

Tri-County Mental Health Services, Inc.

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AGENCY NAME

## Title VI Program

Date filed with MoDOT Transit Section:

12/31/19

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DATE

This TEMPLATE is provided by the Missouri Department of Transportation (MoDOT) Transit Section, as a resource for producing the triennial Title VI Program document for Federal Transit Administration recipients and subrecipients. FTA Circular 4702.1B, dated October 1, 2012, *“Title VI Requirement and Guidelines for Federal Transit Administration Recipients”* was the primary source of material for this template. Use of this template does not override each agency’s responsibility to interpret the requirements as expressed in FTA Circular 4702.1B, or as amended in the future.

This template is available online, through a link at:

<http://www.modot.org/othertransportation/transit/transitapplicationsreportsprograms.htm>

*Check this link periodically for most recent, dated template updates.*

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### **Attachments**

Attachment 1 – Title VI Complaint Form

Attachment 2 – Title VI Public Notice

## A. Title VI Assurances

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

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

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

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

## **B. Agency Information**

### **1. Mission of TCMHS:**

*To provide prevention and recovery-oriented mental health and substance use services which are quality assured and person-centered, with increased attention to the “whole person.”*

### **2. History (including year started)**

*Tri-County Mental Health Services began in 1990, to provide safety-net services to Clay, Platte and Ray Counties in Missouri in the areas of mental and behavioral health, and substance use disorders. As the Northland region has grown, so has Tri-County. To serve a diverse clientele in urban, suburban and rural settings, Tri-County has developed a unique provider network allowing the agency to deliver convenient, cost-effective services to over 8,000 people each year.*

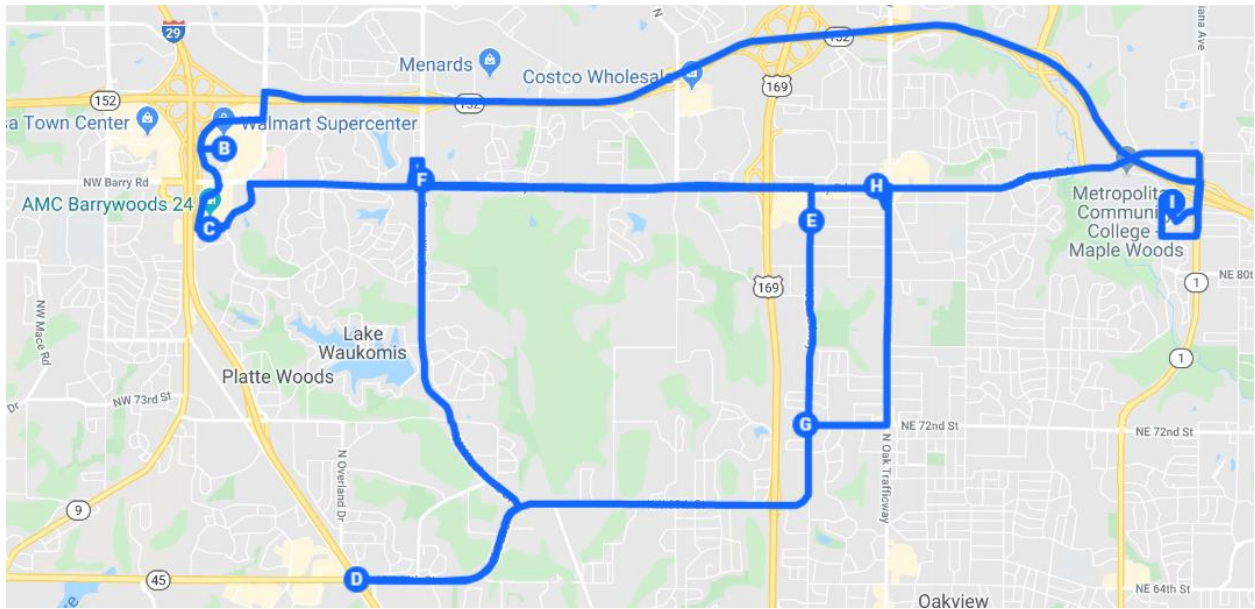
### **3. Regional Profile (regional population; growth projection)**

*Tri-County Mental Health Services, Inc., (“TCMHS”) serves Clay, Platte and Ray counties in Missouri. This service area includes a wide variety of environments, including industrial areas, agricultural areas, high-income residential neighborhoods and subsidized housing units for the impoverished. Most of the consumers who participate in the TCMHS PSR program come from Platte and Clay counties, Missouri. According to Worldpopulationreview.com. Platte County is the fastest-growing county in Missouri with a growth rate of 14.81% since the 2010 census, bringing its total population to 96,899. Clay County grew 10.63% to 236,365, making it the third fastest-growing county in Missouri. The TCMHS PSR program may also serve consumers from the Ray County area. Ray County is a rural area with a population of 22,859.*

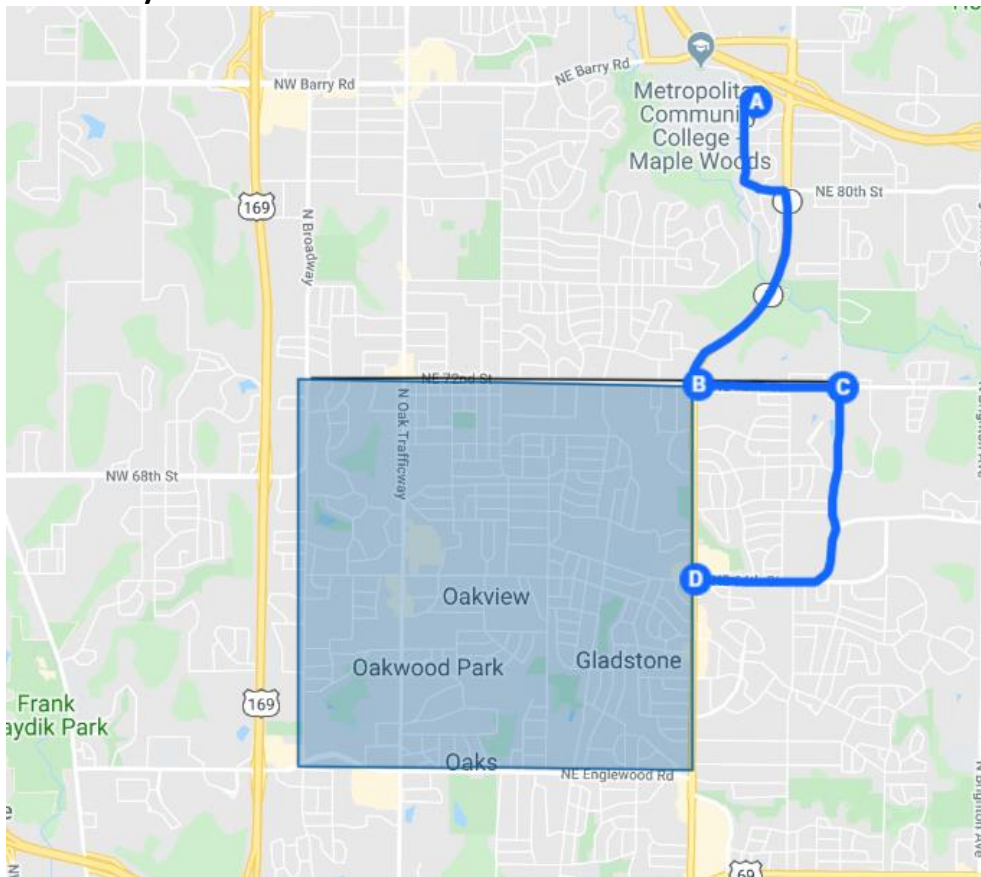
### **4. Population served (in relation to regional population)**

*TCMHS serves those who need safety net behavioral health and substance use services. More specifically, the vehicles obtained through the Department of Transportation’s 5310 program are used to help consumers access our Psycho-Social Rehabilitation (PSR) program, through which TCMHS offers education and recreational group activities for adults living with mental health disorders. The goal of the programs is to assist members in living satisfying lives as independently as possible.*

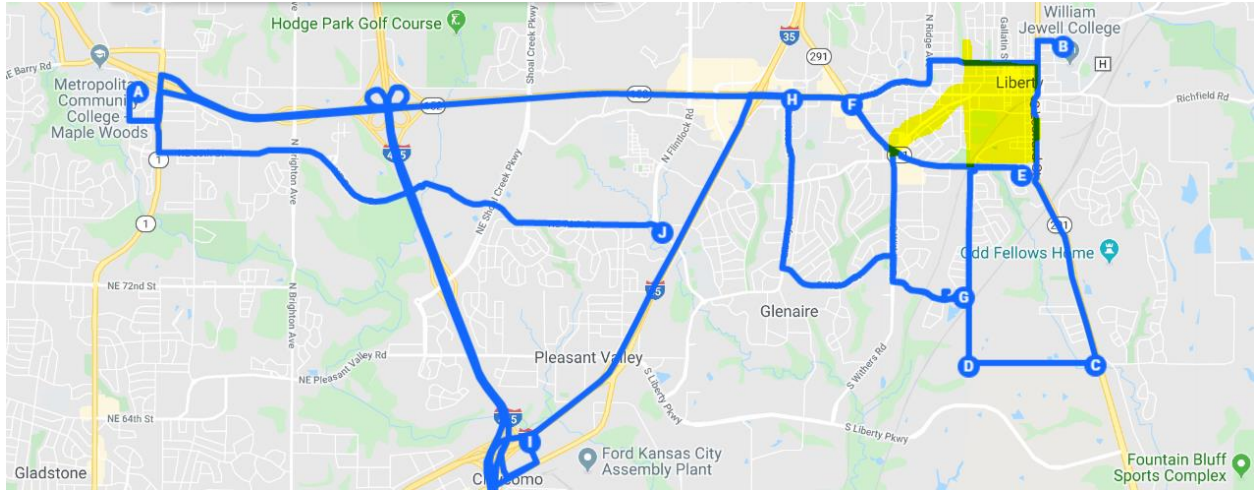
### **5. Service area (include map, with any routes utilized)**



**Kansas City Route**



**Gladstone Route**



## Liberty Routes

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

*TCMHS is governed by a volunteer Board of Directors, made up of 14 community members from diverse backgrounds and experiences in our three-county service area. Each Board member is eligible to serve two three-year terms. The Board is self-sustaining, in that it recruits and appoints its members to replace those who depart at the end of their eligibility or for other reasons.*

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

**Documenting Title VI Complaints/Investigations**

All Title VI complaints will be entered and tracked in **TCMHS'** complaint log. Active investigations will be monitored for timely response on the part of all parties. The agency's Compliance Officer shall maintain the log.

**Agency Title VI Complaint Log**

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

***\*TCMHS DOES HAVE A TITLE VI COMPLAINT LOG IN PLACE, BUT HAVE NOT RECEIVED ANY COMPLAINTS RELATED TO DISCRIMINATION TO DOCUMENT TO DATE\****

**Documenting Evidence of Agency Staff Title VI Training**

**TCMHS'** staff are given Title VI training, and agency can answer affirmatively to all the following questions:

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

## F. Public Engagement Plan

### Goal

The goal of the Public Engagement Plan is to have significant and ongoing public involvement, by all identified audiences, in the public participation process for major agency outreach efforts.

#### Objectives

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

### Identification of Stakeholders

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

- Board of Directors – the governing board of the agency. The role of the Board is to establish policy and legislative direction for the agency. The Board defines the agency’s mission, establishes goals, and approves the budget to accomplish the goals;
- Advisory Bodies – non-elected advisory bodies review current and proposed activities of the agency, and are encouraged to be active in the agency’s public engagement process. Advisory bodies provide insight and feedback to the agency;
- Individuals who are current consumers or may become consumers of the agency;
- Psychosocial Rehabilitation Services consumers who use the vans for transportation;
- Minority and low income populations, including limited English proficient persons;
- Local jurisdictions and other government stakeholders;
- Private businesses and organizations;
- Employers;
- and Partner agencies.



## Elements of the Public Engagement Plan

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

Elements of the Public Engagement Plan include:

### 1. Public Notice

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

### 2. Public Engagement Process/Outreach Efforts:

- a. Public meetings
- b. Consumer Advisory Board meetings
- c. Surveys
- d. Services for the Disabled (Notices of opportunities for public involvement include contact information for people needing these or other special accommodations.)

*Public meetings are held at Tri-County Mental Health Services' main campus, which is easily accessible to public transit and compliant with the Americans with Disabilities Act.*

### 3. Public Comment

- a. Formal public comment periods are used to solicit comments on major public involvement efforts around an agency service or system change.
- b. Comments are accepted through various means:
  - i. Website
  - ii. Regular mail
  - iii. Email to the Compliance Officer
  - iv. Phone calls to Compliance Officer

### 4. Response to Public Input

All public comments are provided to the Board of Directors prior to decision making. A publicly available summary report is compiled, including all individual comments.

## Title VI Outreach Best Practices

TCMHS ensures all outreach strategies, communications and public involvement efforts comply with Title VI. TCMHS' Public Engagement Plan proactively initiates the public involvement process and makes concerted efforts to involve members of all social, economic, and ethnic

groups in the public involvement process. Aligned with the above referenced communication tactics, TCMHS provides the following:

- a. Title VI non-discrimination notice on agency’s website
- b. Agency communication materials in languages other than English
- c. Services for Limited English Proficient persons. Upon advance notice, interpreters may be provided

**2020 – 2023 Title VI Program Public Engagement Process**

TCMHS will conduct a Public Engagement Process for the 2020-2023 Title VI Program. This process includes meetings open to the public to seek input, provide education, and highlight key components of the Title VI Plan. Materials have been created to explain Title VI policies as well as provide education on how they relate to minority populations.

TCMHS will provide briefings to the Board of Directors and Consumer Advisory Bodies.

TCMHS will conduct a 30 day public comment period to provide opportunities for feedback on the 2020-2023 Title VI Program.

Comments are accepted during the public outreach period via:

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

**Summary of 2017-2019 Public Outreach Efforts**

Transportation Needs Assessment completed in 2018
Participation in the MARC Mobility Advisory Committee (quarterly)
Participation in the Regional Transit Coordinating Council (quarterly)
Public Board Meetings Held Monthly
Public events such as Life Fest, Heart and Sole 5K, Pickleball Tournament, Mental Health KC Conference, Wellness Fairs

## G. Language Assistance Plan

### TCMHS Limited English Proficiency Plan

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

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

#### Service Area Description:

Our service areas include routes in Kansas City, Gladstone, and Liberty. These three routes include travel in residential, industrial, and commercial areas.

Once consumers have arrived at the Psychosocial Rehabilitation (PSR) program, they may also go on community outings in Clay, Platte, and Ray counties, and in the Kansas City area.

TCMHS has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by TCMHS. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, and the ways in which assistance may be provided.

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

#### **Four Factor Analysis**

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

A significant majority of people in the TCMHS service area are proficient in the English language. Based on 2017 American Community Survey data, 2.6% of the population five years of age and older speak English "less than very well" – a definition of limited English proficiency

<b>LEP Population in TCMHS' Service Area</b>					
<b>Population 5 years and over by language spoken at home and ability to speak English</b>	<b>Service Area Sector [1] Clay County</b>	<b>Service Area Sector [1] Platte County</b>	<b>Service Area Sector [1] Ray County</b>	<b>Service Area Total</b>	<b>Percentage of Population 5 Years and Older</b>
<b>Population 5 Years and Over</b>	220407	90850	21532	332789	100%
Speak English "less than very well"	5884	2611	145	8640	2.60%
<b>Spanish</b>	6124	2286	136	8546	2.57%
Speak English "less than very well"	2323	523	78	2924	8.79%
<b>Other Indo-European</b>	2342	1698	236	4276	1.28%
Speak English "less than very well"	972	471	59	1202	.36%
<b>Asian and Pacific Island</b>	3424	1476	38	4938	1.48%
Speak English "less than very well"	1809	856	8	2673	.80%
<b>All Other</b>	2512	1298	0	3810	1.14%
Speak English "less than very well"	1078	761	0	1839	.56%

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

Tri-County staff reviewed the frequency with which office staff and drivers have, or could have, contact with LEP persons by reviewing interpreting invoices. To date, Tri-County has, on average, one client who receives interpreting services at the PSR program 4-5 days per week.

<b>Frequency of Contact with LEP Persons</b>	
<b>Frequency</b>	<b>Language Spoken by LEP Persons</b>
Daily	Amharic
Weekly	
Monthly	
Less frequently than monthly	


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

Outreach activities, summarized in TCMHS' Title VI Public Engagement Plan, include events such as public meetings and wellness fairs, and include specific outreach to LEP persons to gain

understanding of the needs of the LEP population, and the manner (if at all) needs are addressed. LEP individuals will be assessed to determine their language assistance needs. Interpreters will be arranged for any individual with LEP.

Strategies for Engaging Individuals with Limited English Proficiency include:

1. Interpreting Services. Upon advance notice, interpreters can be provided.
2. Language identification flashcards.
3. Written translations of vital documents
4. One-on-one assistance through outreach efforts.
5. Website information.



Based on our demographic analysis (Factor 1) TCMHS has determined that individuals who speak Spanish will be considered to meet the Safe Harbor criteria requiring written translated “vital documents” by language group(s).

TCMHS will provide assistance and direction to LEP persons who request assistance.

### **Staff LEP Training**

The following training will be provided to TCMHS staff:

1. Information on TCMHS’ Title VI Procedures and LEP responsibilities;
2. Description of language assistance services offered to TCMHS consumers;
3. Use of Language Identification Flashcards;
4. How to request an interpreter for individuals with LEP.

### **Monitoring and Updating the LEP Plan**

The LEP Plan is a component of TCMHS’ Title VI Plan requirement.

TCMHS will update the LEP plan as required. At minimum, the plan will be reviewed and updated when it is clear that higher concentrations of LEP individuals are present in the TCMHS service area. Updates include the following:

1. How the needs of LEP persons have been addressed;
2. Determine the current LEP population in the service area;
3. Determine as to whether the need for, and/or extent of, interpreting services has changed;

4. Determine whether local language assistance programs have been effective and sufficient to meet the needs;
5. Determine whether TCMHS' financial resources are sufficient to fund language assistance resources as needed;
6. Determine whether TCMHS has fully complied with the goals of this LEP Plan;
7. Determine whether complaints have been received concerning TCMHS' failure to meet the needs of LEP individual.

## H. Advisory Bodies

**Table Depicting Membership of Committees, Councils, By Race**

<b>Committee [examples]</b>	<b>Caucasian</b>	<b>Latino</b>	<b>African American</b>	<b>Asian American</b>		<b>Total</b>
Population Committee						100%
Access Committee						100%
Citizens Advisory Council						100%

\*TCMHS does not currently track this for our Consumer Advisory Board. However, we will work with the Board over the next year to explore ways we can increase minority participation on this committee.

**Description of efforts made to encourage minority participation on committees:**

- Currently TCMHS’ Consumer Advisory Board is open to any current consumer of TCMHS. Efforts are made to recruit new members by posting notifications in public areas of the agency and by staff members letting consumers know about the committee.

## I. Subrecipient Assistance

### Subrecipient Assistance

OPTION A

Tri-County Mental Health Services, Inc. does not have any subrecipients.



## J. Subrecipient Monitoring

### Subrecipient Monitoring

OPTION A

TCMHS does not have any subrecipients.

## **K. Equity Analysis of Facilities**

### **OPTION A**

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

**L. System-Wide Service Standards and Policies\***

***\*applies to all fixed route providers (including those that do not meet volume threshold)***

*This does not apply to TCMHS because we are not a fixed route provider*

**Template for System-Wide Service Standards (1. 2. 3. 4.)  
is presented in detail  
in FTA Circular 4702.1B Appendix G.**

**Template for System-Wide Service Policies (1. 2.)  
is presented in detail  
in FTA Circular 4702.1b Appendix H.**

NOTE: Template for **Major Service Change and Impact Policies**  
is located at O. Service and Fare Equity Analysis.