July 13, 2017

Ms. Doretha Foster
Civil Rights Officer, Region IV
Federal Transit Administration
U.S. Department of Transportation
230 Peachtree Street, Suite 1400
Atlanta, Georgia 30303

RE: Georgia Department of Human Services Title VI Plan

Dear Ms. Foster:

Enclosed is the Comprehensive Civil Rights Title VI Plan for the Georgia Department of Human Services, Office of Facilities and Support Services, Transportation Services Section (DHS). It outlines strategies for DHS to provide customers meaningful access to services.

All staff, contractors, and service beneficiaries are aware of the provisions and responsibilities associated with the Title VI, Civil Rights Act of 1964. DHS’ Office of Facilities and Support Services, in conjunction with the Limited English Proficiency/Sensory Impaired Office, conduct ongoing training with staff, and perform routine audits to ensure compliance with federal guidelines and DHS policies and procedures.

Should you wish to speak further about the DHS Title VI Plan, please contact me directly at 404-656-4427, frances.richards@dhs.ga.gov or Leigh Ann Trainer at (404) 657-6211, leighann.trainer@dhs.ga.gov.

Sincerely,

Frances Richards, Director
Office of Facilities and Support Services

Enclosure
Georgia Department of Human Services

Office of Facilities and Support Services
Transportation Services Section
Title VI Plan

Updated July 2017
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INTRODUCTION
The Georgia Department of Human Services, Office of Facilities and Support Services, Transportation Services Section (DHS) is committed to compliance with Title VI of the Civil Rights Act of 1964 and all regulations and directives. DHS assures that no person shall on the grounds of race, color, national origin, religion, gender, age or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any DHS services, programs or activities.

Title VI of the Civil Rights Act prohibits discrimination on the basis of race, color or national origin in programs or activities receiving federal financial assistance. Presidential Executive Order 13166 addresses services to those individuals with limited English Proficiency. The rights of women, the elderly and persons with disabilities are protected under related statutes, which falls under Title VI.

DHS ensures that the level and quality of service is provided without regard to race, color, or national origin; there will not be prevention, denial, reduction or delay in benefits related to program activities and activities that benefit minority populations or low-income populations; meaningful access to programs and activities by persons with Limited English Proficiency (LEP); monitoring sub-recipients for compliance with Title VI via ongoing site visits.

Legal Authority
- Title VI of the Civil Rights Act of 1964 (Section 601), 42 U.S.C. Section 2000d.et.seq
- Rehabilitation Act of 1973 (Section 504)
- Americans with Disabilities Act (ADA) of 1990 (Title II)
- DOT Regulation, 49 CFR Part 21
- FTA Circular 4702.1B
- LEP Executive Order 13166 and related Federal authorities

DHS Mission
Strengthen Georgia by providing individuals and family’s access to services that promote self-sufficiency, independence, and protect Georgia’s vulnerable children and adults.

Vision
Stronger Families for a Stronger Georgia.

Core Values
- Provide access to resources that offer support and empower Georgians and their families.
- Deliver services professionally and treat all clients with dignity and respect.
- Manage business operations effectively and efficiently by aligning resources across the agency.
- Promote accountability, transparency and quality in all services we deliver and programs we administer.
- Develop our employees at all levels of the agency.
Plan Statement
Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance” (42 U.S.C. Section 2000d). This Act was later amended to include religion, gender, age, social status and those who are handicapped.

DHS is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services, including transportation services on the basis of race, color, or national origin, religion, gender, age, social status and those persons with disabilities as protected by, but not limited to, Title VI in Federal Transit Administration (FTA) Circular 4702.1.B. DHS complies with the Title VI requirements, in conformity with Title 23 CFR Part 200 and Title 49 CFR 21. Existence of this program also offers the opportunity of receiving complaints from people that feel discriminated. The program objective is to guarantee no discrimination against any person provided services. This plan was developed to guide DHS in its administration and management of Title VI-related activities.

Applies to
This plan applies to DHS programs, services and activities provided by the Department, its Divisions and Offices, and sub-recipient. For a comprehensive listing of services by Division and Office, please refer to the DHS website: http://DHS.georgia.gov/portal/site/DHS/

Limited English Proficient – Sensory Impaired Guidance
The DHS Limited English Proficient-Sensory Plan (LEP/SI) is designed to provide meaningful language access to limited English proficient and or sensory impaired customers to all programs and activities conducted or supported by the Department.

LEP/SI DHS Four Factor Analysis Service Delivery to LEP/SI Customers
The Four-Factor Analysis is used to determine the level of services provided at the local level.

This analysis includes:

1) The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee/recipient: DHS analyzes its service population and the frequency it encounters LEP/SI. DHS provides transportation services for multiple agencies to meet specialized transportation needs for eligible LEP persons, as outlined in Eligibility Criteria (Appendix 1). Each of the twelve DHS Regional Transportation Offices work with Regional Transportation Coordinating Committees (RTCC), local committees comprised of regional partners with vested transportation interests. The members of the RTCCs work together to meet the transportation needs of consumers in their region by conducting needs assessments, completing evaluations of service providers, and seeking public input as needed. Availability of services is compared to the overall unmet needs and needs relating specifically to specialized transportation. The RTOs are able to identify program shortfalls and develop solutions that assist in meeting the identified need.
Additionally, the needs assessment determines how current transportation services are being used, classifies unmet need by population group and classifies additional providers by type.

2) The frequency with which LEP individuals come in contact with the program: LEP individuals come in contact with DHS and contractors of DHS almost daily. To ensure this data is current, monthly reports are required, and include data such as: number of passengers, passenger trip costs associated with the purchase of services contract, mileage, LEP ridership, operating revenues and expenses, and days in service. This data is used determine annual projections of the amount and types of trips needed.

3) The nature and importance of the program, activity, or service provided by the program to people's lives: The nature and importance of the program activity, or services provided by the program to people's lives, is to provide transportation to members of the community that currently do not have access to or funding for transportation. These members will be able to access their communities, and live more independent and self-sufficient lives and obtain resources that they normally would not be able to obtain. DHS seeks to provide the maximum amount of essential transportation services for the Agency and its Divisions that can be accomplished with available funding. A priority listing of essential trips is established for each Division or Department served by the Coordinated Transportation System. See Appendix 2.

4) Resources available to the grantee/recipient and costs: DHS provides interpreter/translation services free to LEP/SI clients. A Notice of Free Interpretation Services Wall Poster (Appendix 3) is located in DHS waiting rooms, Regional Transportation Offices, intake and reception areas and in vehicles. This poster informs the public of DHS Language Access policy to provide free interpretation services in the major languages spoken in Georgia, Sign Language and Braille. Wall posters are available through the LEP/SI Office. See

(Notification of Free Language Services)

Notice of Free Interpretation Services wall posters are located in DHS waiting rooms, DHS offices, and intake and reception areas and on vehicles. This poster informs the public of the DHS Language Access policy to provide free interpretation services in the major languages spoken in Georgia, Sign Language and Braille.

(LEP/SI Interpreting Strategies)

- Telephone Language Assistance is provided for customers at their request by the DHS staff. The telephone number for the language line is 1-866-847-3972.
- In-Person Spoken Language assistance can be found in the DHS Master List of Vendors provided by the LEP/SI Office.
- In-Person Sign Language Assistance and Language Assistance Technology Available.

Translation of Written Materials

Based on the needs assessment of both the service area and clients, documents and forms are translated. When translators are needed, the Translation Request Form (Appendix 4)
is completed by DHS and submitted to the LEP/SI Office. The LEP/SI Office identifies qualified translation.

Guide for Providing Meaningful Language Access to LEP/SI Customers

1. Identify customers who do not speak English as their primary language and have a limited ability to read, speak, write or understand English (LEP) or are either deaf, deafened and hard-of-hearing, blind, low-vision or deaf/blind (SI).

2. If LEP customer is identified, use either bi-lingual staff, the "I SPEAK" Language Identification Card (Appendix 5) or telephone interpretation service to determine language spoken. Note that telephone interpretation services can identify the language spoken and provide interpretation for the LEP customer on the telephone via 3-way calling.

3. If SI customer communication with the deaf and hearing impaired is generally through sign language, video recording transmitter, a Tele-Typewriter (TTY) or a Telecommunications Device for the Deaf (TDD). Use of TTY/TDD services may be accessed through the Georgia Relay Service, 24 hours a day, and 7 days a week by dialing: 711 or 1-800-255-0135 (for hearing callers) or 1-800-255-0056 (for text telephones). If SI customer, communication with the visually impaired is generally through voice, Braille, large print and cassette audiotapes.

4. Determine how communication with the customer will occur (i.e. bi-lingual employee interpreter, contract interpreter from the DHS List of Language Contractors maintained by the LEP/SI Office, Telephone Interpreter Service, or Other Services).

5. Secure the language assistance resource needed to communicate with the LEP/SI customer. Please inform the customer of their right to FREE interpreter services. **(DHS provides interpreter/translation services FREE to LEP/SI customers. Under NO condition will a DHS LEP/SI customer be asked to provide their own interpreter/translator. When free interpreter services are declined, a Waiver of Rights to Free Interpreter Services is provided to and signed by the customer and the interpreter providing services for the customer).** Signed waiver is placed in customer file/record and a copy is provided to the customer. DHS will provide either an on-site or telephone interpreter to observe communication when interpreter services are not provided by DHS. Documentation is placed in the customer's file regarding the appropriateness or non-appropriateness (i.e., proficiency in English, understanding of terminology, sufficient knowledge of program, confidentiality is not breached, information is not compromised) of the non-DHS provided interpreter. If there are questions or concerns about the appropriateness of an interpreter providing services for a customer, DHS shall request the assistance of a DHS provided Interpreter. The LEP/SI customer may revoke the Waiver at any time and request the services of a free Interpreter.

6. Schedule an appointment within two business days for non-emergency cases. Service to the LEP/SI customer is consistent with service delivery to English speaking customers.

7. Create customer file/record. Complete LEP/SI Intake and Tracking Form or local reporting document/system. Information from the Intake and Tracking form is used for reporting and includes type of service provided (specific SI or language for LEP),
number of times service is provided, resources provided, cost of services and if Waiver form was signed).

8. Confirm that the Policy/Notice of Non-Discrimination in Services sign is posted and that copies of the Discrimination Complaint Form are available at the front desk for the customer in the appropriate language.

9. Record all services provided on the LEP/SI Intake and Tracking Form or local reporting document/system. File the completed LEP/SI Intake and Tracking Form in customer file/record and a copy in the central LEP/SI file. (NOTE: Central LEP/SI files are maintained for tracking and reporting purposes.)

10. Complete Employee Feedback Form if the services of a Contractor were utilized and mail, FAX or e-mail to the DHS LEP/SI Office. Feedback forms are also provided to the Contractor and to randomly selected LEP/SI customers. Process invoice for payment of contractor for services upon receipt.

Additional Resources Needed to Communicate with LEP/SI Customers

Posters & Language Identification Card:

- Notice of Free Interpretation Services Poster
- "I SPEAK" Card
- Policy/Notice of Non-Discrimination in Services

Additional Resources (DHS and Partner General Use):

- Customer Intake and Tracking Form
- Customer Notices Waiver of Rights to Free Interpreter
- Services Discrimination Complaint Form
- Master List of Vendors provided by the DHS LEP/SI office

LEP Team Member Contact Information

DHS Language Access Team (LAT) Member: Vickie Young 404-463-6864

DHS Language Access Coordinator (LAC): Katherine Cadena 404-657-5244

Staff Training

All DHS staff attends a new hire orientation that outlines LEP/SI responsibilities. There is a self-paced four hour LEP/SI training program, followed by a self-paced examination on the training material that is available to all staff that is likely to have a direct contact with LEP/SI clients. This training includes all of the notices, forms and resources available for assisting LEP/SI clients. The LEP/SI program staff provides training as requested by Divisions and Offices.

Program Responsibilities

It is the responsibility of DHS to monitor for compliance of the Title VI program and to take reasonable steps to provide LEP individuals with meaningful access to its programs, activities and services.
Monitoring of Human Service Transportation Providers and Contractors

The Regional Transportation Office (RTO) staff conduct site visits to monitor DHS contractors for compliance with Title VI program. RTOs provide technical direction as needed to ensure contractors are performing in accordance with contract terms and meeting the FTA requirements. Monitoring efforts also ensure that contractors and their subcontractors are meeting service goals and objectives. During site visits, DHS verifies that Notice of Free Interpretation Services Wall Poster and the 'I Speak' flashcard poster are visibly posted in the intake offices and centers. DHS also verifies that posters are displayed on each vehicle and that Title VI program information is available to consumers while on the vehicle. The RTO also conducts interviews with employees of Human Service Providers and Transportation Providers. Written reports are an integral part of the monitoring process; site visit summary reports are created after each site visit, and the final reports are kept on file at the RTO. Each individual operating agency will submit monthly reports which include passenger trip costs associated with the purchase of services contracts, mileage, ridership (inclusive of LEP clients), operating revenues and expenses, and days in service.

Title VI Information Dissemination

The Title VI Coordinator, with the assistance of the RTO staff, will disseminate Title VI information to sub-recipients, human service transportation providers, contractors, affected parties and the general public. Dissemination efforts may include: posters prominently and publicly displayed in DHS offices, in the offices of human services transportation providers and in the offices and vehicles of transportation providers (Appendix 6); inclusion of Title VI Assurances in state contracts; publishing a Title VI Policy Statement in a newspaper of general circulation in the state and in other community/minority publications at least once annually; and including a Title VI Policy Statement in announcements of hearings and meetings. The Title VI information shall also be disseminated to human transportation providers and contractors annually via their contract. Contractors and sub-recipients have the option of having their own plan or they can adopt the DHS plan via signature on The Acknowledgement of Receipt of Title VI Plan (Appendix 7).

Title VI Coordinator Contact Information:
Sabrina Effron
Georgia Department of Human Services
Office of Facilities and Support Services
Title VI Coordinator
2 Peachtree Street, Suite 28-266
Atlanta, Georgia 30303
Phone: 404-463-6864
Email: Sabrina.effron@dhs.ga.gov
Title VI Complaint Procedures

How to file a Title VI Complaint:
The complainant may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

- Your name, mailing address, and how to contact you (i.e., telephone number, email address, etc.).
- How, when, where and why you believe you were discriminated against; include the location, names and contact information of any witnesses.
- Other information that you deem significant.

The Title VI Sample Complaint Form (Appendix 8) may be used to submit the complaint information. Or, the complainant may also file a signed, written complaint up to 180 days from the date of the alleged discrimination. The complaint should include the following information:

- The name, mailing address, and contact information (i.e., telephone number, email address, etc.).
- How, when, where and why there is belief of discrimination; include the location, names and contact information of any witnesses.

Other information that is deemed significant. The complaint may be filed in writing with DHS at the following address:

Sabrina Effron  
Georgia Department of Human Services  
Office of Facilities and Support Services  
Title VI Coordinator  
2 Peachtree Street, Suite 28-266  
Atlanta, Georgia 30303

NOTE: DHS encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of discrimination.

What happens to the complaint after it is submitted?
All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by DHS will be directly addressed by DHS. DHS shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, DHS shall make every effort to address all complaints in an expeditious and thorough manner. A Letter Acknowledging Receipt of Complaint will be mailed within ten days. See sample letter (Appendix 9). Please note that in responding to any requests for additional information, a complainant's failure to provide the
requested information may result in the administrative closure of the complaint.

**How will the complainant be notified of the outcome of the complaint?**

DHS will send a final written response letter to the complainant. If the complaint is found substantiated, DHS will send a letter notifying the complainant of the findings. See sample letter (Appendix 10). DHS will also send a letter notifying complainant if the complaint is not substantiated. See sample letter (Appendix 11). The complainant is also advised of his or her right to:

1) Appeal within seven calendar days of receipt of the final written decision from DHS, and/or

2) File a complaint externally with the U.S. Department of Transportation and/or the FTA. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner. Once sufficient information for investigating the complaint is received by DHS, a written response will be drafted subject to review by the DHS Office of General Counsel (OGC). If appropriate, OGC may administratively close the complaint. In this case, DHS will notify the complainant of the action as soon as possible. In addition to the complaint process described above, a complainant may file a Title VI complaint with the following office:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

**Record Keeping:**
The Title VI Coordinator will maintain permanent records, which include but are not limited to, signed acknowledgements of receipt from the human service transportation providers and contractors, indicating the receipt of the of DHS Title VI Plan, copies of Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI investigations.

**Feedback/Evaluation:**
An Employee Feedback Form for Interpreter Services is completed and submitted to the LEP/SI Office when services are provided. Methods used are annual assessments of service delivery, including telephone surveys and responding to customer complaints.
DHS LEP/SI Questions:
Georgia Department of Human Services

2 Peachtree Street, N. W. Suite 29-103
Atlanta, GA 30303-3142
Telephone: 404-657-5244
E-Mail: lepsi@DHS.ga.gov

OFSS Director: ____________________________ Date: __________________
France Richards

Equal Employment Opportunity (EEO)
DHS is an equal opportunity employer, and does not discriminate on the basis of age, gender, color, disability, national origin, sexual orientation or political affiliation, race or religion. This is detailed in DHS Personnel Policy #101 (Appendix 13). The policy can also be accessed via this link:

http://odis.dhs.state.ga.us/ViewDocument.aspx?docId=3004303&verId=1
Eligibility Criteria

Eligibility criteria and essential trip priorities are given below for each DHS Division and for other Departments or programs served by Coordinated Transportation.

Rider Eligibility

**Division of Aging Services (DAS)**

The staff at HSPs (e.g., Senior Centers) use standard assessment instruments to determine eligibility. Individuals age 60+ are eligible. Priority is given to those with the greatest social and economic need, with emphasis on persons who fall into the categories of low-income, minority, limited English speaking, rural and/or functionally impaired.

Essential trips for DAS are listed below, in order of priority:

- Trips to and from Senior Centers,
- Trips to and from medical appointments (including dialysis, chemotherapy, etc.),
- Trips to and from preventative health screenings and appointments (including dental, vision, hearing, etc.),
- Trips for shopping (groceries, medications, etc.),
- Trips to and from work/employment,
- Field Trips,
- Trips that support application and management of public benefits,
- Trips to pay bills, conduct banking, etc.,
- Trips that support civic engagement and continued involvement in the community (including cultural activities),
- Trips that support evidence-based programs offered through DAS and health/wellness activities offered in the community,
- Trips that facilitate attendance at support group meetings for both caregiver services and kinship care services.

It is the responsibility of each Area Agency on Aging (AAA) to identify and, if necessary, prioritize in its Area Plan documents the types of trips to be funded during each program year.

**Division of Family and Children Services (DFCS)**

Transportation assistance by DFCS requires prior-approval by a DFCS case manager.
Essential Trips for the DFCS are listed below, in order of priority:

- Trips in support of TANF and SNAP Works Program recipients (employment, job training, job search, etc.),
- Trips to and from technical schools and adult education,
- Trips to and from work experience sites for food stamp recipients,
- Trips to and from medical appointments,
- Trips to and from mental health centers,
- Transitional support service trips,
- Other non-TANF trips,
- Trips to and from substance abuse treatment,
- Trips for Social Service consumers.

**Department of Behavioral Health and Disabilities (DBHDD)**

Eligible consumers within DBHDD are those consumers who meet the consumer eligibility requirements for disability services of the Division and have no other reasonable and affordable means of getting to or from these vital DBHDD services. Vital services are those services that are outlined on the consumer’s Individual Service Plan (ISP) and approved by a physician. The aforementioned notation would only apply to individuals with IDD (Intellectual and Development Disabilities). Individuals with Behavioral Health (BH) diagnoses have the goals in an approved treatment plan that would correspond to the need for trips but the goals wouldn't necessarily be approved by a physician. Vital services are varied and wide-ranging depending upon the severity of the consumer's disability and the need for intervention.

Essential Trips for DBHDD are listed below, in order of priority:

- Trips to and from employment locations,
- Trips to and from mental health appointments,
- Trips to and from community training and integration activities,
- Trips to and from medical appointments,
- Trips for social services.

**Georgia Vocational Rehabilitation Agency (GVRA)**

Eligible consumers within GVRA require a vocational counselor to determine eligibility for transportation services.

Essential Trips for GVRA are listed below, in order of priority.

- Trips to and from school,
- Trips to and from employment,
- Trips for job search and job placement,
• Trips to and from job training,
• Trips to and from workshops and assessment sites.

Other Programs

Essential Trips for Other Programs are listed below in order of priority.

a. Eligible trips for consumers served by the DHS Division of Child Support Services,
b. Eligible trips related to approved Job Access Reverse Commute (5316) projects,
c. Eligible trips relate to approved New Freedom (5317) projects,
d. Other eligible trips.

Long Distance Trip Constraints

It is DHS' intent to transport consumers to the nearest access point of needed services. Though consumers have a right to choose their point of access, it may not be feasible to transport them long distances if equal services can be accessed at a closer destination point. Long distance trips can be stressful to passengers and financially inefficient. Requests for long distance transports when comparable services are available within shorter distances will be considered on a case-by-case basis. Human Service Providers must consider the impact of long distance transports when planning changes in services and or programs that will affect transport distances.
# APPENDIX 2

Georgia Department of Human Services LEP/SI Usage*

<table>
<thead>
<tr>
<th>County</th>
<th>FTF H</th>
<th>OTP H</th>
<th>FTF $</th>
<th>OTP $</th>
<th>Total H</th>
</tr>
</thead>
<tbody>
<tr>
<td>DeKalb</td>
<td>11,512</td>
<td>2,450</td>
<td>661,500</td>
<td>129,760</td>
<td>13,962</td>
</tr>
<tr>
<td>Gwinnett</td>
<td>7,212</td>
<td>1,523</td>
<td>308,403</td>
<td>79,701</td>
<td>8,735</td>
</tr>
<tr>
<td>Cobb</td>
<td>10,198</td>
<td>1,000</td>
<td>441,983</td>
<td>51,880</td>
<td>11,198</td>
</tr>
<tr>
<td>Fulton</td>
<td>4,915</td>
<td>1,060</td>
<td>225,122</td>
<td>55,030</td>
<td>5,975</td>
</tr>
<tr>
<td>Clayton</td>
<td>1,955</td>
<td>390</td>
<td>88,207</td>
<td>20,284</td>
<td>2,345</td>
</tr>
<tr>
<td>*Call Center</td>
<td>0</td>
<td>6,227</td>
<td>0</td>
<td>320,209</td>
<td>6,227</td>
</tr>
<tr>
<td>Totals</td>
<td>35,792</td>
<td>12,650</td>
<td>1,725,215</td>
<td>656,864</td>
<td>48,442</td>
</tr>
</tbody>
</table>

*Services provided by DHS LEP/SI.
# Notice of Free Interpretation Services Poster

**NOTICE OF FREE INTERPRETATION SERVICES**


<table>
<thead>
<tr>
<th>Language</th>
<th>Services Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>Free Interpretation Services are available. Please ask at the front desk for assistance.</td>
</tr>
<tr>
<td>Arabic</td>
<td>الأرضمادم الترجمة الفورية متاحة، ويرجى التوجه إلى مكتب الاستقبال للمعونة في حالة الحاجة</td>
</tr>
<tr>
<td>Amharic</td>
<td>አርትĲቁጠን ተጋጠኝ የሚስልክ በጋወች ክፋል እና የካፋ በክፋል ያለበት ይብ።</td>
</tr>
<tr>
<td>Chinese</td>
<td>我们提供免费的口译服务。请咨询前台。</td>
</tr>
<tr>
<td>French</td>
<td>Nous offrons des services gratuits en interprétation. Pour obtenir de l’aide, veuillez vous rendre à la réception.</td>
</tr>
<tr>
<td>German</td>
<td>Kostenerfreier Dolmetschenservice verfügbar. Informationen erhalte Sie am Counter.</td>
</tr>
<tr>
<td>Gujarati</td>
<td>માનવ સમાનતા ની સેવા માટે સમર્થ નથી. માનવ સમાનતા માટે સમર્થ નથી. સ્વાધીનતા-સેવા માટે સમર્થ નથી.</td>
</tr>
<tr>
<td>Hindi</td>
<td>ज्ञानात्मक सहयोग को सेवा करने के लिए है। सहयोग की देखभाल का विवरण द्वारा प्राप्त करें।</td>
</tr>
<tr>
<td>Japanese</td>
<td>無料通訳サービスのご利用が可能です。ご利用の際は、受付までどうぞ。</td>
</tr>
<tr>
<td>Korean</td>
<td>무료 통역 서비스가 제공됩니다. 안내 도어에 문의하십시오.</td>
</tr>
<tr>
<td>Russian</td>
<td>Бесплатные услуги переводчика доступны. Пожалуйста, обращайтесь к персоналу.</td>
</tr>
<tr>
<td>Spanish</td>
<td>Hay servicios gratuitos de interpretación disponibles. Por favor solicite ayuda a la recepcionista.</td>
</tr>
<tr>
<td>Somali</td>
<td>waxayaa Heer Kartaa Turjumaan laacag ta'aan ah. Fadlan teyg maalaa hore ee jirin Soomaaliyo</td>
</tr>
<tr>
<td>Swahili</td>
<td>Huzuma ya mfasiwa wa kure inapatikana hapa. Taafadhili eepudi kuwa dakika ya mbete ili upata usaidizi.</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>Dịch vụ thông dịch viên miễn phí. Để được hỗ trợ, vui lòng liên hệ bàn tiếp tân.</td>
</tr>
</tbody>
</table>
# Georgia Department of Human Services

## LEP/SI Translation Request Form

<table>
<thead>
<tr>
<th>Date submitted to LEP/SI Office:</th>
<th>Job Title/Form Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Desired delivery Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Person:</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Address:</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Division/Office</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

## Format

<table>
<thead>
<tr>
<th>Original Language:</th>
<th>What service(s) are you requesting?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Check all that Apply:</td>
</tr>
<tr>
<td></td>
<td>□ Translating</td>
</tr>
<tr>
<td></td>
<td>□ Proofreading</td>
</tr>
<tr>
<td></td>
<td>□ Formatting</td>
</tr>
<tr>
<td>□ Spanish</td>
<td>□ Desktop Publishing</td>
</tr>
<tr>
<td>□ Vietnamese</td>
<td>□ Other:</td>
</tr>
<tr>
<td>□ Russian</td>
<td></td>
</tr>
<tr>
<td>□ Korean</td>
<td></td>
</tr>
<tr>
<td>□ Chinese</td>
<td></td>
</tr>
<tr>
<td>□ Other:</td>
<td></td>
</tr>
</tbody>
</table>

To be completed by LEP/SI Office:

Completed date:

**NOTE:** It is the responsibility of the Division/Office staff to secure the necessary approvals before submission to the LEP/SI Program Office for translation. Approvals may be required from within the Division/Office, Office of Communications and or from the Legal Office.

Released 8/25/06

Rev. 3/2007
Georgia Department of Human Services  
LEP/SI Program  
Translation Request Form (TRF)  

Instructions  

1. Write the date the request is submitted to the DHS LEP/SI Office.  

2. Include contact information (including telephone and FAX numbers, mailing and e-mail addresses, Division/Office) for person submitting the request.  

3. On the right side, enter the complete name of the document and the date the completed translation is desired (allow time to secure the necessary approvals and Purchase Order).  

4. In the format section, indicate the language(s) for the translation and the services desired (translation, proofreading, formatting, desktop publishing, etc.). Check all that apply. Include other services desired that are not listed.  

5. Submit the completed form to the LEP/SI Office via e-mail with a copy of the document to be translated also known as the source document.  

6. Upon receipt of the request by the LEP/SI Office, the document will be sent to at least three approved translation vendors for quotes. The contact information for the vendor with the lowest quote will be forwarded to the Division/Office to obtain a Purchase Order (PO). Each requesting Division or Office is responsible for covering the cost associated with translating documents.  

7. Upon confirmation of a PO, the LEP/SI staff will authorize the translation to be completed.  

8. The completed translation is sent from the vendor to the LEP/SI staff who will forward to the appropriate Division/Office for review.  

9. Upon the satisfactory completion of the translation in the appropriate format, the LEP/SI staff will authorize the final approval of the document from the vendor.  

10. Each Division/Office is required to maintain a list of all translated documents including the date translated and the vendor proving the translation services. The LEP/SI Program Office also maintains a listing of translated documents.  

NOTE: It is the responsibility of the Division/Office staff to secure the necessary approvals before submission to the LEP/SI Program Office for translation. Approvals may be required from within the Division/Office, Office of Communications and or from the Legal Office.
"I SPEAK" FLASHCARD

1. Arabic

2. Armenian

3. Bengali

4. Cambodian

5. Chamorro

6. Traditional Chinese

7. Traditional Chinese

8. Croatian

9. Czech

10. Dutch

11. English

12. Farsi

Mark this box if you read or speak ________
<table>
<thead>
<tr>
<th>Number</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>13</td>
<td>French</td>
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<td>German</td>
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<tr>
<td>15</td>
<td>Greek</td>
</tr>
<tr>
<td>16</td>
<td>Haitian Creole</td>
</tr>
<tr>
<td>17</td>
<td>Hindi</td>
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<tr>
<td>18</td>
<td>Hmong</td>
</tr>
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<td>19</td>
<td>Hungarian</td>
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<tr>
<td>21</td>
<td>Italian</td>
</tr>
<tr>
<td>22</td>
<td>Japanese</td>
</tr>
<tr>
<td>23</td>
<td>Korean</td>
</tr>
<tr>
<td>24</td>
<td>Laotian</td>
</tr>
<tr>
<td>25</td>
<td>Polish</td>
</tr>
</tbody>
</table>

Mark this box if you read or speak ________
<table>
<thead>
<tr>
<th>Number</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>26</td>
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<tr>
<td>27</td>
<td>Romanian</td>
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<tr>
<td>28</td>
<td>Russian</td>
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<td>29</td>
<td>Serbian</td>
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<tr>
<td>30</td>
<td>Slovak</td>
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<td>31</td>
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<td>Tagalog</td>
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<td>Tongan</td>
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<td>36</td>
<td>Urdu</td>
</tr>
<tr>
<td>37</td>
<td>Vietnamese</td>
</tr>
<tr>
<td>38</td>
<td>Yiddish</td>
</tr>
</tbody>
</table>

Mark this box if you read or speak _______
APPENDIX 6

Posters to be Displayed in Vehicles and Facilities

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

The Georgia Department of Human Services Office of Facilities and Support Transportation Services Section (DHS) and all of its partners, vendors and sub-recipients are committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B. If you feel you are being denied participation in or being denied benefits of the transit services provided by DHS, or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, you may contact our office:

2 Peachtree Street, 28-266
Atlanta, Georgia 30303
APPENDIX 7

Sample Memo for the adoption of the DHS Title VI Plan

To Whom It May Concern:

In Lieu of developing a separate Title VI Plan, Xyz Contractor, Inc. agrees to adopt and comply with the Georgia Department of Human Services, Transportation Services Section’s Title VI Plan, updated _____ of 20____. The adopted Title VI Plan is attached for reference.

Sincerely,

__________________________
(Signature)

__________________________
(Title)

__________________________
(Date)
TITLE VI COMPLAINT FORM

Title VI of the 1964 Civil Rights Act requires that "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." If you feel you have been discriminated against in transit services, please provide the following information in order to assist us in processing your complaint and sent it to:

Sabrina Effron
Georgia Department of Human Services
Office of Facilities and Support Services
Title VI Coordinator
2 Peachtree Street, Suite 28-266
Atlanta, Georgia 30303

Please print clearly:

Name: ____________________________

Address: ____________________________

City, State, Zip Code: ____________________________

Telephone Number: ____________________________ (home) ____________________________ (cell)

Person discriminated against: ____________________________

Address of person discriminated against: ____________________________

City, State, Zip Code: ____________________________

Please indicate why you believe the discrimination occurred:

_____ Race or color
_____ National origin
_____ Income
_____ Other

What was the date of the alleged discrimination? ____________________________

Where did the alleged discrimination take place? ____________________________

Please describe the circumstances:

__________________________________________

__________________________________________

__________________________________________

__________________________________________
Please list any and all witnesses' names and phone numbers:


What type of corrective action would you like to see taken?


Please attach any documents you have which support the allegation. Then date and sign this form and send to the Title VI Coordinator:

Sabrina Effron  
Georgia Department of Human Services  
Office of Facilities and Support Services  
Title VI Coordinator  
2 Peachtree Street, Suite 28-266  
Atlanta, Georgia 30303

Your signature

Print your name

Date
APPENDIX 9

Letter Acknowledging Receipt of Complaint (Sample Template)

Date

Ms. ___________
456 Main Street
Atlanta, GA 303__ __

Dear Ms. ___________

This letter is to acknowledge receipt of your complaint against the Georgia Department of Human Services Office of Facilities and Support Services Transportation Services Section alleging ____________________________

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact me by telephone 404-463-6884, or write to me at 2 Peachtree Street, 28-266 Atlanta, GA 30303.

Sincerely,

Sabrina Effron
Title VI Coordinator
Office of Facilities and Support Services
Sample Letter Notifying Complainant that the Complaint Is Substantiated

Date

Ms. __________
456 Main Street
Atlanta, GA 303__ __

Dear Ms. Doe:

The matter referenced in your letter of __________ (date) against the Georgia Department of Human Services Office of Facilities and Support Transportation Services Section (DHS) Title VI violation has been investigated.

(An/Several) apparent violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of the program. (If a hearing is requested, the following sentence may be appropriate.) You may be hearing from this office, or from federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

Sabrina Effron
Title VI Coordinator
Office of Facilities and Support Services
APPENDIX 11

Sample Letter Notifying Complainant that the Complaint Is Not Substantiated

Date

Ms. __________
456 Main Street
Atlanta, GA 303__ __

Dear Ms. __________:

The matter referenced in your complaint of ____________ (date) against the Georgia Department of Human Services Offices of Facilities and Support Services (DHS) alleging ______________ has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964 had in fact been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance.

GADHS/OFSS/TSS has analyzed the materials and facts pertaining to your case for evidence of the city’s failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files.

You have the right to 1) appeal within seven calendar days of receipt of this final written decision from DHS, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration at

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

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to call me.

Sincerely,

Sabrina Effron
Title VI Coordinator
Office of Facilities and Support Services
DEFINITIONS

ADA – The Americans with Disabilities Act of 1990, prohibits discrimination on the basis of disability; in employment (Title I), by state and local government entities (Title II); and by places of public accommodation (Title III).

Assistive technology and adaptive equipment for the sensory impaired may include speech to Braille computers, Braille Embossers and text to Braille converter, speech readers, alternative keyboards, TTY/TDD relay lines, etc.

Braille - A system of touch reading for the blind, which employs embossed dots evenly arranged in quadrangular letter spaces or cells. In each cell, it is possible to place six dots, three high and two wide.

Covered Entities - Institutions, programs, and service providers receiving funds from the U.S. Department of Health and Human Services (i.e. state and local human service agencies)

Customers - Refers to individuals, families, clients, consumers, constituents and all persons seeking or receiving assistance or services from DHS.

Interpreter - A highly trained individual who mediates spoken or signed communication between people speaking different languages without adding, omitting, or distorting meaning or editorializing. “The object of the professional interpreter is for the complete transfer of thought behind the utterance in one language into an utterance in a second language” (California Health Interpreters Association – CHIA, 2003). An interpreter often is seen as an instrument to bridge the linguistic and cultural gap between service providers and clients and to make their motives transparent to each other. Interpretation is the act, process or result of interpreting. Interpreting is the process of understanding and analyzing a spoken or signed message and re-expressing that message faithfully, accurately and objectively in another language taking the social and cultural context into account” (CHIA, 2003).

Language – Refers to the method by which an individual communicates with another and includes languages other than English and generally accepted means of communication used by customers with sensory impairments.

Limited English Proficient (LEP) - Refers to persons who do not speak English as their primary language and have a limited ability to read, speak, write or understand English.

Meaningful Access – Meaningful access to programs and services is the standard of access required of federally funded entities to comply with Title VI’s language access requirements. To ensure meaningful language access for people with limited English proficiency and sensory impaired, service providers make available to applicants and recipients free language assistance that result in accurate and effective communication.

Reasonable Steps - The level of resources and the costs may have an impact on the nature of the language assistance provided. Smaller recipients with more limited budgets are not expected to provide the same level of language services as larger recipients with larger budgets. In addition, "reasonable costs" may become "unreasonable" where the costs substantially exceed the benefits.

Section 504 – Section 504 of the Rehabilitation Act of 1973 – Prohibits discrimination on the basis of disability by recipients of Federal financial assistance.

1

Rev. 9/2013
Sensory Impaired (SI) – Refers to persons who are either deaf, deafened or hearing impaired, blind, visually impaired or deafblind.

TDD - Telecommunications Device for the Deaf – Device which allows conversation to take place over the telephone by sending typed messages through phone lines to the TDD screen.

Title VI – Title VI of the Civil Rights Act of 1964 – Prohibits discrimination on the basis of race, color, national origin by recipients of Federal financial assistance.

TTY - Teletypewriter, a precursor to the TDD is a Mechanical Teletypewriter for the Deaf.

Translator - A highly trained individual who is able to express, in writing, another language, while systematically retaining the original sense of the document. Translation - is the conversion of a written text into a corresponding written text in a different language (National Council on Interpreting in Health Care).

Transliterator - A person who represents letters or words in the corresponding characters of another alphabet. The term is commonly used to designate a person who transcribes written documents into Braille (American Heritage Dictionary).
Georgia Department of Human Services
Personnel Policy #101

EQUAL EMPLOYMENT OPPORTUNITY AND UNLAWFUL DISCRIMINATION

EFFECTIVE DATE: May 7, 2013
PUBLISHED: September 1, 2003
REVISED: October 1, 2016

REFERENCES:
Title VII of the Civil Rights Act of 1964, 42 USC 2000e, as amended by the Civil Rights Act of 1991
Section 504 of the Vocational Rehabilitation Act of 1973: 29 USC 206(D)
The Americans with Disabilities Act of 1990, Title I
Age Discrimination in Employment Act of 1967: 29 USC 621
Fair Employment Practices Act, Chapter 45-19, as amended
DHS Unlawful Discrimination Complaint Procedure

The Department of Human Services (DHS) is an equal opportunity employer, and does not discriminate on the basis of age, gender, color, disability, national origin, sexual orientation or political affiliation, race or religion. Division/Office Directors and designees are responsible for ensuring compliance with this policy.

The Office of Human Resources (OHR) manages all employment-related unlawful discrimination issues involving applicants and DHS employees. OHR will provide direction, coordination, and technical assistance to DHS managers in equal opportunity diversity training, monitoring, corrective action, and unlawful discrimination management activities.

OHR will disseminate to all DHS organizations, by way of memorandum, policy and other relevant information for the purpose of informing and furthering the department’s diversity interests and expectations.

(SECTION A)
EXTERNAL COMPLAINTS
1. OHR will manage all official charges of unlawful discrimination filed with enforcement agencies outside of DHS, attend fact finding conferences, and communicate with the various enforcement agencies and DHS managers.

2. In consultation with appropriate DHS managers, OHR will make all unlawful discrimination settlement determinations and monitor the implementation of settlement terms.

3. OHR will coordinate all Special Master Hearings and litigation involving unlawful discrimination claims.

(SECTION B)
INTERNAL COMPLAINTS
Employees may file internal complaints alleging unlawful discrimination through the DHS Unlawful Discrimination Complaint Procedure. (See DHS Human Services/Personnel Policy #1503). Complaints through this internal procedure will be managed by OHR.

For additional information or assistance, please contact your local Human Resource Office, or email DHS-Policies@dhs.ga.gov.