

## **Title VI and ADA Program Plan**

### **I. Plan Statement**

Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act (ADA) of 1990 prohibits discrimination on the basis of race, color, national origin, or disability 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 Institute for Human Services, Inc. is committed to ensuring that no person is excluded from participation in or denied the benefits of its transportation services on the basis of race, color, national origin, or disability as protected by Title VI and the ADA in Federal Transit Administration (FTS) Circular 4702.1.A. This plan was developed to guide The Institute for Human Services, Inc. in its administration and management of Title VI-related activities.

Your Information Here:

**Kelsie Acor, Title VI and ADA Coordinator**  
**Compliance Department**  
**50 Liberty Street**  
**Bath, NY 14810**  
**Phone (607) 776-9467**

### **II. Title VI and ADA Information Dissemination**

Title VI and ADA information posters shall be prominently and publicly displayed on our website [www.ihonet.org](http://www.ihonet.org) and all major facilities. Additional information relating to non-discrimination obligation can be obtained from the Institute for Human Services, Inc. Title VI and ADA Coordinator.

Title VI and ADA information shall be disseminated to The Institute for Human Services, Inc. employees annually via the employee handbook containing the language set forth in Appendix A. This reminds employees of The Institute for Human Services, Inc. about the policy statement and of their Title VI responsibilities in their daily work and duties.

During Department Orientation, new employees shall be informed of the provisions of Title VI and the expectations of The Institute for Human Services, Inc. employees to perform their duties accordingly. All transportation employees shall be provided a copy of the Title VI Plan and are required to sign the Acknowledgment of Receipt (see Appendix B).

### **III. Subcontracts and Venders**

All subcontractors and venders who receive payments from The Institute for Human Services, Inc. where funding originates from any Federal assistance are subject to provisions of Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990 as amended.

The Institute for Human Services, Inc. only contracts with NYSDOT approved public providers for clients who need specialized transportation services. Therefore, the organization does not monitor the vendors Title VI and ADA compliance as NYSDOT is already monitoring.

Written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.

### **IV. Record Keeping**

The Title VI and ADA Coordinator will maintain permanent records, which include, but are not limited to, signed acknowledgments of receipts from the employees indicating the receipt of The Institute for Human Services, Inc. Title VI and ADA Plan, copies of the Title VI and ADA complaints or lawsuits and related documentation, and records of correspondence to and from complainants and Title VI and ADA investigations.

### **V. Title VI or ADA Complaint Procedures**

#### **How to file a Title VI or ADA**

#### **Complaint**

The complainant may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. The complaint should include the following information.

Complainant's name, mailing address, and how to contact them (i.e., telephone number, email address, etc.) How, when, where and why they believe they were discriminated against. Include the location, names and contact information of any witnesses. Other information that they deem significant.

The Title VI and ADA Complaint Form (see Appendix C) may be used to submit complaint information. The complaint must be filed in writing with THE INSTITUTE FOR HUMAN SERVICES, INC. at the following Address in order for The Institute for Human Services, Inc. to properly investigate any complaint:

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