# Title VI Plan

## Self Help Enterprises

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# Title VI Plan Table of Contents


Title VI Plan ..... 1
Title VI Plan Table of Contents ..... 2
Non Discrimination Notice to the Public ..... 3
Title VI Complaint Procedures ..... 4
Title VI Complaint Form ..... 6
Title VI Investigations, Complaints, and Lawsuits ..... 8
LEP Service Area Demographic Chart ..... 9
Non-elected Committees Membership ..... 10
Monitoring for Subrecipient Title VI Compliance ..... 10


**Adopted on:** 06/16/2025

**Adopted by:** Self Help Enterprises' Board of Directors

**Revised on:** 06/12/2025

*This plan is hereby adopted and signed by*:

**Executive Name/Title:** Tom Fluck, Executive Director

# Executive Summary

Self Help Enterprises provides community services to the residents of Whiteside County Illinois. Self Help Enterprises receives vehicles funded through the 5310-grant program. Self Help Enterprises is the grantee for the 5310 program. Self Help Enterprises receives 5310-program vehicles to administer transit services and meet transit needs for its program participants in the 5310-program service area which is [List Counties] Counties.

# Non Discrimination Notice to the Public

## Notifying the Public of Rights Under Title VI and ADA

Self Help Enterprises operates its programs and services without regard to race, color, national origin and persons with disabilities in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Self Help Enterprises.

For more information on the Self Help Enterprises civil rights program, and the procedures to file a complaint, contact **Sam Bushman Transportation coordinator 815-626-3115, sbushman@self-helpagency.com**; or visit our administrative office at **2300 W LeFevre Rd Sterling Il. 61081**. For more information, visit https://self-help.agency/

Complaints may be filed directly with the Illinois Department of Transportation **(IDOT) Civil Rights Office.** ATTN: Title VI Program Coordinator 2300 S Dirksen Parkway, Suite 317, Springfield, IL 62764 or with the Federal Transit Administration **(FTA).** ATTN: Title VI Program Coordinator, 1200 New Jersey Ave., SE Washington DC 20590

The above notice is posted in the following locations: **all vehicle, notice boards, and on our website**

This notice is posted online at **https://self-help.agency/**

# Non Discrimination ADA/Title VI Complaint Procedures

These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA) as they relate to any program or activity that is administered by Self Help Enterprises including consultants, contractors and vendors. Intimidation or retaliation as a result of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

(1) Any person who believes he and/or she has been discriminated against on the basis of race, color, national origin, or disability may file a Discrimination complaint by completing and submitting the agency's Title VI Complaint Form.

(2) Formal complaints must be filed within **180** calendar days of the last date of the alleged act of discrimination or the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.

(3) Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number. The ADA/Title VI contact person will assist the complainant with documenting the issues if necessary.

(4) Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or email transmittal for the complaint to be processed.

(5) Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return for processing.

(6) Once submitted Self Help Enterprises will review the complaint form to determine jurisdiction. All complaints will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the Self Help Enterprises or submitted to the State or Federal authority for guidance.

(7) Self Help Enterprises will notify the IDOT Civil Rights Office of ALL Discrimination complaints within 72 hours via telephone at (217) 782-2762; or email at DOT.Complaint@illinois.gov.

(8) Self Help Enterprises has 30 business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

(9) After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Discrimination violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.

(10) A copy of either the closure letter or LOF must be also be submitted to IDOT within **72** hours of that decision. Letters may be submitted by hardcopy or email.

(11) A complainant dissatisfied with Self Help Enterprises decision may file a complaint with the Illinois Department of Transportation **(IDOT)** or the Federal Transit Administration **(FTA)** offices of Civil Rights: **IDOT**: ATTN ADA/Title VI Program Coordinator 2300 S Dirksen Parkway, Suite 317, Springfield, IL 62764 **FTA**: Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

(12) A copy of these procedures can be found online at: https://self-help.agency/

# Title VI Investigations, Complaints, and Lawsuits

If no investigations, lawsuits, or complaints were filed select the option below.

☒ Self Help Enterprises has not had Title VI Discrimination complaints, investigations, or lawsuits in 2024.

| Complainant | Date (Month, Day, Year) | Basis of Complaint (Race, Color, National Origin) | Summary of Allegation | Status | Action(s) Taken | Final Findings? |
|---|---|---|---|---|---|---|
| **Investigations** | | | | | | |
| 1) | | | | | | |
| 2) | | | | | | |
| **Lawsuits** | | | | | | |
| 1) | | | | | | |
| 2) | | | | | | |
| **Complaints** | | | | | | |
| 1) | | | | | | |
| 2) | | | | | | |

# Limited English Proficiency Plan

Self Help Enterprises has developed the following Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to Self Help Enterprises services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining the Self Help Enterprises Enterprises' extent of obligation to provide LEP services, the Self Help Enterprises undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

1) The number or proportion of LEP persons eligible in the Self Help Enterprises service area who may be served or likely to encounter by Self Help Enterprises program, activities, or services;

***https://data.census.gov/***

2) The frequency with which LEP individuals come in contact with an Self Help Enterprises services;

Self Help Enterprises' staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons for **2024** . Self Help Enterprises averages **0** contacts per **Year.**

3) The nature and importance of the program, activities or services provided by the Self Help Enterprises to the LEP population.

4) The resources available to Self Help Enterprises and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

Self Help Enterprises provides a statement in Spanish and will for additional languages specific to the LEP community make up that will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested.

1) Self Help Enterprises monitors, evaluates and updates the LEP plan through the following process:

Self Help Enterprises will monitor the LEP plan by conducting an annual Four-Factor analysis, establishing a process to obtain feedback from internal staff and members of the public and conducting internal evaluations to determine whether the language assistance measures are working for staff. Self Help Enterprises will make changes to the language assistance plan based on feedback received. Self Help Enterprises may take into account the cost of proposed changes and the resources available to them. Depending on the evaluation, Self Help Enterprises may choose to disseminate more widely those language assistance measures that are particularly effective or modify or eliminate those measures that have not been effective. Self Help Enterprises will consider new language assistance needs when expanding transit service into areas with high concentrations of LEP persons will consider modifying their

implementation plan to provide language assistance measures to areas not previously served by the agency.

2) Self Help Enterprises trains employees to know their obligations to provide meaningful access to information and services for LEP persons and all employees in public contact positions will be properly trained to work effectively with in-person and telephone interpreters. Self Help Enterprises will implement processes for training of staff through the following procedures:

Self Help Enterprises will identify staff that are likely to come into contact with LEP persons as well as management staff that have frequent contact with LEP persons in order to target training to the appropriate staff. Self Help Enterprises will identify existing staff training opportunities, as it may be cost-effective to integrate training on their responsibilities to persons with limited English proficiency into agency training that occurs on an ongoing basis. Self Help Enterprises will include this training as part of the orientation for new employees. Existing employees, especially managers and those who work with the public may periodically take part in re-training or new training sessions to keep up to date on their responsibilities to LEP persons. Self Help Enterprises will implement LEP training to be provided for agency staff. Self Help Enterprises staff training for LEP to include:

- A summary of the Self Help Enterprises responsibilities under the DOT LEP Guidance;
- A summary of the Self Help Enterprises language assistance plan;
- A summary of the number and proportion of LEP persons in the Self Help Enterprises service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population;
- A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and
- A description of the Self Help Enterprises cultural sensitivity policies and practices.

# Non-elected Committees Membership

☐ Self Help Enterprises does **not** select the membership of any transit-related committees, planning boards, or advisory councils.

# Monitoring for Subrecipient Title VI Compliance

Self Help Enterprises, as a grantee of federal funded vehicle assets from 5310 grant program, does not have sub-recipients to which they would monitor Title VI compliance.

# Board Approval for the Title VI Plan

***Date of Board Approval:06/16/2025***