

# **Title VI Plan**

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## **DSC**

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**Adopted on:** July 1, 2025

**Adopted by:** Developmental Services Center, Inc. (DSC)

**Revised on:** July 1, 2025

*This plan is hereby adopted and signed by:*

**Executive Name/Title:** Danielle Matthaus, CEO

**Executive Signature:** Danielle Matthaus

## Executive Summary

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DSC provides community services to the residents of Champaign, Piatt and Ford Counties, Illinois. DSC receives vehicles funded through the 5310-grant program. DSC is the grantee for the 5310 program. DSC receives 5310-program vehicles to administer transit services and meet transit needs for its program participants in the 5310-program service area which is Champaign County.

# Non Discrimination Notice to the Public

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

DSC 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 DSC.

For more information on DSC's civil rights program, and the procedures to file a complaint, contact Kelli Martin, Director of Program Assurance; 217-398-7128, [kmartin@dsc-illinois.org](mailto:kmartin@dsc-illinois.org); or visit our administrative office at 1304 W Bradley Ave, Champaign, IL 61821. For more information, visit [dsc-illinois.org](http://dsc-illinois.org).

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: DSC's website ([dsc-illinois.org](http://dsc-illinois.org)); DSC Main Building; and transit vehicles.

## **Non Discrimination ADA/Title VI Complaint Procedures**

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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 DSC 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 DSC 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 DSC or submitted to the State or Federal authority for guidance.
- (7) DSC 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](mailto:DOT.Complaint@illinois.gov).
- (8) DSC 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 also be submitted to IDOT within **72** hours of that decision. Letters may be submitted by hard copy or email.
- (11) A complainant dissatisfied with DSC 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, 5<sup>th</sup> Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (12) A copy of these procedures can be found online at: [dsc-illinois.org](http://dsc-illinois.org)

# Discrimination ADA / Title VI Complaint Form

<b>Section I:</b>		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
<b>Section II:</b>		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes*	<input type="checkbox"/> No
<i>*If you answered "yes" to this question, go to Section III.</i>		
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.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>Section III:</b>		
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 <input type="checkbox"/> Disability
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 use the back of this form.		
<b>Section VI:</b>		
Have you previously filed a Discrimination Complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If yes, please provide any reference information regarding your previous complaint.

**Section V:**

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

☐ Yes ☐ No

If yes, check all that apply:

☐ Federal Agency: \_\_\_\_\_

☐ Federal Court: \_\_\_\_\_ ☐ State Agency: \_\_\_\_\_

☐ State Court: \_\_\_\_\_ ☐ 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: \_\_\_\_\_

Name of person complaint is against: \_\_\_\_\_

Title: \_\_\_\_\_

Location: \_\_\_\_\_

Telephone Number (if available): \_\_\_\_\_

You may attach any written materials or other information that you think is relevant to your complaint.  
Your signature and date are **required** below:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please submit this form in person to the address below, or mail this form to:

DSC

Kelli Martin, Director of Program Assurance

1304 W Bradley Ave, Champaign, IL 61821

217-398-7128

Kmartin@dsc-illinois.org

A copy of this form can be found online at [dsc-illinois.org](http://dsc-illinois.org)

# Title VI Investigations, Complaints, and Lawsuits

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

☒ DSC 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?
<b>Investigations</b>						
1)						
2)						
<b>Lawsuits</b>						
1)						
2)						
<b>Complaints</b>						
1)						
2)						

## Public Participation Plan

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DSC is engaging the public in its planning and decision-making processes, as well as its marketing and outreach activities by:

- Sharing information about programs and admissions through the DSC website, local media, and agency brochures.
- Providing materials in multiple formats to accommodate different communication styles and eliminate potential communication barriers.
- Attending and participating in a variety of community events to share information and gather input from the public on areas of need regarding developmental disability services.



As an agency receiving federal financial assistance, DSC made the following community outreach efforts and activities to engage minority and Limited English Proficient populations since the last Title VI Plan submittal to IDOT CRO:

- Expanded the distribution of agency brochures
- Posted the Nondiscrimination Public Notices to the following locations:
  - Within transportation vehicles
  - Lobby of agency
- Hosted an information booth at a community event (Every October. Last attended 10/28/2024)
- Updated agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures

DSC will make the following community outreach efforts for the upcoming year:

- Expand the distribution of agency brochures
- Post the Nondiscrimination Public Notices to the following locations:
  - Within transportation vehicles
  - Transit Vehicles
  - Lobby of agency
- Host an information booth at a community event on 10/18/2025.
- Update agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures.

# Limited English Proficiency Plan

DSC 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 DSC 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 staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining DSC’s extent of obligation to provide LEP services, DSC 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 DSC service area who may be served or likely to encounter by DSC program, activities, or services:

LANGUAGE DEMOGRAPHICS IN CHAMPAIGN COUNTY

Spanish:	6.10%
Other Indo-European languages:	4.20%
Asian and Pacific Islander Languages	7.60%
Other Languages:	0.80%

- 2) The frequency with which LEP individuals come in contact with DSC services:

DSC's staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons for 2024 . DSC averages one contact per day.

- 3) The nature and importance of the program, activities or services provided by DSC to the LEP population.
- 4) The resources available to DSC and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

DSC 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.

#### **Safe Harbor Provision for written translations**

DSC complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

- (1) Non Discrimination Notice
- (2) Discrimination Complaint Procedures
- (3) Discrimination Complaint Form

In addition, we will conduct our marketing (including using translated materials) in a manner that reaches each LEP group. Vital documents include the following:

- (1) Notices of free language assistance for persons with LEP
- (2) Notice of Non-Discrimination and Reasonable Accommodation
- (3) Outreach Materials
- (4) Bus Schedules
- (5) Route Changes
- (6) Public Hearings

- 1) DSC provides language assistance services through the following methods:

- Staff are provided with a list of what written and oral language assistance products and methods the agency has implemented and how agency staff can obtain those services
- Instructions are provided to customer service staff and other DSC staff who regularly take phone calls from the public on how to respond to an LEP caller.
- Instructions are provided to customer service staff and others who regularly respond to written communication from the public on how to respond to written communication from a LEP person
- Instructions are provided to vehicle operators and others who regularly interact with the public on how to respond to an LEP customer
- Bilingual or multilingual versions of:
  - "How to ride" brochures

2) DSC has a process to ensure the competency of interpreters and translation service through the following methods:

DSC will ask the interpreter or translator to demonstrate that he or she can communicate or translate information accurately in both English and Spanish. DSC will train the interpreter or translator in specialized terms and concepts associated with the agency's policies and activities. DSC will instruct the interpreter or translator that he or she should not deviate into a role as counselor, legal advisor, or any other role aside from interpreting or translator. DSC will ask the interpreter or translator to attest that he or she does not have a conflict of interest in the issues that they would be providing interpretation services.

3) DSC provides notice to LEP persons about the availability of language assistance through the following methods:

- Posting signs in intake areas and other points of entry
- Statements in outreach documents that language services are available from the agency
- Working with community-based organizations and other stakeholders to inform LEP individuals of the Recipients' services, including the availability of language assistance services
- Information tables at local events
- Signs and handouts available in vehicles
- Agency websites

4) DSC monitors, evaluates, and updates the LEP plan through the following process:

DSC 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. DSC will make changes to the language assistance plan based on feedback received. DSC may consider the cost of proposed changes and the resources available to them. Depending on the evaluation, DSC 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. DSC 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.

5) DSC 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. DSC will implement processes for training staff through the following procedures:

DSC will identify staff that are likely to encounter LEP persons as well as management staff that have frequent contact with LEP persons in order to target training to the appropriate staff. DSC 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. DSC 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. DSC will implement LEP training to be provided for agency staff. DSC staff training for LEP to include:

- A summary of the DSC responsibilities under the DOT LEP Guidance;
- A summary of the DSC language assistance plan;
- A summary of the number and proportion of LEP persons in the DSC 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 DSC cultural sensitivity policies and practices.

## **Non-elected Committees Membership**

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DSC does not select the membership of any transit-related committees, planning boards, or advisory councils.

## **Monitoring for Subrecipient Title VI Compliance**

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DSC, 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**

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***Date of Board Approval: 08/21/2025***