

Federal Transit Administration
Title VI Program
Version 1223

**GUERNSEY COUNTY SENIOR CITIZENS
CENTER, INC**

Effective Date of Plan:
January 1, 2024

*Plan expiration Date: January 1, 2027
(3 years from date approved)*

Title VI Contact Information

Contact (Position): **Executive Director, CEO**
Contact Phone Number: **740-439-6681**
Contact Email: **sgress@guernseysenior.org**
Mailing Address: **1022 Carlisle Ave Cambridge, OH 43725**
Website: **www.guernseysenior.org**

Language Interpretation Assistance

Interpretation Services Provided By: **Area Aging on Aging Region 9**
For Interpreter Services Individuals Will Call: **1-740-439-2294**

Title VI Plan Table of Contents

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Section 1: Title VI Plan Approval & Compliance Requirements

Title VI Plan
Adopted on: January 11, 2024

Adopted by: Guernsey County Senior Citizens Center,
Inc Board of Directors

Signature(s): 

Approval: PENDING FULL BOARD REVIEW & APPROVAL

GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC.
AUTHORIZING RESOLUTION
ODOT 5310 Specialized Transportation Grant

Resolution No: **011124-GCSCC Board of Directors**

A resolution authorizing the adoption of a Title VI Policy in conjunction with applying and receiving 5310 funding, and as reviewed and recommended by Ohio Department of Transportation by

GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC.

through the US ODOT Federal Transit Administration (FTA) and the State of Ohio, as authorized under Federal Transit Laws and State of Ohio laws executing a contract with the Ohio Department of Transportation upon project approval and Title VI Policy compliance.

WHEREAS, the Director of the Ohio Department of Transportation is authorized to make grants for the US DOT Federal Transit Administration (FTA) funds and the State of Ohio.

WHEREAS, the contract for financial assistance will impose certain obligations upon the applicant, including the provision by it of the local share of the project costs in the program if applicable.

WHEREAS, it is required by the U.S. Department of Transportation in accordance with the provision of Title VI of the Civil Rights Act of 1964, that in connection with the filing of an application for assistance the applicant gives an assurance that it will comply with Title VI of the Civil Rights Act of 1964 and the U.S. Department of Transportation requirements thereunder, and

WHEREAS, the board of directors and administration agrees to maintain compliance with all applicable Title VI policies and procedures and guidelines,

NOW, THEREFORE, BE IT RESOLVED BY

GUERNSEY COUNTY SENIOR CITIZENS CENTER BOARD OF DIRECTORS on (JANUARY 11, 2024-PENDING)

1. That **Shon E. Gress, Executive Director & CEO**
is authorized on behalf of **GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC. (GCSCC)**
 - a. shall adopt and manage the recommended Title VI Program policies and procedures as set forth and recommended by the FTA & ODOT;
 - b. shall update the review the Title VI policies at a minimum of every 3 years from date of initial adoption and submit for board tri-annual review & approval
 - c. to execute and file
 - i. Proposals to aid in the financing of capital, operating, and planning assistance projects;
 - ii, Grant agreements with the Ohio Department of Transportation for aid in the financing

- of capital, operating, and planning assistance projects;
- iii. As assurance or any other document required by the U.S. Department of Transportation effectuating the purpose of Title VI of the Civil Rights Act of 1964; and
- iv. Set forth affirmative disadvantage business policies in connection to any procurement made as part of the project.
- v. Set forth ADA policies & procedures
- vi. Set forth Preventative Maintenance Procedures
- vii. Set forth GCSCC Transportation Department Policies & Procedures encompassing many items duplicated and repetitiously required by ODOT
- viii. Set forth Title VI program policies and compliance

2. That **Shon E. Gress, Executive Director & CEO** is authorized to furnish such additional information as the Ohio Department of Transportation may require in connection with submitting & operating programs & projects funded by the federal Transit Administration and the State of Ohio-ODOT.
3. The undersigned duly qualified and acting **GCSCC BOARD PRESIDENT** of the **GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC.-BOARD OF DIRECTORS** certifies that the foregoing is a true and correct copy of a resolution, adopted at a legally convened meeting of the **GCSCC BOARD OF DIRECTORS** Held on **1/11/2024**

John Marshall, Board Pres.

John Marshall
Signature of Recording Officer, Title

1-11-24
Date

Annual Certifications and Assurances

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with Title VI regulations. This requirement shall be fulfilled when the applicant/recipient submits its annual certifications and assurances. Primary recipients will collect Title VI assurances from sub-recipients prior to passing through FTA funds.

GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC will remain in compliance with this requirement by annual submission of certifications and assurances as required by NHDOT.

The date of last submission of these certifications and assurances (at the time of this Plan's approval) is: January 11, 2024

Title VI Plan Revision Log

Date Month/day/year	Section Revised	Summary of Revisions
1/11/2024	Title VI Plan	Updated, reviewed, and approved by resolution of the GCSCC Board of Directors on 1/11/24.

Section 2: Title VI Policy Statement

Policy Statement

GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC, operating demand response transit provider, as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the Ohio Department of Transportation (ODOT), will comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), the U.S. Department of Transportation implementing regulations, FTA Circular 4702.1B, and ODOT Public Transportation requirements as specified in Master Grant Agreement, and State Management Plan. GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act.

Section 3: Notice to the Public

Title VI Notice to the Public

GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC's Notice to the Public is as follows:

Notifying the Public of Rights Under Title VI

GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC

- The GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC.
- For more information on the GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC's civil rights program, the procedures to file a complaint, or to file a complaint, please contact the Executive Director, CEO at 740-439-6681 (TTY 800-750-0750); email www.guernseysenior.org; or visit our administrative office at 1022 Carlisle Ave Cambridge, OH 43725. For more information, visit www.guernseysenior.org.

- For transportation-related Title VI matters, a complaint may also be filed directly with the:

Ohio Department of Transportation, Attn: Office of Opportunity, Diversity, and Inclusion, Title VI Coordinator, [1980](#) West Broad Street, Mailstop 3270, Columbus, Ohio 43223

Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

- If information is needed in another language, contact 1-740-439-2294.

GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC's Notice to the Public is posted in the public areas of the office and on our website as required. Additionally, the Notice to the Public can be found at the places listed below.

1. In each Transportation Vehicle
2. In the Transportation Office
3. On the Informational Bulletin Board at GCSCC

Section 4: Title VI Complaint Procedure

GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC's Title VI Complaint Procedure is made available in the following locations:

- Agency website at: www.guernseysenior.org
 - Hard copy in the central office
 - Agency Title VI Plan
-

Any individual, group of individuals or entity that believes they have been discriminated against on the basis of race, color, or national origin by GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.

Any individual having filed a complaint or participated in the investigation of a complaint shall not be subjected to any form of intimidation or retaliation. Individuals who have cause to think that they have been subjected to intimidation or retaliation can file a complaint of retaliation following the same procedure for filing a discrimination complaint.

A complaint must be filed with GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC no later than 180 days after the following:

1. The date of the alleged act of discrimination; or
2. The date when the person(s) became aware of the alleged discrimination; or
3. Where there has been a continuing course of conduct, the date on which that conduct was discontinued of the latest instance of the conduct.

Once the complaint is received, GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC will review it to determine if our office has jurisdiction. A copy of each Title VI complaint received will be forwarded to the New Hampshire Department of Transportation within ten (10) calendar days of receipt. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC has 45 days to investigate the complaint. If more information is needed to resolve the case, GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC may contact the complainant requesting further information. The complainant has 7 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, GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC can administratively close the case.

After the investigator reviews the complaint, the agency will issue one of two (2) 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 Title VI 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 it must direct the appeal to the agency initially. The complainant has 30 days after the date of the closure letter or the letter of finding to do so. If there is outstanding concern, the appeal may be directed to the state DOT or FTA. The appeal process information will be included in the letter.

A person may also file a complaint directly with the: Ohio Department of Transportation, Attn: Office of Opportunity, Diversity and Inclusion 1980 West Broad Street, Mailstop 3270, Columbus, OH 43223
Or

Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, then contact 1-740-439-2294.

Section 5: Title VI Complaint Form

GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC's Title VI Complaint Procedure is made available in the following locations:

- Agency website, if available: www.guernseysenior.org
- Hard copy in the central office
- Agency Title VI Plan

Section I:					
Name:					
Address:					
Telephone (Home):			Telephone (Work):		
Email Address:					
Accessible Requirements?	Format	Large Print		Audio Tape	
		TDD		Other	
Section II:					
Are you filing this complaint on your own behalf?				Yes*	No
*If you answered "yes" to this question, go to Section III.					
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.				Yes	No
Section III:					
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	
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.					

Section IV					
Have you previously filed a Title VI complaint with this agency?				Yes	No
Section V					
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?					
<input type="checkbox"/> Yes		<input type="checkbox"/> No			
If yes, check all that apply:					
<input type="checkbox"/> Federal Agency: _____					

<input type="checkbox"/> Federal Court _____	<input type="checkbox"/> State Agency _____
<input type="checkbox"/> State Court _____	<input type="checkbox"/> 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:	
Contact person:	
Title:	
Telephone number:	

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature

Date

If information is needed in another language, contact 1-740-439-2294.

Please submit this form to:

GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC
Executive Director, CEO
1022 Carlisle Ave Cambridge, OH 43725
740-439-6681
www.guernseysenior.org

Section 6: List of Transit Related Title VI Investigations, Complaints and Lawsuits

GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC maintains a list or log of all Title VI investigations, complaints, and lawsuits, pertaining to its transit-related activities.

Check One:

There have been no investigations, complaints, and/or lawsuits filed against GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC since the last plan submission.

There have been investigations, complaints, and/or lawsuits filed against GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC. See list below. Additional information is to be attached as needed.

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
	Click or tap to enter a date.			
	Click or tap to enter a date.			
Lawsuits				
	Click or tap to enter a date.			
	Click or tap to enter a date.			
Complaints				
	Click or tap to enter a date.			
	Click or tap to enter a date.			

Section 7: Public Participation Plan

Strategies and Desired Outcomes

To promote inclusive public participation, GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC will employ the following strategies, as appropriate (make these determinations based on a demographic analysis of the population(s) affected, type of plan, program and/or service under consideration, and the resources available):

- ✓ Provide for early, frequent and continuous engagement by the public
- ✓ Select accessible and varied meeting locations and times
- ✓ Employ different meeting sizes and formats
- ✓ Use social media in addition to other resources as a way to gain public involvement
- ✓ Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.
- ✓ Expand traditional outreach methods by visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.

Public Outreach Activities

The public outreach and involvement activities conducted by GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC since the last Title VI Program submission are summarized in the table below.

Specific Public Participation activities are listed in the table below:

Event Date	Insert Agency Name Staffer(s) or Department	Activity	Communication Method (Public notice, posters, social media)	Notes
11/25/2023	Dan Moore GCSCC Transportation Department Driver	Parade/Cambridge, Ohio	GCSCC decaled Vehicle driven in the parade for advertising	Brochures were provided upon request
11/23/2023-12/25/2023	AVC Communications	Christmas Commercials	Radio Advertising	30-15-minute airings
12/01/2023	Bill Domitrovic GCSCC Transportation Department Driver	Parade/Senecaville, Ohio	GCSCC decaled Vehicle driven in the parade for advertising	Brochures were provided upon request
12/4/2023	GCSCC Satellite Site – Londonderry, Ohio	Christmas party and luncheon at the satellite site	Director Shon Gress spoke at the engagement on the services offered by GCSCC	Brochures were provided for all attendees
12/1/2023	GCSCC	Monthly newsletter	Hard copy newsletter mailed to all GCSCC members approximately 1,300	Information on all services provided by GCSCC including transportation are included
12/7/2023	Stop 9 Church of Christ, Byesville, Ohio	Christmas party & Breakfast	Director Shon Gress spoke at the engagement on the services offered by GCSCC	Brochures were available for the 50 attendees present
12/14/2023	GCSCC Cambridge, Ohio	Christmas party and dinner	Director Shon Gress spoke at the engagement on the services provided by GCSCC	Brochures were available for the 230 guests in attendance

Section 8: Language Assistance Plan

Plan Components

As a recipient of federal US DOT funding, GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC's Language Assistance Plan includes the following elements:

- Item #1: The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.
- Item #2: A description of how language assistance services are provided by language
- Item #3: A description of how LEP persons are informed of the availability of language assistance service
- Item #4: A description of how the language assistance plan is monitored and updated
- Item #5: A description of how employees are trained to provide language assistance to LEP persons

Four Factor Analysis Methodology

To determine if an individual is entitled to language assistance and what specific services are appropriate, GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC has conducted a *Four Factor Analysis* of the following areas: 1) Limited-English Proficient (LEP) Speaker Demography, 2) Contact Frequency, 3) Importance of Service, and 4) Resources and Costs.

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient. In addition to the number or proportion of LEP persons served, GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC will identify:

- (a) How LEP persons interact with the recipient's agency;
- (b) Identification of LEP communities, and assessing the number or proportion of LEP persons from each language group to determine the appropriate language services for each language;
- (c) The literacy skills of LEP populations in their native languages, in order to determine whether translation of documents will be an effective practice; and
- (d) Whether LEP persons are underserved by the recipient due to language barriers.

Factor 2: The frequency with which LEP persons come into contact with the program: Identifies and assesses the frequency GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC’s staff comes into contact with LEP persons. Examples of contact could include:

- (a) Use of bus and rail service;
- (b) Purchase of tickets through vending machines, outlets, websites, and over the phone;
- (c) Participation in public meetings;
- (d) Customer service interactions;
- (e) Ridership surveys;
- (f) Operator surveys.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people’s lives. Generally speaking, the more important the program, the more frequent the contact and the likelihood that language services will be needed.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach. Resource and cost issues can often be reduced by technological advances, reasonable business practices, and the sharing of language assistance materials and services among and between recipients, advocacy groups, LEP populations and Federal agencies. Large entities and those entities serving a significant number of LEP persons should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance.

Item #1 – Results of the Four Factor Analysis (including a description of the LEP population(s) served)

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered.

Of the 38,098 residents in GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC’s service area, 1,707 residents describe themselves as speaking English less than “very well”. People of [Other Indo-European]descent are the primary LEP persons likely to utilize GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC services. For GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC’s service area, the latest U.S. Census Bureau data shows that among the area’s population 4.48% speak English “less than very well.” **For these groups** who speak English “less than very well”, 2.95% speak [Other Indo-European Languages].

Guernsey County – Languages Spoke at Home

	Total Number	Percent of Population	Total Population of County
Speak Language other than English	1,707	4.48	38,098
Speak English Less than Very Well	1,707	4.48	38,098
Spanish	427	1.12	38,098
Other Indo-European Languages	1,124	2.95	38,098
Asian and Pacific Island Languages	103	0.27	38,098
Other Languages	53	0.14	38,098

Factor 2: The frequency with which LEP persons come into contact with the program.

Guernsey County Senior Citizen Center, Inc. assessed the frequency with which staff and drivers have, or could have, contact with LEP persons. Guernsey County Senior Citizens Center, Inc. provides approximately 13,422 passenger trips per year. If an individual has speech limitations, the dispatcher or driver will work with the Ohio Department of Transportation, if needed, to ensure the individual receives access to the transit services.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives.

All of GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC's programs are important; however, those related to safety, public transit, nondiscrimination and public involvement are among the most important. GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC is committed to providing meaningful access and will provide written translation for any of its documents, when reasonable, effective and with the available resources. In other cases, GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC will strive to provide alternative but meaningful accessibility. Moreover, GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC continually evaluates its programs, services, and activities to ensure that persons who may be LEP are always provided with meaningful access. The Title VI policy, complaint form, and LEP policy are available in English upon request.

Factor 4: The resources available for LEP outreach, as well as the costs associated with that outreach.

GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC makes every effort to make its programs, services, and activities, accessible to LEP individuals. GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC will use available resources, both internal and external to accommodate reasonable requests for translations.

Item # 2 – Description of how Language Assistance Services are Provided, by Language

GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC has identified, developed, and uses the following:

- a) Individuals who have contact with the public are provided with "I Speak" language cards to identify language needs in order to match them with available services. Language cards verified and distributed by the Director as need.
- b) GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC has developed partnerships with local agencies, organizations, law enforcement, colleges/universities, local school districts and social service agencies that are available to assist with it LEP responsibilities.
- c) A list of web-based translation services can be provided by contracting the Human Resources Department.

Item # 3 – Description of how LEP Persons are Informed of the Availability of Language Assistance Service

In order to ensure that LEP individuals are aware of GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC's language assistance measures, GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC provides the following:

- Title VI Program including the Language Assistance Plan is made available on website, if applicable, and hard copy in central office.
- Drivers and dispatchers are provided "I Speak" language cards to identify language needs in order to match them with available services.

Item # 4 – Description of how the Language Assistance Plan is Monitored and Updated

GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC will continue to update the LEP plan as required by U.S. DOT. At a minimum, the Title VI Plan will continue to be reviewed and updated every

three (3) years in conjunction with the Title VI submission and use data from the U.S. Decennial Census or the American Community Survey as available, or when it is clear that the concentrations of LEP individuals are present in GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC service area.

Updates will continue to include the following:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC's financial resources are sufficient to fund language assistance resources needed.
- Determine whether GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC has fully complied with the goals of this LEP Plan.
- Determine whether complaints have been received concerning GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC's failure to meet the needs of LEP individuals

Item # 5 - Description of how Employees are Trained to Provide Language Assistance to LEP Persons

The following training will continue to be provided to GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC staff:

- Information on the GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC Title VI Procedures and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of "I Speak" language cards (used to identify language preference).
- Documentation of language assistance requests.
- Use of web-based interpreter services (over the phone interpretation provider).
- How to handle a potential Title VI / LEP complaint.

Limited English Proficient (LEP) Resource Materials:

LEP Policy

GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC shall provide for communication for limited English proficient riders to ensure them equal opportunity to benefit from services. Family members or friends of limited English proficient riders will not be used as translators unless specifically requested by that individual. Arrangements have been made with Area Aging on Aging Region 9 to obtain translators. The agency will also utilize web-based translator programs if available.

If you need help with English, please call 1-740-439-2294

Si usted necesita ayuda con el inglés, por favor llame 1-740-439-2294

"I Speak" Language Identification Card

Note: For additional languages visit the US Census Bureau website <http://www.lep.gov/ISpeakCards2004.pdf>

Mark this Box if you speak...	Language Identification Chart	Language
	Mark this box if you read or speak English	English
	Marque esta casilla si lee o habla español	Spanish
	Kos lub voj no yog koj paub twm thiab hais lus Hmoob	Hmong
	如果说中国在方框内打勾	Chinese
	Xin ñaùnh daáu vaø oâ naøy neáu quyù vò bieát ñoïc vaø noui ñöôïc Vieät Ngöð.	Vietnamese
	당신이한국어말할경우이 상자를표시	Korean
	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	Tagalog
	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen	German
	Отметить этот флажок, если вы говорите по-русски	Russian
	Означите ову кућицу ако говорите српски	Serbian
	आप हिंदी बोलते हैं तो इस बक्से को चिह्नित करें	Hindi
	پر نشان لگائیں تو اس باکس بولتے ہیں اردو اگر آپ	Urdu

Section 9: Minority Representation Information

Recipients that have **transit-related**, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

***Guidance:** Elected transit-related board, committee, or council, do not need to complete the table below, and write in section B that there are no non-elected transit-related boards, committees, or councils.

A. Minority Representation Table

Table Depicting Membership of Board, Committees, Councils, Broken Down by Race

Body	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
Guernsey County, Ohio	36,589	500	615	192	154	384
Guernsey County Board of Directors	100	0	0	0	0	0

Note: insert the number of people and % of total board membership

B. Efforts to Encourage Minority Participation

To encourage participation on its boards, committees, and councils, the GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC will make every effort to encourage minority participation on the boards. Detail any further efforts below.

Section 10: Providing Assistance to and Monitoring Subrecipients

1. Does agency provide funding to subrecipients?

No, the agency does not have subrecipients.

Yes. If yes, list the subrecipient names: [Click or tap here to enter text.](#)

GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC monitors subrecipients using the following process:

1. GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC uses the following process for ensuring all subrecipients are complying with the general reporting requirements of FTA Circular 4702.1B:
[Click or tap here to enter text.](#)
2. GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC collects Title VI programs from the subrecipients listed above and reviews programs for compliance by doing the following:
[Click or tap here to enter text.](#)

Section 11: Title VI Equity Analysis for Facility Acquisition

Title 49 CFR, Appendix C, Section (3)(iv) requires “the location of projects requiring land acquisition and the displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin.” For purposes of this requirement, “facilities” does not include bus shelters, as they are considered transit amenities. It also does not include transit stations, power substations, or any other project evaluated by the National Environmental Policy Act (NEPA) process. Facilities included in the provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. Has the agency built a facility? Check a response below.

No, GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC has not built a facility.

Yes, GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC has built a facility and completed a Title VI equity analysis to compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site. Include at the end of the Title VI plan a copy of the Title VI equity analysis.

Section 12: Fixed Route Transit Providers Service Standards and Policies

FTA Circular 4702.1B, Chapter III, Paragraph 10: All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide.

This section must be completed if GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC provides fixed route service that operates 50 or more fixed route vehicles in peak service and GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC is located in an Urbanized Area (UZA) of 200,00 or more in population. Please check the appropriate box.

GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC is **not** a fixed route transit provider. As such, the remainder of Section 12 is not applicable to GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC and may be deleted from this document.

GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC is a fixed route transit provider. As such, the remainder of Section 12 is applicable to GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC and is to be filled out completely.

All Fixed Route Transit Providers must submit:

- All requirements set out in Chapter III (General Requirements)
 - Service standards
 - Vehicle load for each mode
 - Vehicle headway for each mode
 - On time performance for each mode
 - Service availability for each mode
 - Service policies
 - Transit Amenities for each mode
 - Vehicle Assignment for each mode

Transit Providers that operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000 or more people must submit:

1) Does the plan contain a demographic profile of the metropolitan area that includes identification of the locations of minority populations in the aggregate?	<input type="checkbox"/> Y <input type="checkbox"/> N
2) A description of the procedures by which the mobility needs of minority populations are identified and considered within the planning process?	<input type="checkbox"/> Y <input type="checkbox"/> N
3) Demographic maps that overlay the percent minority and non-minority populations as identified by Census or American Community Survey (ACS) data, at the Census tract or block group level, and charts that analyze the impacts of the distribution of State and Federal funds in the aggregate for public transportation purposes, including federal funds managed by the MPO as a designated recipient?	<input type="checkbox"/> Y <input type="checkbox"/> N
4) Analysis of disparate impacts on the basis of race, color, or national origin, and, if so, determines whether there is a substantial legitimate justification for the	<input type="checkbox"/> Y <input type="checkbox"/> N

<p>policy that resulted in the disparate impacts, and if there are alternatives that could be employed that would have a less discriminatory impact.</p>	
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GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC has adopted the following system-wide standards and policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Service policies differ from service standards in that they are not necessarily based on a quantitative threshold.

Service Standards

FTA requires that all fixed route transit providers develop quantitative standards for all fixed route modes of operation for the following indicators. GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC has prepared standards for all modes it operates including **Insert modes of transportation.**

a. Vehicle Load

Vehicle Type	Average Passenger Capacities			
	Seated	Standing	Total	Maximum Load Factor
15' Mini-Bus	28	2	30	1.1
40' Low Floor Bus	39	12	51	1.3
40' Standard Bus	43	17	60	1.4
Light Rail Vehicle	64	69	133	2.1

b. Vehicle Headway

POLICY HEADWAYS AND PERIODS OF OPERATION				
WEEKDAY	Peak	Base	Evening	Night
Regional Trunk	10	15	15	30
Urban Radial	15	15	30	60
Cross-Town	15	15	30	--
Secondary Radial	30	30	60	--

Feeder	30	30	60	--
Peak Express	30	--	--	--
Employer Feeder	60	--	--	--
<p>* Peak: 7-9 am and 4-6 pm; Base 9am - 4pm; Evening: 6-9:30 pm; Night: 9:30pm-Midnight; "--" means no service is provided during that time period.</p>				

SATURDAY	Day	Evening	Night
Regional Trunk	15	30	30
Urban Radial	30	60	--
Cross-Town	15	30	--
Secondary Radial	60	60	--
Feeder	60	60	--
Peak Express	--	--	--
Employer Feeder	--	--	--
<p>* Day 7am - 6pm; Evening: 6-9:30 pm; Night: 9:30pm – Midnight; "--" means no service is provided during that time period.</p>			

SUNDAY	Day	Evening	Night
Regional Trunk	30	60	--
Urban Radial	30	60	--
Cross-Town	30	--	--
Secondary Radial	--	--	--
Feeder	--	--	--
Peak Express	--	--	--
Employer Feeder	--	--	--

** Day 7am - 6pm; Evening: 6-9:30 pm; Night: 9:30pm-Midnight;*

"--" means no service is provided during that time period.

c. On-Time Performance

A vehicle is considered on time if it departs a scheduled time point no more than one (1) minute early and no more than five (5) minutes late. The Insert Agency Name on-time performance objective is 90% or greater. Insert Agency Name continuously monitors on-time performance and system results are published and posted as part of monthly performance reports covering all aspects of operations.

d. Service Availability

GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC will distribute transit service so that 90% of all residents in the service area are within a ¼ mile walk of bus service or within a ½ mile walk of rail service.

Service Policies

FTA requires fixed route transit providers to develop a policy for service indicators. GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC has prepared the following policies for its transit system.

a. Distribution of Transit Amenities

Installation of transit amenities along bus and rail routes are based on the number of passengers boarding at stops and stations along those routes.

b. Vehicle Assignment

Vehicles will be assigned to the South, North, and East depots such that the average age of the fleet serving each depot does not exceed "x" years. Low-floor buses are deployed on frequent service and other high-ridership lines, so these buses carry a higher share of ridership than their numerical proportion of the overall bus fleet. Low-floor buses are also equipped with air conditioning and automated stop announcement systems.

Bus assignments take into account the operating characteristics of buses of various lengths, which are matched to the operating characteristics of the route. Local routes with lower ridership may be assigned 30-foot buses rather than the 40-foot buses. Some routes requiring tight turns on narrow streets are operated with 30-foot rather than 40-foot buses.

Section 13: Requirements for Metropolitan Planning Organizations (MPOs)

N/A

All MPOs must meet the following requirements if the agency is included in the MPO constituency.

MPO Requirements (Ref: FTA Circular 4702.1B Chapter VI)	Status
1) Does the plan contain a demographic profile of the metropolitan area that includes identification of the locations of minority populations in the aggregate?	<input type="checkbox"/> Y <input type="checkbox"/> N
2) A description of the procedures by which the mobility needs of minority populations are identified and considered within the planning process?	<input type="checkbox"/> Y <input type="checkbox"/> N
3) Demographic maps that overlay the percent minority and non-minority populations as identified by Census or American Community Survey (ACS) data, at the Census tract or block group level, and charts that analyze the impacts of the distribution of State and Federal funds in the aggregate for public transportation purposes, including federal funds managed by the MPO as a designated recipient?	<input type="checkbox"/> Y <input type="checkbox"/> N
4) Analysis of disparate impacts on the basis of race, color, or national origin, and, if so, determines whether there is a substantial legitimate justification for the policy that resulted in the disparate impacts, and if there are alternatives that could be employed that would have a less discriminatory impact.	<input type="checkbox"/> Y <input type="checkbox"/> N
Comments:	



**Guernsey County Senior Citizens Center, Inc.
Senior Coordinated Transportation Services Policy Manual
1022 Carlisle Avenue, Cambridge, Ohio 43725**

SUBJECT: TITLE VI POLICY STATEMENT SECTION:

EFFECTIVE DATE: January 1, 2009 REPLACES:

APPROVED BY: GCSCC Executive
Board

APPROVAL DATE: February 12, 2009

DIRECTIVE:

To provide direction for the recovery of electronic data.

PROCEDURE:

TITLE VI POLICY STATEMENT

GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC. (GCSCC) IS COMMITTED TO ENSURING THAT NO PERSON IS EXCLUDED FROM PARTICIPATION, DENIED BENEFITS, OR OTHERWISE SUBJECTED TO DISCRIMINATION UNDER ANY PROGRAM OR ACTIVITY, ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, AGE, OR DISABILITY.

GCSCC as a recipient of federal financial assistance will ensure full compliance with Title VI of the Civil Rights Act of 1964, as amended, and related statutes and regulations in all GCSCC programs and activities.

Any person who believes that he or she has been subjected to discrimination or retaliation based on their race, color, national origin, sex, age, or disability may file a Title VI complaint.

Complaints may be filed directly to GCSCC or to the Federal Funding agency (Refer to Complaint Policy).

Information will be publically displayed regarding requesting additional information on GCSCC's non-discrimination obligations or instructions on how to file a Title VI complaint.

RESPONSIBILITIES:

Responsibilities shall be as defined above.



**Guernsey County Senior Citizens Center, Inc.
Senior Coordinated Transportation Services Policy Manual
1022 Carlisle Avenue, Cambridge, Ohio 43725**

SUBJECT: TRANSPORTATION SERVICES SECTION:
METHOD OF DELIVERY-TITLE
VI-COMPLIANCE

EFFECTIVE DATE: January 1, 2009 REPLACES:
APPROVED BY: GCSCC Executive
Board
APPROVAL DATE: February 12, 2009

DIRECTIVE:

To ensure all GCSCC transportation services be provided in a way that does not discriminate against persons with disabilities and to full comply with the intent of the Americans with Disabilities Act of 1990.

DEFINITIONS:

Americans with Disabilities (ADA)-Passed by Congress in 1990, this act mandates equal opportunities for persons with disabilities in the areas of employment, transportation, communications and public accommodations. Under this Act, most transportation providers are obliged to purchase lift-equipped vehicles for their fixed route services and must assure system-wide accessibility of their demand response services to persons with disabilities. Public transit providers also must supplement their fixed route services with complementary paratransit services for those persons unable to use fixed route service because of their disability.

PROCEDURE:

GCSCC will continue to meet senior Transportation needs by providing the following services:

- A. Affordable and accessible transportation services will be provided during our regular operating hours, each weekday, on a "Donation Only" basis to older adults at least 60 years of age or older.
- B. Provide prompt, professional, courteous hallway-to-hallway transportation services to all eligible participants.
- C. Provide safe and well-maintained passenger and handicapped accessible vans, fuel, professional drivers/escorts, all major liability and required collision insurances necessary for transporting older adults at least 60 years of age or older.
- D. Provide professionally trained and certified personnel equipped with valid Ohio Driver's Licenses, approved BCII criminal background checks, appropriate State of Ohio & required ODA driver certifications, CPR, First Aid, AED, and aging sensitivity skills that are pertinent in transporting older adults in a prompt and courteous manner.

- E. Continue to assess new clients and determine program eligibility based on client's transportation needs.
- F. Through community outreach efforts which includes speeches, monthly newsletter, brochures, newspaper articles, radio, television, and other forms of advertisement the GCSCC will continue to promote transportation services and programs.
- G. GCSCC shall continue to maintain our collaborative memorandums of understandings with the Guernsey County Department of Job & Family Services Social Services/Transportation Department, The Society for Equal Access, South Eastern Regional Transit Authority (SEAT), and other venues to limit duplicated services, while encouraging and advocating for increased community transportation service support.
- H. GCSCC shall continue our existing collaboration and referral efforts with area hospitals, doctor's offices, physical rehabilitation clinics, cancer treatment centers, clinics, dialysis facilities, assisted living facilities, senior housing locations, nursing homes, pharmacies, other treatment clinics and other health / human service agencies to provide much needed transportation services to older adults within Guernsey County.
- I. GCSCC shall continue to provide transportation services to and from our established Congregate Meal satellite site locations.
- J. GCSCC will meet the needs of seniors by providing reliable transportations services to a variety of desired locations and destinations located throughout Guernsey County.
- K. GCSCC shall provide modern and up-to-date communication equipment within each of our vans as well as our central location to ensure that timely and efficient dispatching and messaging occurs.
- L. GCSCC shall ensure that daily safety checks are completed, logged, and on-file for each vehicle in operation to ensure each client's safety and comfort.
- M. GCSCC shall continue to actively participate in county facilitated meetings regarding transportation coordination efforts and shall continue our longstanding commitment toward working well and coordinating with local transportation providers.
- N. Title VI policies & procedures are applicable when federal transit funding is utilized and may supersede the aforementioned procedures. {Refer to publically posted Title VI applicable polices, rules, and procedures & www.GuernseySenior.org website}.

TRANSPORTATION SERVICES METHOD OF DELIVERY

When the GCSCC transportation supervisor or any available staff receives a telephone call from the client on the Transportation telephone line, TTY, fax, or email; and if the prospective client has not ridden the Center vans previously, our supervisor completes

a Client Registration Form on the client and finds out where and when they need to be transported.

The senior is asked to call 24 hours ahead, if possible, when making transportation reservations. Emergencies are dealt with as soon as a call comes in. Top priorities are medical trips and health/wellness related needs. We also make sure all of our seniors are taken to pharmacies to have their prescriptions filled when needed and to grocery stores to ensure nutritional and personal items are bought. Other important trips include banking, paying bills, etc. Quite a number of our seniors also use our van service to attend one of our many Congregate Nutrition sites.

The Transportation Supervisor makes a transportation manifest and driver's schedule out for each of GCSCC van driver each working day. On the schedules are the name, address, arrival time; desired pick-up address; drop-off address and/or final destination, appointment time, special needs, # riders, and mileage for each client and the respective trip. Extreme confidentiality and discretion is utilized to protect each client's safety and right to privacy, especially when determining home residency addresses.

GCSCC Transportation Drivers provide "hallway-to hallway" service, which means drivers are professionally trained and fully insured to enter a client's home, assist them with their pre-trip preparations, escort clients to/from the vehicle, depart and transport to the hallway of the desired destination..

Clients are welcomed upon escorted pick-up and reminded of State Law, which requires everyone to wear a fastened operable seatbelt before the vehicle can depart and while in route or motion at all times. Clients must provide certifiable medical verification prior to transport for any reason they are medically unable to wear a seatbelt.

Caregivers and/ or anyone under age 60 who is medically verifiable as needed to provide a client with assistance while being transporting is permitted to ride GCSCC vehicles.

There is no smoking permitted on-board or within the vicinity of Guernsey County Senior Citizens Center owned vehicles. Non-smoking signs are also clearly posted on-board all vehicles. Verbal reminders are also shared.

Clients are always reminded and instructed that no tipping is permitted and that all transportation services are provided on a "donation only" basis. Donation drop boxes and envelopes are mounted in each vehicle to ensure each client's right to make a confidential donation if they so choose or desire.

Once a client has been comfortably transferred and situated on-board, his or her seat belt must be confirmed locked and fastened before the vehicle is permitted to move.

Once in transit and the client(s) has been taken to their desired destination the driver must place the vehicle in park; secure the safety emergency break; turn the vehicle off, and remove the keys. The driver is then permitted to exit the vehicle and opens the passenger door, provides a footstool or activates any necessary equipment (i.e.: wheelchair lift) or assists the client as needed to insure each clients' safe and proper exiting from the vehicle is executed.

The driver escorts and assists each client with entering and exiting the vehicle and provides much needed care assistance upon their arrivals and departures until they each reach their preferred and/or final destination safely.

After a client has been taken to their desired destination, the driver opens the passenger door, provides a footstool or activates and necessary equipment (i.e.: wheelchair lift) to insure safe and proper exiting of the vehicle.

The driver escorts or assists the client with entering their preferred destination if the client obliges and then the driver continues onto his/her next transportation assignment/dispatch on his list.

When clients are finished at the doctor, store, etc. or when they have completed their visit they or a third-party may call the Transportation Office at the Guernsey County Senior Center and inform the supervisor that the client is ready to go home or to be picked up. The supervisor then radios the nearest driver or driver who took the client to the appointment on the van radio/CB and informs the driver that the client is ready to be returned home or picked up. Estimated arrival and departure times are often shared and/or relayed whenever permissible.

The driver returns to the Guernsey County Senior Center when all seniors have been transported safely; his/her transportation list has been completed; and there are no other senior citizens requiring transport for that day. At that time, van donations are given to the Transportation Supervisor in locked boxes. These donations are placed in locked boxes for confidentiality and financial security purposes. The Transportation Supervisor and the Administrative Assistant count donations that are received. Bank deposits are made daily.

The Guernsey County Senior Citizens Center's Coordinated Senior Transportation program is readily equipped and accessible to meet seniors' needs. Our drivers are unique from any other local transportation program in that our drivers are not only encouraged, but are permitted to take clients into and out of their homes, often providing them with much needed caregiving or daily living-life skills assistance.

(SEAT) provides very limited "curb-to-curb" transportation and specialized routes that do not adequately meet the needs of senior citizens residing in Guernsey County, especially for seniors who live outside of SEAT's stringently established "curb to curb" established routes.

Rurally isolated seniors and seniors who live in the far outlying areas of Guernsey County, continue to be undeserved although SEAT's public transit transportation services exist. Many seniors either make a personal choice to select or personally prefer utilizing Guernsey County Senior Citizens Center's Coordinated Senior Transportation program to meet their transportation needs.

SEAT charges \$1.00-\$1.50 for a one-way trip. Unlike transportation services that are provided by the Guernsey County Senior Citizens Center, SEAT is limited to "curb to curb" and operates on a strict route schedule, which holds little regard to individual needs or individual comfort. Client's choosing curbside service are subject to open exposure to the inclement weather conditions of southeastern Ohio because there are no transport shelters at curbside locations in Guernsey County to protect senior citizens

from the elements. This too adds to seniors' dissatisfaction and discomfort with South East Area Transit's (SEAT's) public transportation programs and services.

Even though the State of Ohio, because of SEAT's presence, does recognize that Guernsey County has an adequate "public transportation system", unfortunately, SEAT's services alone do not meet the needs of the entire county, especially in rural outlying areas. Although the SEAT transit system exists and operates in Guernsey County the number of clients requesting/using Guernsey County Senior Citizens Center transportation services continues to increase.

By utilizing a "donation only" policy, whereby, older adults of Guernsey County at least 60 years of age and older will not be denied services based upon their ability or inability to make a donation we can serve senior citizens without them worrying about the payment fees that other vehicle and taxi carriers require in order to receive transportation assistance.

Donation drop boxes and envelopes are mounted in each vehicle to ensure each client's right to make a confidential donation if they so choose or desire.

Fire extinguishers, first aid kits and blood borne pathogen kits are installed in each GCSCC vehicle.

We currently do not have a waiting list in our transportation department. We do not make someone wait for a van. We accommodate their requests and appointments to meet their needs as safely and as efficiently as possible.

Client Choices / Options include, but are not necessarily limited to:

- Accommodation of individual clients' needs, schedule, and appointments.
- Availability of dispatch (CB) capabilities to change desired location/destination in transit if so desired or necessary
- Availability of 24-hour messaging to make emergency and/or special transportation requests, including changes to a previously established itinerary.
- Availability and client opportunity to delay, cancel, change, refuse, alter, curtail, or make special requests regarding transportation services.
- Access and availability to TTY; interpreter; email; fax; and toll-free assistive service devices and assistance.
- Option to request preferred vehicle transport type and/or driver to ensure maximum comfort and customer satisfaction.
- Opportunity to utilize established outlying county routes, which provide increased transportation services to/from the next closest city or village within the county.
- Clients are provided the opportunity to make transportation reservations via a direct telephone line. TTY, fax, e-mail, in person, mail, and no-cost toll-free telephone service for long distance areas and clients with special needs from within the county are also available when making transportation reservations.
- Freedom and flexibility to make and cancel transportation appointments without recourse or ramifications.

- Opportunity to specify preferred driver and/or request a specific driver when schedules permit or the requested driver is available.
- The ability for clients and/or GCSCC staff and associates to choose from a variety of vehicles to ensure that the make, model, design, access, seating, special equipment and other vehicle options maximizes each client's needs and/or comfort standards and requirements.
- Ability to utilize "after hours" transportation services that are provided by GCSCC for GCSCC sponsored special evening activities and events.

Potential and current clients are advised that all programs and services provided by the Guernsey County Senior Citizens Center, for older adults age 60 and older, are provided on a "donation only" basis. Seniors cannot be denied services based on their ability or inability to make a donation. During assessments and or sharing product information clients are also advised as to the "recommended donation amount(s)" for each service category.

Clients are also afforded the opportunity to cost share in allowable programs based on their self-designated or perceived annual income and economic status. Clients are provided small manila envelopes to make indiscriminate donations and/or drop them in designated program donation boxes. Clients are encouraged to drop their own donations into program donation boxes without assistance of an employee whenever possible. Clients are also afforded the ability to make a donation, by way of sending a check to the Senior Center, via the US Postal service and designating the specific program they wish to support. Sending cash via the US Mail is not recommended and is strongly discouraged.

Clients are also permitted to present donations to GCSCC employees who turn in a daily deposit whenever a donation occurs according to the GCSCC cash handling policies and procedures. Clients are encouraged to utilize sealed envelopes when making donations. In addition, clients are welcomed to make donations arbitrarily at anytime and in any amount they choose. For example, donations are not confined to specific dates such as daily, weekly, bi-weekly, monthly, bi-monthly, tri-monthly, quarterly, bi-annually, or annually.

Each client's confidentiality and dignity is held in the highest regard and GCSCC makes every effort to insure that each client's willingness and method of making a donation is explored with decorum and respect.

Donation boxes are located in all vehicles in our fleet and are each readily available and accessible for clients' use.

Senior Transportation services are provided by the GCSCC to individuals who meet the following criteria:

- A. At least 60 years of age.
- B. Resident of Guernsey County.
- C. Have an assessed determinable need for transportation assistance.

GCSCC continually strives to recruit and attract new clients, especially new low-income minority and rural older adults who are interested in utilizing our transportation services. Seniors living in the far out lying, isolated areas of Guernsey County are specifically sought through our marketing efforts as well as through other innovative PR, marketing, and public advertising measures.

Through collaboration with the Senior Supplemental Food Commodities Program the GCSCC has been selected to distribute monthly food packages to seniors aged 60 and older who also meet federal poverty guideline eligibility of 150% or below FPG levels. This has enabled us to provide community outreach to over 460 low-income seniors living throughout Guernsey County, including far outlying areas. Through the Senior Supplemental Food Program we hope to educate and inform potential seniors about our transportation services and other senior based programs.

In compliance with AOA/ODA and because this GCSCC provides a countywide transportation program it is our goal to increase transportation services to more low-income minorities and rurally isolated seniors by continuing our desire to address the culturally diverse needs and expectations of older adults through similar community outreach efforts while also efficiently operating this program to stay within our financial and budgetary confines.

Through community outreach efforts which include, but are not limited to; strategically displaying program flyers and posters in public facilities; speeches; distribution of our monthly newsletter; brochures; newspaper articles; featured articles; television and radio advertisements; displays; presentations; and other forms of advertisement and active community involvement in a variety of community sponsored activities GCSCC will continue to promote and advocate to seniors regarding the benefits of senior transportation services and share our abilities to meet seniors' daily transportation needs.

GCSCC will continue to work with and accept referrals that are provided by:

- A. Personal/ Self/Family/Relative/or Public Referrals
- B. Area GCSCC on Aging, Region 9
- C. Southeastern Regional Medical Center and other medical providers
- D. Guernsey County Department of Job and Family Services
- E. Salvation Army
- F. Other civic and community organizations
- G. Churches / Synagogues
- H. Family friend – paraprofessional or relative
- I. Caregiver
- J. Interdepartmental
- K. Senior living facilities (apartments & senior housing authorities)
- L. Other...

Through community outreach efforts which includes speeches, monthly newsletter, brochures, newspaper articles, television advertisement and other forms of advertisement and community activities the GCSCC will continue to actively attract and acquire clients by continuing to promote and advocate the many pros & positives of participating in our transport services.

Information regarding Senior Transportation Services is largely publicized among our many promotional materials, including articles in: *Seniors Alive!*, *Alive & Kicking, Now & Then*, *The Advertiser*, *The Gazette*, radio promotion of our menus on WILE/WCMJ, inclusion of our weekly menus posted in *The Daily Jeffersonian* and via other various media venues. But, our largest support comes by way of "word of mouth" among seniors. By continually making improvements that enhance the overall quality, safety, and satisfaction of our well maintained vehicles, more and more senior citizens will continue to prefer GCSCC's transportation services.

Brochures with Transportation services listed are given to all new members who join the Center. They are placed at Health Fairs and at any activity and/or trade fair at which the Senior Center actively attends or participates.

GCSCC publicizes in monthly news articles in The Jeffersonian, "Seniors Alive", Alive & Kicking, The Advertiser, The Gazette, Now & Then Magazine, Website, Cable Channel Two, and Newsletter, which also promotes our transportation services. GCSCC provides Information and Referral Services, which is consistently used to educate seniors and/or older adult caregivers about our viable and easily accessible transportation services.

GCSCC vans are a great advertisement of their own. They have the Senior Center's name and phone number on both sides of each vehicle as well as bumper stickers acknowledging AAOA-9 funding recognition. People are always commenting that they see our vans "all over town and driving throughout the county" delivering seniors to various different locations.

Seniors themselves are our best method to acquire new clients. They tell their friends how stress free and convenient our services are to utilize and how thankful they are for our van service, which encourages other eligible individuals to utilize this service.

We also receive referrals from other agencies. They are: Area GCSCC on Aging-Region 9, Bethesda Dialysis Center, Cancer Center, Social Workers from Cambridge and Zanesville Area Hospitals, Golden Rule Work Shop, MRDD, Nursing Homes, Guernsey County Health Department, Residential Senior Apartment Communities & Living Facilities, SEAT and the Guernsey County Department of Job & Family Services just to name a few. All of whom we consider to be our staunchest and most loyal community partners by way of signed collaboration and community partnership agreements.

Title VI policies and procedures shall be made available upon request, via public notification, posting, accessible in vehicles and at www.guernseysenior.org.

RESPONSIBILITIES:

The Executive Director; Senior Coordinated Transportation Supervisor/ Department Manager and the GCSCC Executive Board shall be as responsible for compliance.