



**Georgia Department of Human Services**

Aging Services | Child Support Services | Family & Children Services

January 29, 2025

Eboni Younger-Riehl- Civil Rights Officer, FTA Region IV  
Federal Transit Administration U.S. Department of Transportation  
230 Peachtree Street, Suite 1400, Atlanta, GA 30303  
Phone: (404) 865-5600

RE: Georgia Department of Human Services, Office of Facilities and Support Services,  
Transportation Services Section Title VI Plan

Dear Ms. Younger-Riehl,

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). The Plan 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's 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 policy and procedures.

Should you wish to speak further about the DHS Title VI Plan, please contact me directly at 706-836-3396, [perry.mcmillon@dhs.ga.gov](mailto:perry.mcmillon@dhs.ga.gov) or Cheryl Herrington at (678) 221-7812, [cheryl.herrington@dhs.ga.gov](mailto:cheryl.herrington@dhs.ga.gov).

Sincerely,

Perry McMillon, PHD



# **Georgia Department of Human Services**

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

Updated January 2025

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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.

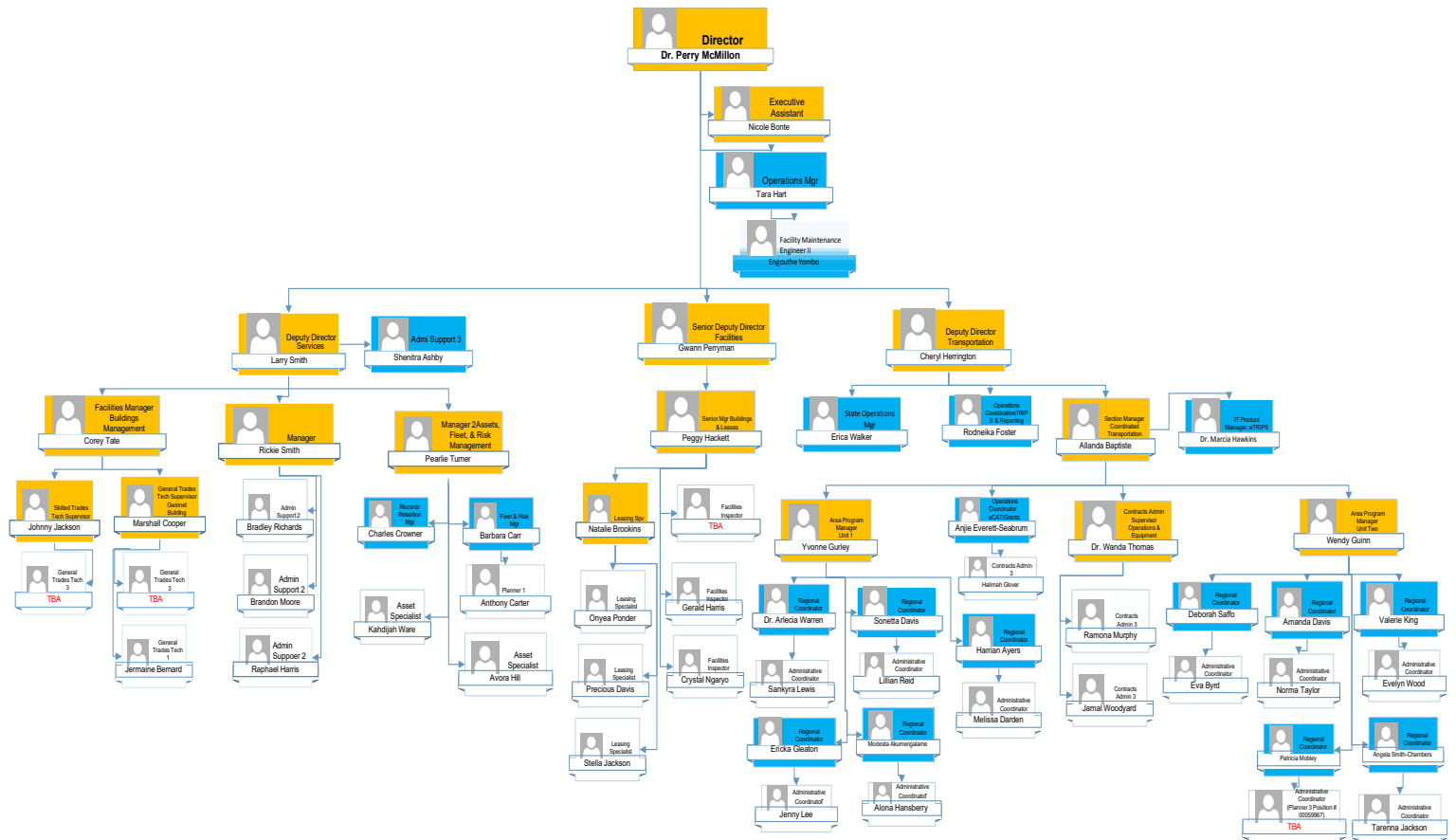
## ***Vision***

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 administered by DHS.
- Develop our employees at all levels of the agency.

# Department of Human Services- Office of Facilities and Supports Organizational Chart



### ***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-recipients. For a comprehensive listing of services by Division and Office, please refer to the DHS website: <https://dhs.georgia.gov/>

### ***Language Access***

This plan applies to DHS programs, services and activities provided by the Department, its Divisions and Offices, and sub-recipients. For a comprehensive listing of services by Division and Office, please refer to the DHS website: <https://dhs.georgia.gov/>.

### ***Limited English Proficient – Sensory Impaired Guidance***

The Georgia Department of Administrative Services negotiates contracts for interpreter/translation services. 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. The public notice for accessing language services can be found on DHS’ website: <https://dhs.georgia.gov/organization/about/language-access>.

### ***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 can 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.

#### ***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 Office of Facilities and Support Services is:

- Toll-Free Number: **800-444-6627**
- PIN: **2713-7874**

In-Person Spoken Language assistance can be found in the DHS Master List of Vendors provided by the LEP/SI Office.

***Translation of Written Materials***

Based on the needs assessment of both the service area and clients, documents and forms are translated. When written translation (and sign language interpretation) is needed, the below vendors are used:

<b>Service Type</b>	<b>Regions 1, 2, 4, and 5 (every other county in Georgia not named in Region 3)</b>	<b>Region 3 - Metro Atlanta, which includes Cherokee, Clayton, Cobb, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Henry and Rockdale</b>
In-Person Sign Language Interpretation	All World Language Consultants (ALC) 301.881.8884	All World Language Consultants (ALC) 301.881.8884
Written Translation	Ad Astra 301-408-4242, option 4	Ad Astra 301-408-4242, option 4

***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 4**) 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).

The Georgia Relay Service can be reached 24 hours a day, seven days a week by dialing:

- 711
  - 1-800-255-0135 (for hearing callers)
4. 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.

5. 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.
6. 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).
7. 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.
8. 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.)
9. 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 Flyers/Postings
- ◆ "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: Erica Walker 404-387-4358

DHS Language Access Coordinator (LAC): Eugene Rhee 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 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 Office's Policy & Compliance Manager will conduct site visits to monitor DHS contractors for compliance with Title VI program. The Policy & Compliance Manager will 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 5**); inclusion of Title VI Assurances in state contracts; publishing a Title VI Policy Statement on the agency's website, 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 and at least annually in regional meetings. 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 6**).

***Title VI Coordinator Contact Information:***

Erica Walker  
Georgia Department of Human Services  
Office of Facilities and Support Services  
Transportation Services Section  
47 Trinity Ave. SW FL. 28  
Atlanta, Georgia 30334  
Phone: 404-387-4358  
Email: [erica.walker4@dhs.ga.gov](mailto:erica.walker4@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 7**) 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:

Erica Walker  
Georgia Department of Human Services  
Office of Facilities and Support Services  
Transportation Services Section  
47 Trinity Ave. SW FL. 28  
Atlanta, Georgia 330334

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. If information is needed in another language, then contact (912) 222-0844.

***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 8**). 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 9**). DHS will also send a letter notifying complainant if the complaint is not substantiated. See sample letter (**Appendix 10**). 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, 5<sup>th</sup> 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

47 Trinity Ave. SW FL.28

Atlanta, GA 30303-3142

Telephone: 404-657-5244

E-Mail: [lepsi@DHS.ga.gov](mailto:lepsi@DHS.ga.gov)

OFSS Director: \_\_\_\_\_ Date: \_\_\_\_\_  
Perry McMillon

***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 11**). The policy can also be accessed via this link:

<https://odis.dhs.ga.gov/General/Home/DownloadDoc/40054288>

## APPENDIX 1

Rider eligibility and trip type criteria are provided below for each DHS Division or Office and for other Departments/Agencies or programs served by Coordinated Transportation.

### Rider Eligibility

a) Division of Aging Services (DAS)

DAS HSP staff (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.

For the most up-to-date information regarding eligibility, refer to the DAS manual (MAN5300) on the state's Online Directive Information System (ODIS) at <http://odis.dhs.ga.gov>. On the ODIS homepage, you can navigate to the manual by going to the *Manuals* tab, then select *Division of Aging Services*, and finally click on *Home and Community Based Services*. The information is in Chapter 218 – Transportation Requirements.

b) Division of Family and Children Services (DFCS)

Eligible DFCS consumers for Temporary Assistance to Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP) are eligible for transportation assistance to support their participation in job search activities, work activities, or to meet personal responsibilities. DFCS case management staff may authorize transportation for additional child welfare trips and other trips for non-TANF trip purposes. If you are uncertain about the availability of funding for non-TANF transportation needs, contact the RTO to inquire. Transportation assistance for DFCS consumers requires prior approval by a DFCS case manager.

c) 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 Department and have no other reasonable and affordable means of accessing vital DBHDD services. Vital services are those services that are outlined on the consumer's Individual Service Plan (ISP) and as needed, approved by a physician, which applies to individuals with IDD (Intellectual and Developmental Disabilities). Vital services are varied and wide-ranging depending upon the severity of the consumer's disability and the need for intervention.

d) Georgia Vocational Rehabilitation Agency (GVRA)

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

e) Other Public Participation

Additional public participation options are based on approved projects or partner funding, such as New Freedom Funds received from the Georgia Department of Transportation.

### Priority Listing

#### a) Division of Aging Services (DAS)

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.

For the most up-to-date information regarding eligibility, refer to the DAS manual (MAN5300) on the state's Online Directive Information System (ODIS) at <http://odis.dhs.ga.gov>. On the ODIS homepage, you can navigate to the manual by going to the *Manuals* tab, then select *Division of Aging Services*, and finally click on *Home and Community Based Services*. The information is in Chapter 218 – Transportation Requirements.

#### b) Division of Family and Children Services (DFCS)

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,
- Trips for children in foster care and under child protective services.

#### c) Department of Behavioral Health and Disabilities (DBHDD)

Essential Trips for DBHDD are listed below:

- 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.

d) Georgia Vocational Rehabilitation Agency (GVRA)

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.





Georgia Department of Human Services

## NOTICE OF FREE INTERPRETATION SERVICES

Free services are required by Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d et seq.; 28 C.F.R. § 42.103, et seq., Title II of the Americans with Disabilities Act of 1990, as amended, 42 U.S.C. § 12132, et seq.; 28 C.F.R. § 35.101, et seq., and Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. § 794, et seq.; 45 C.F.R. § 84.41, et seq.

[illegible]

## APPENDIX 4

## “I Speak” Flash Cards














### "I SPEAK" FLASHCARD

[illegible]

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<input type="checkbox"/>	Ελληνισμός ονομάζεται ο λαός της Ελλάδας.	15. Greek
<input type="checkbox"/>	Μιλώ ελληνικά γιατί είμαι Έλληνας.	16. Hellenic Creole
<input type="checkbox"/>	आपका नाम क्या है? मेरा नाम भी क्या है।	17. Hindi
<input type="checkbox"/>	Kan Chinese kan Chinese kan Chinese kan Chinese.	18. Hmong
<input type="checkbox"/>	Magyarok vagyunk és magyarul beszélünk.	19. Hungarian
<input type="checkbox"/>	Ungarok vagyunk és magyarul beszélünk.	20. Ilocano
<input type="checkbox"/>	Ungari nyelvünk van és magyarul beszélünk.	21. Italian
<input type="checkbox"/>	日本語を話します。 日本語を話せる人に話しかけてください。	22. Japanese
<input type="checkbox"/>	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
<input type="checkbox"/>	Ungar nyelvünk van és magyarul beszélünk.	24. Ladinian
<input type="checkbox"/>	Magyar nyelvünk van és magyarul beszélünk.	25. Polish



	28. Sweden
	29. San Marino
	30. Slovakia
	31. Spain
	32. Thailand
	33. Tonga
	34. Ukraine
	35. Vietnam
	36. Uzbekistan
	37. Venezuela
	38. Viet Nam

**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 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 based on 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:**

Erica Walker- State Operations Grant and Title VI Manager  
Georgia Department of Human Services  
Office of Facilities and Support Services  
Transportation Services Section  
47 Trinity Ave. SW  
FL. 28  
Atlanta, Georgia 30334  
Phone: 404-387-4358  
Email: [erica.walker4@dhs.ga.gov](mailto:erica.walker4@dhs.ga.gov)

**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 send it to:

Erica Walker- State Operations Grant and Title VI Manager  
Georgia Department of Human Services  
Office of Facilities and Support Services  
Transportation Services Section  
47 Trinity Ave. SW  
FL. 28  
Atlanta, Georgia 30334  
Phone: 404-387-4358  
Email: [erica.walker4@dhs.ga.gov](mailto:erica.walker4@dhs.ga.gov)

If information is needed in another language, please contact Erica Walker.

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 related to discriminatory action(s):

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Please list any witnesses' names and phone numbers:

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What is the expected outcome or corrective action that you will deem satisfactory?

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Please attach any documents that will support the allegation. Date, sign, and send to the Title VI Coordinator:

Erica Walker  
Georgia Department of Human Services  
Office of Facilities and Support Services  
Transportation Services Section  
47 Trinity Ave. SW  
FL. 28  
Atlanta, Georgia 30334  
Phone: 404-387-4358  
Email: [erica.walker4@dhs.ga.gov](mailto:erica.walker4@dhs.ga.gov)

\_\_\_\_\_  
Your signature

\_\_\_\_\_  
Print your name

\_\_\_\_\_  
Date

**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 phone or written correspondence.

Sincerely,

Erica Walker- State Operations Grant and Title VI Manager  
Georgia Department of Human Services  
Office of Facilities and Support Services  
Transportation Services Section  
47 Trinity Ave. SW  
FL. 28  
Atlanta, Georgia 30334  
Phone: 404-387-4358  
Email: [erica.walker4@dhs.ga.gov](mailto:erica.walker4@dhs.ga.gov)



**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: If the agency requires additional information during the administrative hearing process, it is possible that you will be contacted directly from the DHS Title VI Coordinator or from an FTA Federal Authority.***

Sincerely,

Erica Walker,  
Title VI Coordinator  
Office of Facilities and Support Services

**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,

Erica Walker,  
Title VI Coordinator  
Office of Facilities and Support Services



**GEORGIA DEPARTMENT OF HUMAN SERVICES**

**Human Resources Policy #101**

**EQUAL EMPLOYMENT OPPORTUNITY AND UNLAWFUL DISCRIMINATION**

**Release Date:** September 1, 2003

**Revised Dated:** August 20, 2019

**References:** Title VII of the Civil Rights Act of 1964, 42 USC 2000e, as amended by the Civil Rights Act of 1991  
The Americans With Disabilities Act of 1990, as amended by the Americans With Disabilities Act of 2008  
U.S. Equal Employment Opportunity Commission 915.002  
State Personnel Board Rules - Antidiscrimination  
Statewide Sexual Harassment Prevention Policy, January 2019  
Human Resources Policy #102 - Sexual Harassment

The Department of Human Services (DHS) will comply fully with all federal and state anti-discrimination laws. DHS is committed to providing equal employment opportunity for all individuals regardless of race, color, creed, national origin, ancestry, citizenship, religion, political opinions or affiliations, age, disability, genetic information, sex, pregnancy, childbirth or related conditions, military or veteran status, or other status protected by federal or state law or regulation.

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 leadership for equal opportunity and unlawful discrimination issues.

**SECTION A: EQUAL EMPLOYMENT OPPORTUNITY**

DHS is committed to providing equal employment opportunity for all individuals regardless of race, color, creed, national origin, ancestry, citizenship, religion, political opinions or affiliations, age, disability, genetic information, sex, pregnancy, childbirth or related conditions, military or veteran status, or other status protected by federal or state law or regulation.

**SECTION B: HARASSMENT AWARENESS AND PREVENTION**

DHS prohibits and will not tolerate harassment of any kind based on race, color, creed, national origin, ancestry, citizenship, religion, political opinions or affiliations, age, disability, genetic information, military or veteran status, or status other than sex protected by federal or state law or regulation.

## EQUAL EMPLOYMENT OPPORTUNITY AND UNLAWFUL DISCRIMINATION

Note: Harassment based on sex is also strictly prohibited by the Statewide Sexual Harassment Prevention Policy and DHS Policy #102 – Sexual Harassment, which should be referenced for guidance on the reporting and handling of sexual harassment complaints and reports.

### SECTION C: RESPONSE TO COMPLAINTS

When a complaint is received, OHR will conduct a prompt, thorough, and objective investigation of the allegations. All DHS employees are expected to cooperate fully during an investigation. Investigations will be conducted as confidentially as possible, and all employees involved in the process are expected to refrain from discussing the matter outside of the investigatory process.

1. OHR will manage all official charges of unlawful discrimination filed with enforcement agencies outside of DHS. In consultation with appropriate DHS personnel, OHR will make all unlawful discrimination determinations and monitor the implementation of any outcomes.
2. DHS employees may file internal complaints alleging unlawful discrimination through the DHS Unlawful Discrimination Complaint Procedure. Complaints received through this internal procedure will be managed by OHR.
3. If a complaint is substantiated, DHS will take corrective and remedial action, up to and including termination of the employee(s) found to have engaged in such misconduct. Appropriate action will also be taken to deter any future discrimination, harassment, and/or retaliation.

For additional information or assistance, please contact your local Human Resource Office, or email [DHS-Policies@dhs.ga.gov](mailto:DHS-Policies@dhs.ga.gov).