

Richland County Aging & Disability Resource Center

Title VI/ADA Nondiscrimination Plan

Revised on: March 4, 2026

Adopted by: Richland County Board

Original Plan

Adopted on: August 19, 2014

This plan is hereby adopted and signed by:

Richland County

Executive Name/Title: Tricia Clements, County Administrator

Executive Signature: 

As a recipient of USDOT Federal Transit Administration (FTA) funding, per [FTA Circular 4702.1B](#) **Richland County Aging, Disability & Resource Center** hereinafter referred to as **Richland County** is required to prepare a Title VI/ADA Nondiscrimination Plan with the following elements:

- Evidence of Policy Approval
- Policy Statement, Log of Plan Updates, Contact Information/Program Administration
- Notice of Nondiscrimination (**Appendix 1**)
- Complaint Procedure (**Appendix 2**)
- Complaint Log (**Appendix 3**)
- Complaint Form (**Appendix 4**)
- Public Involvement Plan (**Appendix 5**)
- Language Assistance Plan (**Appendix 6**)
- Language Assistance Tools (**Appendix 7**)
- Demographic Representation Information (**Appendix 8**)
- Key Documents – Translated in Spanish
 - Notice of Nondiscrimination
 - Complaint Procedure
 - Complaint Form

Policy Statement

Richland County is committed to ensuring that no person is excluded from the participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, national origin, sex, age, or disability in any and all programs, activities or services administered by **Richland County** in accordance with Title VI of the Civil Rights Act of 1964¹ and related nondiscrimination authorities.

Richland County receives state and federal financial assistance to provide transportation services in the Richland County. Information on its transportation services are available online at <https://co.richland.wi.us/departments/hhs/adrc/transportation.shtml>

Plan Updates – Activity Log

Richland County will review its policy on an annual basis to determine if modifications are necessary. The table below outlines the Title VI/ADA Plan reviews/revisions made by **Richland County**.

Richland County will discuss Title VI/ADA Nondiscrimination Plan requirements with its third-party transit providers on an annual basis to ensure compliance with civil rights requirements, as applicable.

Date	Activity (Review/Update/Addendum/ Adoption/Distribution)	Person Responsible	Notes
February 5, 2026	Updated Title VI/ADA Plan per WisDOT requirement. Revisions included updated Complaint Form, updated Language Assistance Plan and Demographic Representation Information with current US Census data	Roxanne Klubertanz-Gerber	Richland County will provide a copy of its updated Title VI Plan to its program contractors, as applicable.
April 11, 2024 May 5, 2022	Review Title VI Plan for possible updates		No changes made to plan.
May 12, 2021	Update Richland County Title VI-ADA Plan per WisDOT requirement.	Roxanne Klubertanz-Gerber	
August 19, 2014	Develop Title VI/ADA Plan	Angela Porter	

¹ **Title VI of the Civil Rights Act of 1964** states “No person in the United States shall, on the grounds of race, color or national origin, be excluded from, participation in, denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” – [Title 42 USC Section 2000d](#)

Contact Information/Program Administration

Chief Executive

Richland County's Chief Executive will ensure compliance with [Title VI of the Civil Rights Act of 1964 \(42 U.S.C. 2000d\)](#) and the U.S. Department of Transportation implementing regulations.

Name:	Roxanne Klubertanz-Gerber
Email:	Roxanne.klubertanz@co.richland.wi.us
Phone:	608-647-4616

Civil Rights Coordinator

Richland County's Civil Rights Coordinator ensures Title VI/ADA Nondiscrimination in accordance with **Richland County's** federally funded transportation activities. The Civil Rights Coordinator has other duties and responsibilities in addition to Title VI/ADA Nondiscrimination. This position has a direct reporting relationship and access to **Richland County's** Chief Executive.

Name:	Roxanne Klubertanz-Gerber
Email:	Roxanne.klubertanz@co.richland.wi.us
Phone:	608-647-4616

The Civil Rights Coordinator is responsible for initiating, monitoring, and ensuring compliance of **Richland County's** nondiscrimination requirements, including the following activities:

- ✓ Program Administration
 - Ensure compliance with federal Title VI/ADA Nondiscrimination requirements.
 - Develop and implement **Richland County's** Title VI/ADA Nondiscrimination Plan.
 - Update and maintain Title VI/ADA Nondiscrimination policies and procedures.
- ✓ Complaints
 - Review, track, investigate and close Title VI/ADA Nondiscrimination complaints.
- ✓ Employee Training
 - Educate staff on Title VI/ADA Nondiscrimination requirements and procedures.
- ✓ Reporting
 - Prepare and submit Title VI/ADA Nondiscrimination reports per state and federal regulations.
- ✓ Public Dissemination
 - Notify the public of **Richland County's** Nondiscrimination requirements via **Richland County's** public area, on its website, in vehicles, etc.
- ✓ Oversight
 - Ensure contractors and lessees adhere to Title VI/ADA Nondiscrimination requirements.

Notice of Nondiscrimination

[FTA Title VI Circular 4702.1B](#) requires **Richland County** as a recipient of federal financial assistance to notify the public of its obligations under U.S. DOT Title VI regulations and the protections against discrimination afforded to them by Title VI.

Title VI and ADA regulations require **Richland County** to inform the public of their rights under Title VI and ADA by posting a *Notice of Nondiscrimination*. The *Notice of Nondiscrimination* should be posted in the following locations: agency website, public areas of the agency office, and as applicable, inside vehicles, rider guides/schedules, and transit shelters/facilities.

The public notice must include a statement of nondiscrimination, information on how to request additional information about the agency's Title VI and ADA obligations, including information on how to file a complaint, the location of the complaint form, etc., and information on how to request Title VI and ADA information in another language.

Richland County's *Notice of Nondiscrimination* is provided in the following locations:

- ✓ Agency website - <https://co.richland.wi.us/departments/hhs/adrc/transportation.shtml>
- ✓ Public area of the Aging and Disability Resource Center
- ✓ Inside vehicles
- ✓ Rider Guides/Schedules

On English versions of the *Notice of Nondiscrimination*, a sentence is included in Spanish and Hmong to contact **Richland County** at 608-647-2197 if additional information is needed in another language.

To view a copy of **Richland County's** *Notice of Nondiscrimination*, please see **Appendix 1**.

Complaint Procedure, Complaint Log, and Complaint Form

Richland County, as a recipient of federal financial assistance must develop a procedure for investigating, tracking, and resolving Title VI/ADA Nondiscrimination complaints and make the procedures available to the public upon request.

Any person, group or firm that believes they've been discriminated against on the basis of race, color, national origin, sex, age, or disability by **Richland County** may file a civil rights complaint.

Scope of Civil Rights Complaints

The scope of civil rights complaints covers all internal and external **Richland County** activities. Complaints can originate as a result of project and program impacts on individuals or groups. Examples include social and economic impacts such as access to programs, activities and services, failure to maintain facilities and vehicles, traffic, noise, air quality, and accidents.

Richland County's complaint procedure shown in **Appendix 2** is available in the following locations:

- ✓ Agency website, either as a reference in the *Notice of Nondiscrimination* or in its entirety
- ✓ Agency Transportation office located within the ADRC, a part of Health and Human Services.

Civil Rights Investigations

Recipients of federal financial assistance are required to maintain a list of any complaints alleging discrimination. The list shall include the date the civil rights complaint, investigation, or lawsuit was filed, a summary of the allegation(s), the status of the complaint, investigation, or lawsuit, actions taken by the recipient in response, and final actions related to the complaint, investigation, or lawsuit.

Appendix 3 is **Richland County's** *Complaint Log* procedure and tracking mechanism to investigate, track and resolve complaints.

Since the last update of this Title VI/ADA Nondiscrimination Plan, there has been no transportation related civil rights investigations, complaints, or lawsuits filed with **Richland County**.

Complaint Form

Richland County's *Complaint Form* is shown in **Appendix 4**.

Public Involvement Plan

Recipients of federal financial assistance are required to develop a public involvement plan that includes outreach strategies and participation techniques to engage the public including minority, low-income, and limited English proficient (LEP) populations, as well as a summary of outreach efforts made since the last Title VI/ADA Nondiscrimination Plan.

While traditional means of seeking public involvement may not reach all individuals, or might not allow for meaningful avenues of input, the intent of this effort is to take reasonable actions to provide opportunities for historically under-served populations to participate in transportation decision making efforts.

Richland County's *Public Involvement Plan* is shown in **Appendix 5**.

Limited English Proficiency (LEP) Plan

Recipients of federal financial assistance are required to develop and implement a plan to ensure accessibility to its programs and services for persons who are not proficient in the English Language. [FTA Circular 4702.1B – Title VI Requirements and Guidance for FTA Recipients](#) provides guidance and instructions for plan development.

Richland County's *Limited English Proficiency (LEP) Plan* is shown in **Appendix 6**.

The LEP Plan outlines the policies and procedures the **Richland County** uses to address the needs of LEP persons wanting to participate in **Richland County** transportation services.

Demographic Representation Information

Richland County understands that diverse representation on boards, councils, and committees results in sound policy reflective of the needs of the entire population. [FTA Title VI Circular 4702.1B](#) requires recipients which have transportation-related, non-elected boards, advisory council or committees, or similar bodies, to report membership of these committees broken down by race and include a description of efforts made to encourage participation.

Richland County's *Demographic Representation Information* is shown in **Appendix 7**.

Notice of Nondiscrimination to the Public

Richland County's *Notice of Nondiscrimination* is posted in the following areas:

- ✓ Public area of the agency office
- ✓ Inside vehicles

Notice of Nondiscrimination

Richland County Aging & Disability Resource Center (ADRC)

- ✓ **Richland County ADRC** is committed to ensuring that no person is excluded from the participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, national origin, sex, age, or disability in any and all programs, activities, or services administered by **Richland County ADRC** in accordance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities.
- ✓ Any person who believes they've been aggrieved by any unlawful discriminatory practice may file a complaint with **Richland County ADRC**.
- ✓ For information on **Richland County ADRC's** civil rights program, procedures to file a complaint, or request a reasonable modification contact 608-647-2197 (for hearing impaired, please use [Wisconsin Relay 711](tel:1-800-947-6644) (1-800-947-6644); email derek.kalish@co.richland.wi.us or visit the county's administrative office at 181 W. Seminary Street, Richland Center, WI 53581.
- ✓ Information is also available online at – <https://co.richland.wi.us/departments/hhs/adrc/transportation.shtml>
- ✓ A complaint may also be filed directly with the following:
 - Wisconsin Department of Transportation (WisDOT), Senior Title VI and ADA Coordinator, Phone: (608) 266-8129, TTY (800) 947-3529, Fax: (608)267-3641, Email: taqwanya.smith@dot.wi.gov, 4822 Madison Yards Way, 5th Floor South, Madison, WI 53705. For more information, visit <https://wisconsin.gov/Pages/doing-bus/civil-rights/titlevi-ada/filingcomplaint.aspx>
 - U.S. Department of Transportation, Federal Transit Administration (FTA), Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590, Phone: 1-888-446-4511 or 711(Relay), email: FTACivilRightsCommunications@dot.gov
- ✓ If information is needed in another language, contact 608-647-2197.
Si se necesita informacion en otro idioma de contacto, 608-647-2197.
Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 608-647-2197.

Website Statement:

Richland County operates its programs and services without regard to race, color, national origin, sex, age, or disability in accordance with Title VI of the Civil Rights Act, Americans with Disabilities Act (ADA), and related nondiscrimination authorities. For more information on **Richland County's** civil rights program, ADA obligations, and the procedures to file a complaint or make a reasonable modification, contact, derek.kalish@co.richland.wi.us or 608-647-2197. For hearing impaired, please use Wisconsin Relay 711 (1-800-947-6644) or <https://wisconsinrelay.com>.

Complaint Procedure

Richland County's Complaint Procedure is available in the following locations:

- ✓ Agency website, either as a reference in the *Notice of Nondiscrimination* or in its entirety
 - ✓ Agency Transportation Office in the Aging and Disability Resource Center
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Any person who believes they've been discriminated against on the basis of race, color, national origin, sex, age, or disability by the **Richland County** may file a complaint by completing and submitting **Richland County's** Complaint Form.

The Complaint Form may also be used to submit general complaints to **Richland County**.

Richland County investigates complaints received no more than **180** calendar days after the alleged incident. **Richland County** will process complaints that are complete.

Once the complaint is received, **Richland County** will review the complaint and work to resolve the complaint informally, if possible.

If the complaint warrants a formal civil rights complaint process, **Richland County** will follow the steps listed in this complaint procedure. **Richland County** may also use this formal procedure to address general complaints. If **Richland County** determines it has jurisdiction the complainant will receive an acknowledgement letter stating the complaint will be investigated by **Richland County** as a civil rights complaint.

Richland County has **30** business days to investigate the civil rights complaint. If more information is needed to resolve the case, **Richland County** may contact the complainant.

The complainant has **14** 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 **14** business days, **Richland County** can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two (2) letters will be issued 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 Title VI or ADA violation and that the case will be closed.
- ✓ A letter of finding (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.

If the complainant wishes to appeal the decision, the complainant has **14** business days after the date of the letter or the LOF to do so.

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

If information is needed in another language, then contact 608-647-2197; Si se necesita informacion en otro idioma de contacto, 608-647-2197; Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 608-647-2197.

Complaint Log
List of Complaints, Investigations and Lawsuits²

Richland County maintains a log to track and resolve transportation related civil rights complaints, investigations, and lawsuits.

Check One:

Since the last update of this Title VI/ADA Nondiscrimination Plan, there has been no transportation related civil rights investigations, complaints, or lawsuits filed with **Richland County**.

- The table below has no entries because **Richland County** does not have transportation related civil rights complaints, investigations, or lawsuits.

_____ There has been transportation related civil rights investigations, complaints and/or lawsuits filed against us. *See list below. Attach additional information as needed.*

Note: The performance measure for tracking when an investigation begins and when its administratively closed is documented in the **Complaint Log** table below. **Richland County** will strive to complete the investigation within the timeframe specified in its **Complaint Procedure**.

Type Complaint Investigation Lawsuit	Date Complaint Received (Month, Day, Year)	Complainant's Contact Information Name/Phone/ Email/Address	Basis of Complaint ³	Summary Complaint Description	Action Taken/ Final Outcome if Resolved List dates of action steps including the dates complaint/ investigation begins and is administratively closed.	Status Open/ Closed

² **Lawsuit:** The protected class under Title II is disability. The protected classes under Title VI are Race, Color and Nation Origin.

³ **Basis of Complaint:** Specify Race, Color, National Origin, Disability, Sex, Age, Other.

Complaint/Comment Form

We want your feedback. If you would like to submit a complaint or comment, please complete this form, and submit it via email at derek.kalish@co.richland.wi.us or in person at the address below.

Richland County

181 W. Seminary Street
Richland Center, WI 53581

You may also call us at 608-647-2197. Please make sure to provide your contact information in order to receive a response.

Section A: Accessible Format Requirements

Please check the preferred format for this document

<input type="checkbox"/> Large Print	<input type="checkbox"/> TDD or Relay	<input type="checkbox"/> Audio Recording	<input type="checkbox"/> Other (if selected please state what type of format you need in the box below)
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Click or tap here to enter text.

Section B: Contact Information

Name <input type="text"/>	Telephone Number (including area code) <input type="text"/>
Address <input type="text"/>	City <input type="text"/>
State <input type="text"/>	Zip Code <input type="text"/>

Email Address

Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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If no, please provide the name and relationship of the person for whom you are complaining and why you are completing the form on their behalf in the box below.

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
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Section C: Type of Comment

What type of comment are you providing? Please check which category best applies.

<input type="checkbox"/> Complaint	<input type="checkbox"/> Suggestion	<input type="checkbox"/> Compliment	<input type="checkbox"/> Other
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Which of the following describes the nature of the comment? Please check one or more of the check boxes.

<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin	<input type="checkbox"/> Religion
<input type="checkbox"/> Age	<input type="checkbox"/> Sex	<input type="checkbox"/> Transportation Service	<input type="checkbox"/> Income Status
<input type="checkbox"/> Limited English Proficient (L.E.P)		<input type="checkbox"/> Americans with Disability Act (A.D.A)	

Section D: Comment Details

Please answer the questions below regarding your comment

Did the incident occur on the following type of service? Please check any box that may apply.	<input type="checkbox"/> Paratransit	<input type="checkbox"/> Shared Ride Taxi	<input type="checkbox"/> Bus
What was the date of the occurrence?	Click to add date in the following format: Day, month, year		
What was the time of the occurrence?	Click to add the time		
What is the name or identification of the employee or employees involved?	Click or tap here to enter text.		
What is the name or identification of others involved, if applicable?	Click or tap here to enter text.		
What was the number or name of the route you were on, if applicable?	Click or tap here to enter text.		
What was the direction or destination you were headed to when the incident occurred, if applicable?	Click or tap here to enter text.		
Where was the location of the occurrence?	Click or tap here to enter text.		
Was the use of a mobility aid involved in the incident?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Please add any additional descriptive details about the incident.	Click or tap here to enter text.		

In the box below, please explain as clearly as possible what happened and why you believe you were discriminated against.

Click or tap here to enter text.

Section E: Follow-up

May we contact you if we need more details or information?

Yes

No

If yes, how would you best liked to be reached? Please select your preferred form of contact below

Phone

Email

Mail

If you would prefer to be contacted by phone, please list the best day and time to reach you.

Click here to add your preferred time

Click here to add your preferred day

Have you filed a complaint with any other federal, state, or local agencies?

Yes

No

If yes, list agencies and contact information (agency name, address, email, phone).

Click or tap here to enter text.

Section F: Desired Outcome

Please list below, what steps you would like taken to address the conflict or problem.

Click or tap here to enter text.

Section G: Signature

Please attach any documents you have which support the allegation. Then date and sign this form and send it to the Richland County.

Name

Date: Click to add date in the following format: Day, month, year

Signature

Public Involvement Plan

The purpose of the **Public Involvement Plan** is to establish procedures that allow for, encourage, and monitor participation of all citizens within the **Richland County** service area including low income and minority individuals, persons with disabilities, and those with limited English proficiency (LEP).

While traditional means of soliciting public involvement may not reach such individuals, or might not allow for meaningful avenues of input, the intent of the **Public Involvement Plan** is to take reasonable actions to provide opportunities for historically under-served populations to participate in transportation decision making efforts.

Goal

The goal of public involvement is to offer opportunities for the engagement of all citizens within the **Richland County** service area to participate in the development of plans, programs, and services.

Strategies

To promote public participation, **Richland County** uses the following strategies, as appropriate.

- Coordination and Consultation
 - Coordinate and consult with partners, stakeholders, program participants and their caregivers, and the public affected by the distribution of state and federal transit grant programs.
 - Seek guidance and input from WisDOT on public involvement mechanisms and strategies.
 - Maintain an electronic distribution list of all potential program participants, partners, stakeholders, etc.
- Accessibility and Information
 - Meetings
 - Adhere to state and federal public hearing requirements.
 - Provide a general notification of meetings, particularly forums for public input, in a manner that is understandable to all populations in the area.
 - Hold meetings in locations which are accessible and reasonably welcoming to all area residents with efforts to engage low-income, minority, LEP, and disabled community members.
 - Employ different meeting sizes and formats.
 - Provide avenues for two-way flow of information and input from populations which are not likely to attend meetings.
 - Make public information available in electronically accessible formats.
 - Use social media in addition to other resources to gain public involvement.

- Use radio, television, newspaper ads on stations and in publications in the service area that serve LEP populations. Outreach may also include audio programming available on podcasts.
- Expand traditional outreach methods by visiting grocery stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.
- Timeliness
 - Provide timely information about state and federal grant programs to affected program participants, the public, partner agencies, and other interested parties.
 - Provide adequate notice of public involvement activities and time for public review and comment.
- Public Comment
 - Work openly and diligently to incorporate public comments received and to notify respondents of final plans, reports, programs, etc.
 - Provide for early, frequent and continuous engagement by the public
- Social/Environmental Justice
 - Seek and consider the needs of traditionally underserved populations by participating in outreach efforts that address the needs of minority persons, the elderly, persons with disabilities, LEP individuals, and low-income households.
 - Determine what non-English languages and other cultural barriers exist to public participation within the service area.
- Training
 - Participate in training to continuously improve the knowledge and understanding of civil rights principles.
- Evaluation
 - Document and maintain records of public outreach efforts.
 - Review the effectiveness of public participation activities.
 - Seek news ways to providing public input opportunities.

Participation Techniques

Richland County will use the following participation techniques as deemed appropriate. Participation techniques will be reviewed and modified each year, as necessary. If new techniques are tried and found to be successful, this list will be updated to include the new techniques.

- Booth at Community events (craft fair, festival, farmers market, parades, etc.)
- Advisory meetings and committees
- Direct mailings (letters, fliers, etc.)
- Website and social media
- Project-specific newsletter articles
- Public information meetings
- Legal advertisements
- Presentations to community partners, citizens/residents, etc.
- Press releases, meetings with local media representatives
- Surveys (telephone, internet, and public information meetings)
- Work with partner organizations

Public Outreach Activities

Richland County maintains a log/record of the various types of outreach activities it uses to promote public participation. On an annual basis, **Richland County** reviews its log of outreach activities to determine if additional or different strategies are needed to promote public participation.

The direct public outreach and involvement activities conducted by **Richland County** are summarized below. Information collected on the size, location, meeting format, number of attendees, etc. as well as the scope of the distribution method (e.g., information posted to social media, fliers in grocery stores and community centers, etc.) will be used for future planning efforts.

Summary of Outreach Activities					
Event Date	Name of Event/Activity	Date Publicized and Communication Method (Public Notice, Posters, Social Media, etc.)	Outreach Method (Meeting, Focus Group, Survey, etc.)	Staff Members Responsible	Notes
Ongoing	Website, Facebook, Twitter	Website and Social Media Materials	Website and Social Media Materials	Agency Staff	See Richland County ADRC website
Various 2025 Dates	Presentations	Public notices, agendas, website, paper	Meeting, presentations	Roxanne Klubertanz-Gerber Linda Batten	Presentations Include: Senior Citizens Club, Retired Teachers Association, Lions Club, Transportation Coordinating Committee
Quarterly	Transportation Coordinating Committee	Quarterly Meetings	ADRC Website, Public notice	Roxanne Klubertanz-Gerber Linda Batten	
Quarterly	ADRC Meeting	Quarterly Meetings	ADRC Website, Public notice	Roxanne Klubertanz-Gerber Linda Batten	
October July Each year	85.21 grant application 5310 grant application	Website, Newspaper, Social Media	Public Hearing Transportation Coordinating Committee Meeting	Roxanne Klubertanz-Gerber Linda Batten	
2024	Locally Developed Transportation Plan	Website, newspaper	Planning Meeting(s)	Roxanne Klubertanz-Gerber Linda Batten	

Limited English Proficiency (LEP) Plan

Overview

[Title VI of the Civil Rights Act of 1964, 42 U.S.C 2000d, et seq](#) and its implementing regulations state that no person shall be subjected to discrimination on the basis of race, color, or national origin. The denial of language assistance services can be evidence of discrimination on the basis of national origin or disability under some circumstances.

Recipients of federal financial assistance are required to implement language assistance in accordance with guidelines of the federal agency from which the funds are provided. [FTA Circular 4702.1B – Title VI Requirements and Guidance for FTA Recipients](#) provides guidance and instructions for language assistance plan development.

The US DOT “[Policy Guidance Concerning Recipients’ Responsibilities to LEP Persons](#)” discusses the concept of “safe harbor” with respect to the requirements for translation of written materials. The *Safe Harbor Threshold* is calculated by dividing the population estimate for a language group that “Speaks English less than very well” by the total population of the county. The *Limited English Proficiency (LEP) Safe Harbor Threshold* provision stipulates that for each LEP group that meets the LEP language threshold (5% or 1,000 individuals, whichever is less, of the population to be served) **Richland County** must provide translation of vital documents (e.g., Notice of Nondiscrimination, Complaint Procedure and Complaint Form) in written format for non-English speaking persons.

Plan Summary

Richland County has identified reasonable steps for providing language assistance for persons with limited English proficiency who wish to access services provided by **Richland County**.

This plan outlines how to identify a person who may need language assistance, how to inform persons language assistance is available, the ways in which assistance may be provided, and staff training.

Plan Components

As a recipient of federal US DOT funding, **Richland County** is required to take reasonable steps to ensure meaningful access to programs and activities by LEP persons.

This plan includes the following elements:

1. The results of the *Four Factor Analysis*, including a description of the following:
 - ✓ **Demography** of LEP persons in the service area
 - ✓ **Frequency** of contact with LEP persons
 - ✓ **Importance** of language assistance services
 - ✓ **Resources and costs** to provide language assistance services

2. A description of language assistance services:
 - ✓ How language assistance services are provided.
 - ✓ How LEP persons are informed of the availability of language assistance services.
 - ✓ How the language assistance plan is monitored and updated.
 - ✓ How employees are trained to provide language assistance to LEP persons.

Meaningful Access - Four Factor Analysis

To prepare this plan, the **Richland County** conducted a four-factor analysis which considers the following:

Factor 1 - Demography

Number and proportion of LEP persons with language assistance needs who may be served or are likely to encounter a Richland County program or service.

The greater the number or proportion of LEP persons from a particular language group served or encountered in the eligible service population, the more likely language services are needed.

This plan uses [US Census Bureau – American Fact Finder \(2011-2015\)](#) language data available at the county level in Wisconsin. More data is available on the [US Census Bureau ACS website](#).



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US Census Bureau – American Fact Finder (2011-2015) data show there are numerous languages spoken in Richland County. Some of these languages include Spanish, German, French, Italian, Russian, Other Slavic Languages, Chinese, and Tagalog. After English, the second largest language group is Spanish.

The Safe Harbor Threshold is calculated by dividing the population estimate for a language group that “speaks English less than very well” by the total population in the county served. The LEP Safe Harbor Threshold provision stipulates that for each LEP group that meets the LEP language threshold (5% or 1,000 individuals, whichever is less), **Richland County** must provide translation of vital documents in written format for non-English speaking persons.

US Census data shows that in Richland County, with a population estimate of 16,763, 81 persons have identified themselves as Spanish speaking and “speaks English less than very well”. The Spanish language group is less than 1% and below the 5%, or 1,000 persons threshold of the population to be served. This means **Richland County** is not required to provide written translation of vital documents. Even though Richland County is not required to provide written translation of vital documents in Spanish or the other languages listed, Richland County’s website has its transportation service information translated in Spanish. And its vital documents (Notice of Nondiscrimination, Complaint Procedure and Complaint Form) are translated in Spanish.

All other language groups listed above are also below the Safe Harbor Threshold. This means, at this time, **Richland County** is not required to provide written translation of vital documents in these languages.

In the future, if **Richland County** meets the Safe Harbor Threshold for additional language groups, it will consider providing written translation of vital documents in such languages and consider measures needed for oral interpretation.

Factor 2 – Frequency

Frequency of contact with LEP persons.

Interactions with LEP persons is an important feedback mechanism as the more frequent the contact, the more likely enhanced language services will be needed.

Richland County provides transportation services in Richland County.

Richland County reviewed the frequency with which its staff and transportation contractors have or could have contact with persons with limited English proficiency in the conduct of **Richland County** activities. This includes a review of documented phone inquiries, office visits, and encounters at public meetings and community events. Within the last year, **Richland County** staff and its transportation contractor had (0) zero requests for interpreters and (0) zero requests for translated program documents in any setting.

Richland County staff and transportation contractors are trained on what to do when they encounter a person with limited English proficiency.

Richland County staff and transportation contractors tracks the number of encounters and considers adjustments to its outreach efforts to ensure meaningful access to all persons and specifically LEP and minority populations. The *Log of Language Assistance Encounters* is a tool to gather information on persons needing language assistance (**Appendix 7**).

Log of Language Assistance Encounters

Date	Time	Language Spoken By Individual <i>(if available)</i>	Name and Phone Number of Individual <i>(if available)</i>	Service Requested	Follow Up Required	Staff Member Providing Assistance	Notes

If a language barrier were to exist, **Richland County** works to provide a reasonable accommodation. The *“I Speak” Language Identification Card* shown below is a document that can be used by **Richland County** staff to assist individuals. Additional languages can be added, as needed, to match the demographic changes of the **Richland County’s** service area. The languages included in the *“I Speak” Language Identification Card* below represent languages spoken within the **Richland County** service area.

“I Speak” Language Identification Card

Mark this box if you speak....	Language Identification Chart	Language
	I speak English	English
	Yo hablo español	Spanish
	Kug has lug Moob	Hmong
	我說中文	Chinese Simplified
	E nói tiếng Việt	Vietnamese
	나는한국어를	Korean
	Marunong akong mag-Tagalog	Tagalog
	Ich spreche Deutsch	German
	Я говорю по-русски	Russian
	Ja говорим српски	Serbian
	मैं हिंदी बोलते हूँ	Hindi

Factor 3 – Importance

Nature and importance of language assistance.

Richland County’s mission is to help people age-in-place. Transportation plays a key role in helping people maintain their independence and connect people to essential services. Language assistance services and community outreach activities such as engaging community organization(s) can help ensure the public and LEP populations have access to essential transportation services.

Transportation fare/service changes and eligibility requirements should be clearly communicated so the public and LEP persons can access essential programs and services. It is important that LEP individuals understand their rights and benefits when accessing transportation program and services to ensure they have been treated fairly.

Factor 4 – Resources and Costs

Resources available and overall cost to provide language assistance.

Given the few language assistance encounters, full multi-language translations of our programs and services related to transportation services is not warranted at this time. However, this information can be made upon request. Additionally, **Richland County** can contact state and local governments and community agencies for translation assistance or consider the use of a language translation services, as needed.

Richland County continuously explores ways to notify the public and LEP persons of transportation services. Outreach efforts include posting information on its website, utilizing social media, developing and printing brochure/materials, and having a visible community presence (e.g., posting information at libraries, community centers, grocery stores and participating in community events, farmer’s markets, local festivals, etc.). The cost is relatively low but the ability to reach the community members is high.

Language Assistance Services

Overview - Language Assistance Services

Richland County takes steps to provide meaningful access to LEP individuals who have difficulty communicating in English.

Richland County strives to offer the following measures:

- ✓ Post transportation service information and Title VI/ADA Nondiscrimination information on the **Richland County** website in English and Spanish.
- ✓ Day to day operations:
 - Utilize the “*I Speak*” *Language Identification Card* or posters to identify the language and communication needs of individuals.
 - Maintain a *Log of Language Assistance Encounters* to capture information on the frequency of contact with LEP persons to determine whether additional language assistance services are needed to ensure meaningful access by LEP persons.
- ✓ At public meetings or other community events:
 - Greet participants as they arrive at **Richland County** public meetings or community events.
 - Use “*I Speak*” language identification cards at sponsored events.
 - Tools such as an “*I Speak*” *Language Identification Card* can gauge attendee’s ability to speak and understand English. Although translation may not be able to be provided at an event it helps identify needs at future events.
 - Maintain a log of language assistance encounters at public meetings or other community events.
- ✓ Utilize Wisconsin Relay 7-1-1, the state of Wisconsin resource to assist with communication needs for individuals that are deaf, hard of hearing, deafblind, or those with a speech disability <http://www.wisconsinrelay.com/> This relay service is available in English-to-English, Spanish-to-Spanish (800-833-7813) and Spanish-to-English (877-490-3723).
- ✓ Utilize online resources such as Google Translate to assist with translation requests. A downside of this approach is accuracy therefore this option will be used on a limited basis. Instead, **Richland County** will seek assistance from fluent speakers.
- ✓ Make translated versions (or provide for the interpretation of relevant sections) of documents/publications available upon request, within a reasonable time frame.
- ✓ Prioritize the hiring of bilingual staff, as needed.

Transit Provider - Translation Services

- **Richland County’s** transit provider/contractor subscribes to a service provider for language assistance services, called *LanguageLine Solutions* to assist riders with English proficiency challenges. To access an interpreter staff/volunteers can call 1-800-874-9426.

Public Outreach – Language Assistance Services

The following are measures **Richland County** takes to inform the public of language assistance services:

- ✓ Post transportation service information on the county’s website in English and Spanish. Additionally, the Title VI/ADA *Notice of Nondiscrimination* includes a sentence written in Spanish and Hmong providing instructions on how to contact the **Richland County** to request information in another language.
- ✓ When encountering persons not proficient in English, **Richland County** staff will use the “*I Speak*” *Language Identification Card* to identify language and communication needs.
 - **Richland County** may not be able to immediately accommodate or assist individuals self-identifying as a person not proficient in English but will seek means to follow up with individuals to address language needs as soon as possible.
- ✓ Review outreach activities and information gathered from *Log of Language Assistance Encounters* to determine whether additional language assistance services are needed.
- ✓ Develop and maintain cooperative relationships with key agencies/community organizations in the area or region. These entities can assist in providing or verifying translations and/or identifying gaps in assistance to persons with language needs.
- ✓ Utilize Wisconsin Relay 7-1-1, the state of Wisconsin resource to assist with communication needs for individuals that are deaf, hard of hearing, deafblind, or those with a speech disability <http://www.wisconsinrelay.com/> and <http://www.wisconsinrelay.com/features> This relay service is available in English-to-English, Spanish-to-Spanish (800-833-7813) and Spanish-to-English (877-490-3723).

Monitoring, Evaluating and Updating the Plan

Richland County will review its language assistance services on an annual basis and examine the following:

- ✓ Document the number of LEP person contacts.
- ✓ Determine whether the need for translation services has changed.
- ✓ Determine which existing language assistance services are effective and sufficient to meet the needs of LEP persons.
- ✓ Determine whether complaints have been received concerning the **Richland County’s** failure to meet the needs of individuals regarding language assistance.
- ✓ Sufficiency of staff training.
- ✓ Determine whether financial resources are needed to fund language assistance services.

Training Staff

The following training will be provided to **Richland County** staff:

- ✓ Information on **Richland County’s** Title VI/ADA Non-Discrimination Plan and LEP responsibilities.
- ✓ Description of language assistance services offered to the public.
- ✓ Use of the “*I-Speak Card*” to assist individuals and document language assistance requests.
- ✓ How to handle Title VI/ADA Non-Discrimination complaints.

Language Assistance Tools

“I Speak” Language Identification Card

“I Speak” Language Identification Card

Mark this Box if you speak...	Language Identification Chart	Language
	I speak English	English
	Yo hablo español	Spanish
	Kug has lug Moob	Hmong
	我說中文	Chinese Simplified
	E nói tiếng Việt	Vietnamese
	나는한국어를	Korean
	Marunong akong mag-Tagalog	Tagalog
	Ich spreche Deutsch	German
	Я говорю по-русски	Russian
	o magsalita ng Tagalog	Tagalog
	मैं हिंदी बोलते हैं	Hindi
	میں نے اردو بولتے ہیں	Urdu

Log of Language Assistance Encounters

Date	Time	Language Spoken By Individual <i>(if available)</i>	Name and Phone Number of Individual <i>(if available)</i>	Service Requested	Follow Up Required	Staff Member Providing Assistance	Notes

Language Translation Request Log

Date	Language Spoken By Individual <i>(if available)</i>	Name and Phone Number of Individual <i>(if available)</i>	Service Requested	Follow Up Actions (Was Translation Services Provided?)	Staff Member Providing Assistance	Notes

Demographic Representation Information⁴

A. Demographic Representation Table⁵

[FTA Title VI Circular 4702.1B](#) requires recipients which have transportation-related, non-elected boards, advisory council or committees, or similar bodies, to report membership of these committees broken down by race and include a description of efforts made to encourage participation of minority community members.

The table below depicts US Census county population data by race in Richland County and the membership of the **Richland County’s** Transportation Coordinating Committee.



Richland County - ...

Body	Caucasian	Hispanic/Latino	Black/African American	Asian American	Native American	Some Other Race	No Response
Richland County Population	94%	2.49%	0.6%	0.7%	0.2%	1.98%	---
Transportation Coordinating Committee	100%	0%	0%	0%	0%	0%	----

B. Efforts to Encourage Participation

Richland County understands diverse representation on committees, councils and boards results in sound policy reflective of its entire population. As vacancies on non-elected committees, councils, and boards become available, **Richland County** will make efforts to encourage participation of minority community members.

To encourage participation **Richland County** will reach out to community organizations to connect with minority population groups in its service area. In addition, **Richland County** will use creative ways to make participating realistic and reasonable, such as scheduling meetings at times best suited to its members.

⁴ If **Richland County** has transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by **Richland County**, Title VI regulations require **Richland County** to provide a table depicting the membership of those committees broken down by race and a description of efforts made to encourage broad participation on such committees.

⁵ County data by race is available at the WisDOT website <https://wisconsindot.gov/Documents/doing-bus/local-gov/astnce-pgms/transit/compliance/title6-race.pdf> or the US Census Bureau website <http://data.census.gov>

Demographic Representation Data Collection Form⁶

Name of board, commission, council, etc.

Date:

This is an optional tool to gather information on the racial composition of Board members.

Dear Member,

Richland County Office, as a recipient of federal funds is required under Title VI of the Civil Rights statute to ascertain the racial/ethnic make-up of any non-elected boards, commissions, councils, etc.

Data from this section is used for statistical and reporting purposes. The information may be subject to disclosure under federal or state law or rule.

Anti-Discrimination Notice

It is unlawful for **Richland County** to fail or refuse to provide services, access to services or activities, or otherwise discriminate against an individual because of an individual's race, color, national origin, sex, age, disability, or veteran status.

As a council under the jurisdiction of **Richland County**, we invite council members to voluntarily self-identify their race/ethnicity for us to comply with FTA Title VI requirements. This information will be used according to the provisions of applicable federal and state laws, executive orders, and regulations, including those requiring the information to be summarized and reported to the federal government for civil rights enforcement purposes.

Race/Ethnicity

If you choose to self-identify, please mark the **one box** describing the race/ethnicity category with which you primarily identify:

___ *Asian or Pacific Islander*: All persons having origins in any of the peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes, for example, China, Japan, Korea, the Philippine Islands and Samoa.

___ *Black and/or African American* (not of Hispanic origin): All persons having origins in any of the Black racial groups of Africa.

___ *Hispanic*: All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.

___ *American Indian or Alaskan Native*: All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.

___ *Caucasian* (not of Hispanic origin): All persons having origins in any of the original peoples of Europe, North Africa, or the Middle East.

⁶ This form is an optional tool **Richland County** can use to gather information on the racial composition of its committee members for the purposes of meeting the Title VI/ADA plan requirements.

Vital Documents for Spanish Speakers

Aviso Público de No Discriminación

El aviso de no discriminación de la **Richland County** es el siguiente:

Aviso de No Discriminación

Richland County

- ✓ El **Richland County** esta comprometido a garantizar que ninguna persona sea excluida de participar, se le nieguen los beneficios o de cualquier otra forma sea sujeta a discriminación en las bases de raza, color, nacionalidad de origen, discapacidad, sexo, edad, o religión en todos y cada uno de los programas, actividades o servicios administrados por **Richland County** de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964 y las autoridades no discriminatorias relacionadas. **Richland County** asegura además que se harán todos los esfuerzos posibles para garantizar la no discriminación en todas las actividades de su programa financiado con fondos federales.
- ✓ Cualquier persona que crea que ha sido agraviada por cualquier práctica discriminatoria ilegal puede presentar una queja con **Richland County**.
- ✓ Para obtener más información acerca del programa de derechos civiles de **Richland County**, y los procedimientos para presentar una queja, o solicitud de modificación razonable, comuníquese 608-647-2197 (para las personas con problemas de audición, por favor utilice [Wisconsin Relay 711](tel:1-800-947-6644), 1-800-947-6644), correo electrónico derek.kalish@co.richland.wi.us o visite nuestra oficina en 181 W. Seminary Street, Richland Center, WI 53581.
- ✓ Para obtener más información, visite <https://co.richland.wi.us/departments/hhs/adrc/transportation.shtml>
- ✓ También se puede presentar una queja directamente ante cualquiera de los siguientes:
 - Departamento de Transporte de Wisconsin (WisDOT por sus siglas en inglés), Taqwanya Smith, Coordinadora Superior de Título VI y ADA, teléfono: (608) 266-8129, TTY (800) 947- 3529, Fax: (608)267-3641, Correo electrónico: taqwanya.smith@dot.wi.gov, 4822 Madison Yards Way, 5th Floor South, Madison, WI 535705. Para obtener más información, visite la [página web del WisDOT Título VI-ADA](#).
 - Departamento de Transporte de los Estados Unidos, Administración Federal de Tránsito (FTA por sus siglas en inglés), Oficina de Derechos Civiles, 1200 New Jersey Avenue SE, Washington, DC 20590, Teléfono: 1-888-446-4511 o 711 (Relay), correo electrónico: FTACivilRightsCommunications@dot.gov
 - Si se necesita informacion en otro idioma de contacto, 608-647-2197.

El Procedimiento de Quejas

El Procedimiento de Quejas de la **Richland County** está disponible en los siguientes lugares:

- ✓ Sitio web de la agencia, ya sea como referencia en el aviso al público o en su totalidad.
 - ✓ Áreas públicas de la oficina de la agencia (área común, salas de reuniones públicas, etc.)
-

Cualquier persona que crea haber sido discriminado por motivos de raza, color, origen nacional, discapacidad, sexo, o edad por parte de la **Richland County** puede completar un formulario de queja y entregar el a de la **Richland County**.

El formulario de queja también se puede usar para entregar quejas generales a la **Richland County**.

De la **Richland County** investiga las quejas recibidas no más de **180** días hábiles después del presunto incidente. De la **Richland County** procesará las quejas que estén completas.

Una vez que se recibe la queja, la **Richland County** la revisará y trabajará para resolverla de manera informal, si es posible.

Si la queja garantiza un proceso formal de queja de derechos civiles, la **Richland County** seguirá los pasos enumerados en este procedimiento de queja. La **Richland County** también puede utilizar este procedimiento formal para atender quejas generales. Si la **Richland County** determina que tiene jurisdicción, el demandante recibirá una carta de reconocimiento que indica que la queja será investigada por la **Richland County** como una queja de derechos civiles.

La **Richland County** tiene **30** días hábiles para investigar la queja de derechos civiles. Si se necesita más información para resolver el caso, la **Richland County** puede contactar al demandante.

El/La demandante tiene **14** días hábiles a partir de la fecha de la carta para enviar la información solicitada al investigador asignado al caso.

Si el demandante no contacta al investigador o no envía la información adicional dentro de los **14** días hábiles, la **Richland County** puede cerrar el caso administrativamente. Un caso puede cerrarse administrativamente también si el demandante ya no desea continuar con su caso.

Después de que el investigador revise la queja, se emitirá una de dos (2) cartas al demandante: una carta de cierre o una carta de descubrimiento.

- ✓ Una carta de conclusión resume las acusaciones y establece que no hubo una violación del Título VI y que el caso se cerrará.
- ✓ Una carta de descubrimiento resume las acusaciones y las entrevistas con respecto al presunto incidente, y explica si ocurrirá alguna acción disciplinaria, capacitación adicional del miembro del personal u otra acción.

Si el demandante desea apelar la decisión, tiene **14** días hábiles después de la fecha de la carta o la carta de descubrimiento para hacerlo.

Una persona también puede entregar una queja directamente ante la Administración Federal de Tránsito, en la Oficina de Derechos Civiles de la FTA, 1200 New Jersey Avenue SE, Washington, DC 20590.

Si se necesita información en otro idioma de contacto, 608-647-2197.

Richland County – Formulario de Complemento/Queja

Queremos sus comentarios. Si desea enviar una queja o comentario, complete este formulario y envíelo por correo electrónico a derek.kalish@co.richland.wi.us o en persona a la dirección que aparece a continuación.

Richland County

181 W. Seminary Street
Richland Center, WI 53581

También, puede nos llamar a 608-647-2197. Por favor, provea su información de contacto para recibir una respuesta.

Sección A: Requisitos de formato accesible

Por favor marque el formato preferido para este documento.

<input type="checkbox"/> Letra grande	<input checked="" type="checkbox"/> TDD o Retransmisión	<input type="checkbox"/> Grabación de audio	<input type="checkbox"/> Otra (si lo selecciona, indique qué tipo de formato necesita en la casilla a continuación)
---------------------------------------	---	---	---

Haga clic o toque aquí para ingresar el texto

Sección B: Información de contacto

Nombre <input type="text"/>	Número de teléfono (incluyendo el Código de área) <input type="text"/>
Dirección <input type="text"/>	Ciudad <input type="text"/>
Estado <input type="text"/>	Código postal <input type="text"/>

Correo electrónico

¿Está usted presentando esta queja en su propio nombre?	<input type="checkbox"/> Sí	<input type="checkbox"/> No
---	-----------------------------	-----------------------------

Si la respuesta es No, por favor proporcione el nombre y la relación de la persona por quien está presentando la queja y por qué está usted completando el formulario en su nombre en la casilla a continuación.

Por favor, confirme que usted ha obtenido el permiso de la parte agraviada si usted está presentando en nombre de un tercero.	<input type="checkbox"/> Sí	<input type="checkbox"/> No
---	-----------------------------	-----------------------------

Sección C: Tipo de comentario

¿Qué tipo de comentario estás usted proveyendo? Por favor, marque qué la categoría que mejor corresponde.

<input type="checkbox"/> Queja	<input type="checkbox"/> Sugerencia	<input type="checkbox"/> Cumplido	<input type="checkbox"/> Otra
--------------------------------	-------------------------------------	-----------------------------------	-------------------------------

¿Cual de las siguiente describe la naturaleza del comentario? Por favor, marque uno o más de las casillas de verificación.

<input type="checkbox"/> Raza	<input type="checkbox"/> Color	<input type="checkbox"/> Nacionalidad de Origen	<input type="checkbox"/> Religión
<input type="checkbox"/> Edad	<input type="checkbox"/> Sexo	<input type="checkbox"/> Servicio	<input type="checkbox"/> Estado de Ingresos
<input type="checkbox"/> Ley de Estadounidenses con Discapacidades (A.D.A. por sus siglas en inglés)		<input checked="" type="checkbox"/> Ley de Estadounidenses con Discapacidades (A.D.A. por sus siglas en inglés)	

Sección D: Detalles de comentario

Por favor, responda las siguientes preguntas con respecto a su comentario.

¿El incidente ocurrió en el siguiente tipo de servicio? Por favor marque cualquier casilla que corresponda.	<input type="checkbox"/> Paratránsito	<input checked="" type="checkbox"/> Viajes Compartidos en Taxi	<input type="checkbox"/> Autobús
¿Cuál fue la fecha de la ocurrencia?	Haga clic para agregar la fecha en el siguiente formato: Día, mes, año		
¿Cuál fue la hora de la ocurrencia?	Haga clic para agregar la hora		
¿Cuál es el nombre o identificación del empleado o empleados involucrados?	Haga clic o toque aquí para ingresar el texto		
¿Cuál es el nombre o identificación de otros involucrados, si corresponde?	Haga clic o toque aquí para ingresar el texto		
¿Cuál es el numero o nombre de la ruta en la que usted viajaba, si corresponde?	Haga clic o toque aquí para ingresar el texto		
¿Cuál era la dirección o destino al que usted se dirigía cuando ocurrió el incidente, si corresponde?	Haga clic o toque aquí para ingresar el texto		
¿Donde fue el lugar de la ocurrencia?	Haga clic o toque aquí para ingresar el texto		
¿Estuvo involucrado el uso de una ayuda de movilidad en el incidente?	<input type="checkbox"/> Sí	<input type="checkbox"/> No	
Por favor, agregue cualquier detalle descriptivo adicional acerca del incidente.	Haga clic o toque aquí para ingresar el texto		

En la casilla a continuación, por favor explique tan claro como le sea posible lo que sucedió y por qué cree que fue discriminado.

Haga clic o toque aquí para ingresar el texto

Sección E: El seguimiento

¿Podemos comunicarnos con usted si necesitamos más detalles o información?

Sí

No

Si la respuesta es Sí, ¿Cómo le gustaría que nos comunicáramos con usted? Por favor seleccione su forma de comunicación preferida a continuación

Teléfono

Correo electrónico

Correo Postal

Si prefiere que nos comuniquemos por teléfono, indique el mejor día y hora para comunicarnos con usted.

Haga clic para agregar su horario preferido

Haga clic aquí para agregar su día preferido

Si corresponde, por favor enumere a continuación todas las agencias adicionales ante las cuales usted ha presentado esta queja, tales como agencias federales, estatales, locales o ante cualquier tribunal Federal o Estatal. Por favor incluya la información de contacto del lugar al cual se envió la queja.

Haga clic o toque aquí para introducir el texto

Sección F: Resultado deseado

Por favor, enumere a continuación qué pasos le gustaría seguir para abordar el conflicto o problema.

Haga clic o toque aquí para ingresar el texto

Sección G: Firma

Por favor, adjunte algunos documentos que tenga que apoya la denuncia. Luego, feche y firme este formulario y envíelo a La Richland County.

Nombre Haga clic o toque aquí para ingresar el texto

Fecha: Haga clic para agregar la fecha en el siguiente formato: Día, mes, año

Firma Haga clic o toque aquí para introducir el texto
