit www.prairieview.org
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

This notice is posted throughout Prairie View's administrative campus in Newton, KS and is also posted on the agency website at www.prairieview.org

Prairie View, Inc. - Transit Public Participation Plan Outline

1. Brief description of provider's activities and services

Founded by the Mennonite Churches in 1954, Prairie View is the states longest-serving non-profit behavioral and mental health center. Prairie View has five outpatient locations in Newton, east and west Wichita, Hillsboro and McPherson. Prairie View is the community mental health center for Harvey, Marion and McPherson counties.

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

Prairie View, Inc. would notify the public for any fare changes, service hour changes, route adjustments and transportation policy or procedure changes.

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

All public notifications would be planned as follows:

- *Public hearings and meetings to be held at central locations that were accessible and times that are convenient*
- *Various advertising methods (website, Chanel 7, Facebook, newsprint, surveys etc.)*
- *When possible an email would be sent based on current list serve populations*
- *Possible direct mailings*

4. Brief description of outreach methods to engage minority and Limited English Proficiency (LEP) individuals (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).

Please see attachment: Prairie View Policies and Procedures(under service delivery manual)

Title: "Interpreters and Translation"

www.prairieview.org

5. Brief description of the desired outcomes of the agency's public participation efforts.
 - The agency desires to have actively engaged patients, stakeholders and members of the general public in the decision making process
 - The agency strives to have given adequate public notice of public participation activities and allowed proper time for public review and comment at key decision points
 - The agency desires to provide timely information about transportation issues and processes to transit riders, stakeholders and members of the general public
 - The agency will provide responses to all public input as appropriate
 - The agency will have facilitated effective communication among a diverse group of stakeholders
 - The agency will have established a timetable for review of the Public Participation Process to ensure it provides full and open access to all

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

Prairie View, Inc. offers various surveys to our population(s) serviced. Prairie View, Inc. advertises through public notices and advertisements. Prairie View, Inc. has a proven history to act upon the information shown in the survey responses.

Language Assistance Plan

Limited English Proficiency (LEP) Plan

The purpose of developing an LEP plan, as a recipient of federal funds, is to identify the extent of LEP individuals in the region and identify ways that the transit agency can reduce and/or eliminate the barriers to LEP individuals.

Four Factor Analysis

(1) Identify number of or proportion of LEP individuals that can utilize the service provided by Prairie View, Inc. : *Using the 2007 - 2011 American Community Survey data, we find that there are no language groups that fit the criteria of more than 5% of the total population and more than 50 persons who “speak English less than very well”. We do serve some individuals who would be categorized as this. In that case, we rely on Prairie Views Policies and Procedures: “ Interpreters and Translation” in the service delivery manual. See attachment of the specific policy*

(2) Identify the frequency in which LEP individuals come in contact with the service:

Although there are no language groups that currently qualify as a LEP group, we serve several language groups on a regular basis. It’s in Prairie View, Inc.’s policy that patients’ language and translation needs will be evaluated periodically.

(3) Identify the importance of the service to the LEP community:

Prairie View provides transportation for medical, nutritional and group activities for adolescents and adults classified as elderly and or disabled in the Harvey, Marion and McPherson counties. We use the Prairie View Policy and Procedure: “Interpreters and Translation” to communicate transportation needs for those individuals who speak English less than very well. It’s stated in Prairie View Inc. policy that “Effective communication is key to effective treatment”.

(4) Identify the resources available and the respective costs of these resources:

Currently, Prairie View, Inc. uses “language cards” (USDOJ), “Language Line”, Prairie View staff (“Employee List”) and interpreters for those individual who speak English less than very well, so at this time there is no cost associated with this service.

Limited English Proficiency Plan

Utilizing the information gathered from the Four Factor Analysis, the following plan is developed in order to provide the necessary assistance to LEP persons.

Identified LEP individuals

There are no specific population groups that meet the criteria of more than 5% and more than 50 individuals.

Language Assistance Measures

Please see the PDF attachment. Prairie View Policies and Procedures: “ Interpreters and Translation”

Prairie View, Inc. would use online translation tools, “Employee lists” (provided by Prairie View’s Human Resource department[Employee Lists]), Interpreters for Deaf or Hearing impaired and Sign Language Interpreting Services in Wichita ,KS. Language identification cards are available (“ Speak Cards”) through the USDOJ website (<http://www.lep.gov/ISpeakCards2004.pdf>) (As defined in Prairie Views policy).

Training Staff

Prairie View, Inc. has qualified staff that provided necessary training(s). The Prairie View, Inc. Human Resources Department also monitors staff who need training and or re-certifications in training. Prairie View, Inc. also utilizes online trainings through Kansas Health Services for the required or necessary trainings to stay in compliance.

Providing Notice

The LEP plan will be posted on the agencies website, www.prairieview.org. LEP plan will be provided to any person or agency requesting a copy. The person of contact in regards to the LEP plan is _____ and can be reached by phone at (316)-284-6400

Monitoring and Updating LEP Plan

Prairie View, Inc. will update the plan according to the Title VI update schedule, which is every three years. The plan will also be updated any time changes in the demographics of the agencies service area re deemed significant in regards to LEP persons.



Title VI Complaint Procedures

The following pertains only to Title VI complaints regarding the services of Prairie View, Inc.

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.

Prairie View, Inc. 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 the Prairie View, Inc. federally funded programs have discriminated 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 the Prairie View, Inc. may file a written complaint with the *Prairie View, Inc. President/CEO*. A sample complaint form is available for download at www.prairieview.org and is available in hard copy at the offices of *Prairie View, Inc.* Upon request, the *Prairie View, Inc.* 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 _____, (316) 284-6400

Prairie View, Inc. policy states: "Complaints from any patient, individual, or agency shall be addressed in a timely manner and resolved by the President/CEO or designee when possible and practical".

Complaints should be mailed to or submitted by hand to:

Prairie View, Inc.
1901 E. First Street
Newton, KS 67114
Attn: President/CEO

2. Referral to Review Officer

Upon receipt of the complaint, the President/CEO of Prairie View, Inc. 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, the President/CEO 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 Prairie View, Inc.'s, processes relative to Title VI, as appropriate. The staff review officer(s) shall forward their recommendations to the, President/CEO for concurrence. If the President/CEO concurs, he or she shall issue the Prairie View Inc.'s written response to the Complainant. This final report should include a summary of the investigation, all findings with recommendations, corrective measures where appropriate.

Note: Upon receipt of a complaint, the Prairie View, Inc. 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 President/CEO's response, he or she may request reconsideration by submitting the request, in writing, to the President/CEO within 10 calendar days after receipt of the President/CEO response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the President/CEO. The President/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 Prairie View, Inc. President/CEO 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 President/CEO's response by submitting a written appeal to Prairie View, Inc. Board of Directors no later than 10 calendar days after receipt of the President/CEO's written decision rejecting reconsideration. The Prairie View, Inc. 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 Prairie View'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 Contract Compliance
Eisenhower State Office Building
700 Southwest Harrison
3rd Floor West
Topeka, KS 66603



The purpose of this form is to assist you in filing a complaint with Prairie View, Inc. 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):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> 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
<p>Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, check all that apply:</p> <p><input type="checkbox"/> Federal Agency: _____ <input type="checkbox"/> Federal Court _____ <input type="checkbox"/> State Agency _____ <input type="checkbox"/> State Court _____ <input type="checkbox"/> Local Agency _____</p>

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:

Prairie View
1901 E. First Street, Newton, KS 67114-0467
ATTN: President/CEO

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	87%	5%	3%	2%	1%	2%
Agency Board of Directors	93%	0%	7%	0%	0%	0%
Citizens Advisory Council	90%	5%	5%	0%	0%	0%
Finance Committee	100%	0%	0%	0%	0%	0%