



The Farmer's House Title VI Program Policy

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**Title VI Plan
Table of Contents**

| | |
|--|---------|
| A. Introduction | page 2 |
| B. Title VI Assurances | page 3 |
| C. Agency Information | page 4 |
| D. Notice to the Public | page 5 |
| E. Procedure for Filing a Title VI Complaint | page 6 |
| F. Title VI Complaints, Investigations, Lawsuits | page 8 |
| G. Public Participation/Engagement Plan | page 9 |
| H. Language Assistance Plan | page 10 |
| I. Advisory Bodies | page 12 |
| J. Subrecipient Assistance | page 13 |
| K. Subrecipient Monitoring | page 13 |
| L. Equity Analysis of Facilities | page 13 |

Attachments

Appendix 1 – Title VI Complaint Form

A. Introduction

Title VI of the Civil Rights Act of 1964 provides that “no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance.” To fulfill this basic civil rights mandate, each federal agency that provides financial assistance for any program is authorized and directed by the United States Department of Justice to apply provisions of Title VI to each program by issuing applicable rules, regulations or requirements. The Federal Transit Administration (FTA) of the United States Department of Transportation issued guidelines on October 2012, FTA C 4702.1,B describing the contents of Title VI compliance programs to be adopted and maintained by recipients of FTA administered funds for transit programs.

B. Title VI Assurances

The Farmer's House 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.

The Farmer's House 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. The Farmer's House 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.

The Farmer's House meets the objectives of the FTA Master Agreement which governs all entities applying for FTA funding, including The Farmer's House 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).

C. Agency Information

1. Mission of The Farmer's House

Mission Statement: Embracing, enhancing and supporting the lives of youth and adults with developmental disabilities.

Vision Statement: A Place Where Exceptional Farmer's Live, Work, Play and Grow!

2. History

The Farmer's House, founded in 2006, is a 501(c)3 nonprofit organization, is "Growing Exceptional Farmers" by providing a variety of unique programs for adolescents and adults with intellectual and developmental disabilities (Farmers) in both a rural and urban Kansas and Missouri settings. Participants benefit from vocational, educational and social skill development discovery and exploration through innovative programs. The Farmer's House Programs take place in small business retail and service enterprise settings where individuals with dd can learn and grow to be as self-sustaining as possible in all areas of life. 100% of all proceeds from the social enterprises and donations are utilized to provide the following programs.

3. Profile and service area

Johnson County Kansas and Platte County Missouri are predominately the geographic areas currently served by The Farmer's House. The Farmer's House operates programs in two locations in the Weston, Missouri, one location in Platte City, Missouri and one location in Westwood, Kansas. In the March of 2012 the Farmer's House Market located in Vaughn's Apple Orchards historic property opened its doors and the Seeds of Change Garden found its new home in this location. The downtown Weston Farmer's House Market at 415 Main Street opened in September of 2014 and is the second Market Location. The third location, a Farmer's House Market in Westwood, KS opened November 16, 2015. In May 2017 a program location opened in Platte City, Missouri.

4. Population served

According to the Missouri Planning Council for Developmental Disabilities, there are over 100,000 individuals with developmental disabilities in Missouri. This population of citizens has the highest unemployment rate of any group of Americans and only 7.5% of those served by the Missouri Planning Council for Developmental Disabilities are employed. The Farmer's House Market Programs are anticipated to serve over 300 individuals with dd in 2017.

5. Governing body

The governing body of The Farmer's House is the Board of Directors.

D. Notice to the Public

Notifying the Public of Rights under Title VI

The Farmer's House posts Title VI notices on our agency's website, in public areas of our agency and on our paratransit vehicles.

The Farmer's House operates transportation services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964.

If you believe you have been discriminated against on the basis of race, color, or national origin by The Farmer's House in the provision of transportation services, you may file a Title VI complaint by completing, signing, and submitting the agency's Title VI Complaint Form.

How to file a Title VI complaint with The Farmer's House:

1. If you feel you have been discriminated against in the provision of transportation services, please complete the complaint form and mail or return it to the Executive Director, The Farmer's House, 415 Main Street, Weston, Missouri 64098 or email it to amya@thefarmershouse.org .
2. Should you require any assistance in completing this form or need information in alternate formats, please contact the Executive Director at (816) 816-4362 or email amya@thefarmershouse.org .
3. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
4. The form must be signed and dated, and include your contact information.

E. Procedure for Filing a Title VI Complaint

Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of The Farmer's House's programs, activities, and services.

RIGHT TO FILE A COMPLAINT: Any person who believes they have been discriminated against in the provision of transportation services on the basis of race, color, or national origin by The Farmer's House may file a Title VI complaint by completing and submitting the agency's **Title VI Complaint Form**. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

HOW TO FILE A COMPLAINT: Information on how to file a Title VI complaint is posted on our agency's website, and in public areas of our agency.

You may download The Farmer's House's Title VI Complaint Form at www.thefarmershouse.org, or request a copy by writing to the Program Director, The Farmer's House, 415 Main Street, Weston, Missouri 64098 or email your request to amya@thefarmershouse.org. Information on how to file a Title VI complaint may also be obtained by calling Amy Allison, Executive Director at 816-868-4362..

You may file a signed, dated complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number.
- Specific, detailed information (how, why and when) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if known, the agency should contact for clarity of the allegations.

Please submit your complaint form to the Executive Director, The Farmer's House, 415 Main Street, Weston, Missouri 64098.

COMPLAINT ACCEPTANCE: The Farmer's House will process complaints that are complete. Once a completed Title VI Complaint Form is received, The Farmer's House will review it to determine if The Farmer's House has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by The Farmer's House.

INVESTIGATIONS: The Farmer's House will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, The Farmer's House may contact the complainant. Unless a longer period is specified by The Farmer's House, the complainant will have ten (10) days from the date of the letter to send requested information to The Farmer's House's investigator assigned to the case.

If the requested information is not received within that time frame the case will be closed. Also, a case can be administratively closed if the complainant no longer wishes to pursue the case.

LETTERS OF CLOSURE OR FINDING: After the Title VI investigator reviews the complaint, the Title VI investigator will issue one of two letters to the complainant: a closure letter or letter of finding (LOF).

- A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.

- A Letter of Finding (LOF) summarizes the allegations and provides an explanation of the corrective action taken.

If the complainant disagrees with The Farmer's House's determination, the complainant may request reconsideration by submitting the request in writing to the Title VI investigator within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. The Farmer's House will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, The Farmer's House will issue a determination letter to the complainant upon completion of the reconsideration review.

A person may also file a complaint directly with the Federal Transit Administration, at the FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, contact the Executive Director, The Farmer's House, 415 Main Street, Weston, Missouri 64098 or call (816) 868-4362.

F. Monitoring Title VI Complaints, Investigations, Lawsuits

Documenting Title VI Complaints/Investigations

All Title VI complaints will be entered and tracked in The Farmer’s House’s complaint log. Active investigations will be monitored for timely response on the part of all parties. The agency’s Title VI Coordinator 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 |
|----------------------|-------------|---------------------------|-----------------------|-----------------------------|---------------|---------------------|-------------------------|-------------------|
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G. Public Participation/Engagement Plan

Public Notice

To provide notification of the opportunity for members of the general public to participate in transportation related public engagement plan development, including participation in open Board/council meetings, and advisory committees The Farmer's House will:

- o Distribute service brochures
- o Use social media, website and other in addition to other communication resources as a way to gain public involvement

Public Engagement Process/Outreach Efforts:

To promote inclusive public participation, The Farmer's House will employ the following strategies, as appropriate when open board or committee meetings are held:

- o Provide for early, frequent and continuous engagement by the public.
- o Select accessible and varied meeting locations and times.
- o Select locations that are easily accessible to public transit and compliant with the Americans with Disabilities Act.

Public Comment

When appropriate The Farmer's House will hold a formal public comment period to solicit and accept comments on major public involvement efforts around an agency transportation service or system change. Comments may be accepted through the following various means:

- o Dedicated email address.
- o Regular mail.
- o Forms using an outside data base for compilation.
- o Phone calls

Response to Public Input

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

H. Language Assistance Plan

The Farmer's House's Limited English Proficiency Plan

This limited English Proficiency (LEP) Plan has been prepared to address The Farmer's House 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.

The Farmer's House 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 The Farmer's House. 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, The Farmer's House undertook the **four-factor LEP analysis** which considers the following factors:

Four Factor Analyses

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

The Farmer's House staff reviewed the 2010 Census Report and determined that out of the entire population of Johnson County Kansas of approximately 585,000 persons only 11.1% of persons five years of age and older had a language other than English spoken at home. Out of the entire population of Platte County Missouri of approximately 98,000 persons only 7.2% of persons five years of age and older had a language other than English spoken at home.

2. Frequency of Contact by LEP Persons with The Farmer's House's Services:

The Farmer's House staff reviewed the frequency with which office staff and program staff have contact with LEP persons. This includes phone calls or program inquiries. To date, The Farmer's House has had no requests for interpreters and no requests for translated program documents.

3. The importance of programs, activities or services provided by The Farmer's House to LEP persons:

The 2010 Consensus does not indicate any concentration of LEP individuals in the service

areas for The Farmer's House. The outreach activities, summarized in The Farmer's House's Title VI Public Engagement Plan, will include outreach to LEP persons where opportunities for outreach can be identified to gain understanding of the needs of the LEP population relative to The Farmer's House services.

4. The resources available to The Farmer's House and overall cost to provide LEP assistance
Strategies for Engaging Individuals with Limited English Proficiency include:

1. Language line. Upon advance notice, translators can be provided for which The Farmer's House would pay the fee.

Staff Training

The following training will be provided to The Farmer's House's staff:

1. Information on The Farmer's House's Title VI Procedures and LEP responsibilities.
2. Description of language assistance services offered to the public.
3. Documentation of language assistance requests.

Monitoring and Updating the LEP Plan

The LEP Plan is a component of The Farmer's Title VI Plan requirement.

The Farmer's House will update the LEP plan as required. At a minimum, the plan will be reviewed and updated when it is clear that higher concentrations of LEP individuals are present in The Farmer's House's service area. Updates will address 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, translation services has changed.
4. Determine whether local language assistance programs have been effective and sufficient to meet the needs.
5. Determine whether The Farmer's House's financial resources are sufficient to fund language assistance resources as needed.
6. Determine whether The Farmer's House has fully complied with the goals of this LEP Plan.
7. Determine whether complaints have been received concerning The Farmer's House's failure to meet the needs of LEP individual.

I. Advisory Bodies

Table Depicting Membership of Committees, Councils, By Race

| Committee | Caucasian | Latino | African American | Asian American | | Total |
|--------------------|------------------|---------------|-------------------------|-----------------------|--|--------------|
| Board of Directors | 88% | | 12% | | | 100% |

Description of efforts made to encourage minority participation on the board of directors.

Board of Directors is a diverse body that is reflective of the population being served

J. Subrecipient Assistance

Subrecipient Assistance

OPTION A

The Farmer's House does not have any subrecipients.

K. Subrecipient Monitoring

Subrecipient Monitoring

OPTION A

The Farmer's House does not have any subrecipients.

L. Equity Analysis of Facilities

OPTION A

The Farmer's House has not constructed any storage facilities, maintenance facilities, or operations centers in the last three years.