

Voluntary Action Center of DeKalb County  
Title VI  
Statement of Policy

Voluntary Action Center of DeKalb County (VAC) is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities - the delivery of equitable and accessible services. VAC recognizes its responsibilities to the communities in which it operates. It is VAC's policy to utilize its best efforts to assure that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its program of transit service delivery and related benefits.

Toward this end, it is VAC's objective to:

- A. Ensure that the level and quality of service is provided without regard to race, color, or national origin;
- B. Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- C. Promote the full and fair participation of all affected populations in service provision 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.

The responsibility for carrying out VAC's commitment to this program has been delegated to the VAC Executive Director by the Board of Directors. The Executive Director is responsible for the day-to-day operations of this Program and will receive and investigate Title VI complaints which come through the complaint procedure. However, all managers, supervisors and employees share in the responsibility for making VAC's Title VI Program a success. Additional information concerning VAC's Title VI obligations and the complaint procedure can be obtained by contacting the Executive Director (815) 758-3932.

LIMITED ENGLISH PROFICIENCY POLICY STATEMENT AND AVAILABLE RESOURCES

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., provides that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives Federal financial assistance. Title VI and its implementing regulations require that certain federal grant recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP). To that end, VAC provides translation and interpretation services free of charge upon request by calling (815) 758-3932.

## TITLE VI COMPLAINT PROCEDURES

If you believe that you have been excluded from participation in, denied the benefits of, or subjected to discrimination based on race, color or national origin under VAC's programs or related benefits, you may file a complaint with the VAC EEO Officer, Executive Director, 1606 Bethany Rd., Sycamore, IL 60178 or by telephone (815) 758-3932. We encourage you to make your complaint in writing.

All complaints will be investigated promptly. Reasonable measures will be undertaken to preserve any information that is confidential. The EEO Officer will review every complaint, and when necessary, assign a neutral party to investigate. At a minimum the investigating officer will:

Identify and review all relevant documents, practices and procedures;  
Identify and interview persons with knowledge of the Title VI violation, i.e., the person making the complaint; witnesses or anyone identified by the Complainant; anyone who may have been subject to similar activity, or anyone with relevant information.

Upon completion of the investigation, the EEO Officer will complete a final report for the Board of Directors. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The Complainant will also receive a final report together with any remedial steps. The investigation process and final report should take no longer than twenty-five (25) business days. If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to the VAC Board of Directors, President, 1606 Bethany Rd., Sycamore, IL 60178.

Complaints may also be filed with the Federal Transit Administration's Office of Civil Rights, no later than 180 days after the date of the alleged discrimination, 200 West Adams Street, Suite 320, Chicago, Illinois 60606, Phone: (312) 353-3770.

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he EEO Officer shall maintain a log of Title VI complaints received from this process which log shall include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by Pace in response to the complaint. Should VAC receive a Title VI complaint in the form of a formal charge or lawsuit, VAC's attorney shall be responsible for the investigation and maintaining a log as described herein.

Adopted, VAC Board of Directors 06/09