

# VARC, Inc.

## Title VI Nondiscrimination Plan

Revised on: May 23, 2022

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Adopted by: VARC, Inc. Board of Directors

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Original Title VI Plan

Adopted on: March 17, 2014

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*This plan is hereby adopted and signed by:*

**VARC, Inc.**

Executive Name/Title: Elizabeth Filter

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Executive Signature:



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As a recipient of USDOT Federal Transit Administration (FTA) funding, per [FTA Circular 4702.1B](#) VARC, Inc., hereinafter referred to as VARC, Inc. is required to prepare a Title VI Nondiscrimination Plan including the following elements:

- Evidence of Policy Approval
- Policy Statement, Log of Policy Updates, Contact Information/Program Administration
- Notice of Nondiscrimination (**Appendix 1**)
- Complaint Procedure (**Appendix 2**)
- Complaint Form (**Appendix 3**)
- Recording and Reporting Civil Rights Investigations, Complaints and, and Lawsuits (**Appendix 4**)
- Public Involvement Plan (**Appendix 5**)
- Limited English Proficiency (LEP) Plan (**Appendix 6**)
- Demographic Representation Information (**Appendix 7**)
- Translated Vital Documents – Spanish and Hmong

## Policy Statement

VARC, Inc. is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) in any and all programs, activities or services administered by VARC, Inc. in accordance with Title VI of the Civil Rights Act of 1964<sup>1</sup> and related nondiscrimination authorities.

**VARC, Inc.** receives federal funding to provide transportation service in Juneau, Richland, Sauk, Monroe, La Crosse, and Vernon counties to purchase vehicles to provide rides to elderly and disabled individuals. Information is available at: <https://www.varcinc.com>

## Policy Updates – Activity Log

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

Date	Activity (Review/Update/Addendum/ Adoption/Distribution)	Person Responsible	Notes
May 23, 2022	Updated Title VI Plan per WisDOT requirement. Revisions included updated Complaint Form, updated LEP Plan and Minority Representation Information with current US Census data	Travis Boylen Elizabeth Filter Tia Getter-Skrede	
September 14, 2016	Update Title VI Plan - Limited English Proficiency & Accommodation Policy	Tia Getter-Skrede	
March 17, 2014	Develop Title VI Plan	Seth Young- Campbell	

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

## Contact Information/Program Administration

### Chief Executive

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

<b>Name:</b>	Elizabeth Filter
<b>Email:</b>	Emfilter@varcinc.com
<b>Phone:</b>	608-637-3934

### Civil Rights Coordinator

VARC, Inc.'s assigned Civil Rights Coordinator ensures Title VI/Nondiscrimination and LEP compliance in accordance with VARC, Inc.'s federally funded transportation activities. The Civil Rights Coordinator has other duties and responsibilities in addition to Title VI/Nondiscrimination and LEP compliance. This position has a direct reporting relationship and access to VARC, Inc.'s Chief Executive.

<b>Name:</b>	Tia Getter Skrede
<b>Email:</b>	<a href="mailto:Tgetterskrede@varcinc.com">Tgetterskrede@varcinc.com</a>
<b>Phone:</b>	608-637-3934

The Civil Rights Coordinator is responsible for initiating, monitoring, and ensuring compliance of VARC, Inc.'s nondiscrimination requirements, including the following activities:

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

## Notice of Nondiscrimination

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

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

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

**VARC, Inc.'s** *Notice of Nondiscrimination* is provided in the following locations:

- ✓ Agency website - <https://www.varcinc.com>
- ✓ Agency office – Reception Desk
- ✓ Inside transportation vans and buses.

On English versions of the *Notice of Nondiscrimination*, a sentence is included in Spanish and Hmong to contact VARC, Inc. at 608-637-3934 if additional information is needed in another language.

To view a copy of VARC, Inc.'s *Notice of Nondiscrimination*, please see **Appendix 1**. A copy of **Appendix 1** translated in Spanish and Hmong is attached to the back of this plan.

## Complaint Procedure and Complaint Form

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

Any person, group or firm that believes they've been discriminated against on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) by VARC, Inc. may file a civil rights complaint.

### Scope of Civil Rights Complaints

The scope of civil rights complaints covers all internal and external VARC, Inc. activities. Adverse impacts resulting in civil rights complaints can arise from many sources including the delivery of programs and services, or advertising, bidding, and contracts.

Complaints can originate as a result of project and program impacts on individuals or groups. Examples include social and economic impacts such as access to programs, activities and services, failure to maintain facilities and vehicles, traffic, noise, air quality, and accidents.

Complaints can also originate from individuals or firms alleging inability to bid upon or obtain a contract with VARC, Inc. for the furnishing of goods and services. Examples include advertising for bid proposals; prequalification or qualification requirements; bid awards; selection of contractors, subcontractors, material and equipment suppliers, lessors, vendors, consultants, etc.

VARC, Inc.'s complaint procedure is shown in **Appendix 2** and made available in the following locations:

- ✓ Agency website, either as a reference in the *Notice of Nondiscrimination* or in its entirety
- ✓ Available by request in print format at all VARC location.

A copy of VARC, Inc.'s *Complaint Form* is shown in **Appendix 3**. A copy of **Appendices 2** and **3** translated in Spanish and Hmong are attached to the back of this plan.

### Civil Rights Investigations

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

**Appendix 4** is VARC, Inc.'s procedure and tracking mechanism to investigate, track and resolve complaints.

Since the last update of this Title VI Nondiscrimination Plan, there has been no transportation related civil rights investigations, complaints, or lawsuits filed with VARC, Inc.

## **Public Involvement Plan**

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

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

A copy of VARC, Inc.'s *Public Involvement Plan* is shown in **Appendix 5**.

## Limited English Proficiency (LEP) Plan

As a recipient of federal USDOT funding, VARC, Inc. is required under [Title VI of the Civil Rights Act of 1964](#) and [Executive Order 13166](#) to develop and implement a plan to ensure accessibility to its programs and services for persons who are not proficient in the English Language.

A copy of VARC, Inc.'s *Limited English Proficiency (LEP) Plan* is shown in **Appendix 6**.

The LEP plan outlines the policies and procedures VARC, Inc. will use to address the needs of persons with limited English proficiency (LEP) that wish to participate in VARC, Inc.'s programs and services.

## Demographic Representation Information

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

A copy of VARC, Inc.'s *Minority Representation Information* is shown in **Appendix 7**.

## Title VI - Notice of Nondiscrimination to the Public

VARC, Inc.'s *Notice of Nondiscrimination* is as follows:

### Notice of Nondiscrimination

#### VARC, Inc.

- ✓ VARC, Inc. is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) in any and all programs, activities or services administered by VARC, Inc. in accordance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities.
- ✓ Any person who believes they've been aggrieved by any unlawful discriminatory practice may file a complaint with VARC, Inc.
- ✓ For more information on VARC, Inc.'s civil rights program, and the procedures to file a complaint, contact 608-637-3934, (for hearing impaired, please use Wisconsin Relay 711 service); email [humanresources@varcinc.com](mailto:humanresources@varcinc.com); or visit our administrative office at 1133 Nelson Parkway, Viroqua, WI 54665. For more information, visit <https://www.varcinc.com>.
- ✓ A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the 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.
- ✓ If information is needed in another language, contact 608-637-3934.  
Si se necesita informacion en otro idioma de contacto, 608-637-3934.

### Complaint Procedure

VARC, Inc.'s Complaint Procedure is made available in the following locations:

- ✓ Agency website, either as a reference in the *Notice of Nondiscrimination* or in its entirety
  - ✓ Agency office upon request.
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Any person who believes they've been discriminated against on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficient (LEP) by VARC, Inc. may file a complaint by completing and submitting VARC, Inc.'s Complaint Form.

The Complaint Form may also be used to submit general complaints to VARC, Inc.

VARC, Inc. investigates complaints received no more than 180 calendar days after the alleged incident. VARC, Inc. will process complaints that are complete.

Once the complaint is received, VARC, Inc. will review the complaint and work to resolve the complaint informally, if possible.

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

VARC, Inc. has **45** business days to investigate the civil rights complaint. If more information is needed to resolve the case, VARC, Inc. may contact the complainant.

The complainant has **10** business days from the date of the letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within **10** business days, VARC, Inc. can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two (2) letters will be issued to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, the complainant has **30** business days after the date of the letter or the LOF to do so.

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

If information is needed in another language, then contact 608-637-3934.

Si se necesita información en otro idioma de contacto, 608-637-3934.



# Complaint/Comment Form

VARC, Inc. is committed to providing you with safe and reliable transportation services and we want your feedback. Please use this form for suggestions, compliments, and complaints.

Please submit this form electronically at [humanresources@varcinc.com](mailto:humanresources@varcinc.com) or in person at the address below.

VARC, Inc.  
1133 Nelson Parkway  
Viroqua, WI 54665

You may also call us at 608-637-3934. Please make sure to provide your contact information in order to receive a response.

### Section A: Accessible Format Requirements

Please check the preferred format for this document

<input type="checkbox"/> Large Print	<input type="checkbox"/> Other (if selected please state what type of format you need in the box below)		
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### Section B: Contact Information

Name	Telephone Number (including area code)
Address	City
State	Zip Code

Email Address

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

Click or tap here to enter text.

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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### Section C: Type of Comment

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

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

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

**Section D: Comment Details**

**Please answer the questions below regarding your comment**

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

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

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Click or tap here to enter text.

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### **Section E: Follow-up**

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

Yes

No

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

Phone

Email

Mail

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

Click here to add your preferred time

Click here to add your preferred day

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### **Section F: Desired Outcome**

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

Click or tap here to enter text.

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**If applicable, please list below all additional agencies you have filed this complaint with such as Federal, State, Local agencies, or with any Federal or State Court. Please include the contact information to where the complaint was sent.**

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Click or tap here to enter text.

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### **Section G: Signature**

**Please attach any documents you have which support the allegation. Then date and sign this form and send it to VARC, Inc.**

Name

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

Signature

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# Appendix 4

## List of Complaints, Investigations and Lawsuits<sup>2</sup>

VARC, Inc. maintains a log to track and resolve transit related complaints, investigations, and lawsuits.

**Check One:**

Since the last update of this Title VI Nondiscrimination Plan, there has been no transportation related civil rights investigations, complaints, or lawsuits filed with VARC, Inc.

There have been investigations, complaints and/or lawsuits filed against us. *See list below. Attach additional information as needed.*

Type Complaint Investigation Lawsuit	Date (Month, Day, Year)	Complainant's Name/Address	Basis of Complaint <sup>3</sup>	Summary Complaint Description	Status	Action Taken/ Final Outcome if Resolved

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

<sup>3</sup> **Basis of Complaint:** Specify Race, Color, National Origin, Disability, Religion, Sex, Age, Service, Income Status, Limited English Proficient (LEP), Safety, Other

### Public Involvement Plan

The purpose of the Public Involvement Plan is to establish procedures that allow for, encourage, and monitor participation of all citizens within VARC, Inc. service area including but not limited to low income and minority individuals, and those with limited English proficiency (LEP).

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

#### Goal

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

#### Strategies

To promote inclusive public participation, VARC, Inc. uses the following strategies, as appropriate.

- Coordination and Consultation
  - Coordinate and consult with partners, stakeholders, program participants and their caregivers, and the public affected by the distribution of state and federal transit grant programs.
  - Seek guidance and input from WisDOT on public involvement mechanisms and strategies.
- Accessibility and Information
  - Make public information available in electronically accessible formats
  - Use social media in addition to other resources to gain public involvement
  - Use radio, television, or newspaper ads on stations and in publications that serve LEP populations.
- Timeliness
  - Provide timely information about state and federal grant programs to affected program participants, the public, partner agencies, and other interested parties.
  - Provide adequate notice of public involvement activities and time for public review and comment.
- Public Comment
  - Work openly and diligently to incorporate public comments received and to notify respondents of final plans, reports, programs, etc.
  - Provide for early, frequent, and continuous engagement by the public
- Social/Environmental Justice
  - Seek and consider the needs of those traditionally underserved by participating in outreach efforts that address the needs of minority persons, the elderly, persons with disabilities, limited English Proficient individuals, and low-income households.

- Determine what non-English languages and other cultural barriers exist to public participation within VARC, Inc. service area.
- Training
  - Participate in training to improve the knowledge and understanding of civil rights and environmental justice principles.
- Evaluation
  - Document and maintain records of public outreach efforts.
  - Review the effectiveness of public participation activities.
  - Seek news ways to providing public input opportunities.

## **Participation Techniques**

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

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

## Public Outreach Activities

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

The direct public outreach and involvement activities conducted by VARC, Inc. are summarized below. Efforts include *meetings, surveys, focus groups, attendance at community events, etc.*

Information collected on the size, location, meeting format, number of attendees, etc. as well as the scope of the distribution method (i.e., information posted to social media, fliers in grocery stores and community centers, etc.) will be used for future planning efforts.

Summary of Outreach Activities					
Event Date	Name of Event/Activity	Date Publicized and Communication Method (Public Notice, Posters, Social Media, etc.)	Outreach Method (Meeting, Focus Group, Survey, etc.)	Staff Members Responsible	Notes
Ongoing	Website, Facebook, Instagram	Website and Social Media Materials	Website and Social Media Materials	Marketing Staff	<a href="https://www.varcinc.com">https://www.varcinc.com</a>
Ongoing/monthly	Attend and participate in local Chamber meetings	As requested, and as able, present at meetings as invited	Meeting	Staff	Varies
Quarterly	Newsletter via Constant Contact	Quarterly on the 15 <sup>th</sup>	Quarterly on the 15 <sup>th</sup>	Marketing Staff	Distributed to the public, customers, etc.
Annually	ExploreAbility	Website and Social Media Materials, Newspapers, Radio	Invitation/Open to Public	Staff/Managers	Public invited to try VARC services for one week, locates through each VARC location annually
April 2022	ADRC Senior Expo	ADRC Website, Public notice	ADRC Website, Public notice	ADRC Meeting/VARC Staff	
Ongoing	Local and statewide events/meetings/seminars	Ongoing and methods vary	Ongoing and methods vary	Staff, Supervisors, Managers	Attend events throughout Wisconsin to promote VARC and build valuable relationships

### Limited English Proficiency (LEP) Plan

#### **Overview**

As a recipient of federal financial assistance, VARC, Inc. is required to prepare a Limited English Proficiency (LEP) Plan to address its responsibilities relating to the needs of individuals with limited English language skills.

This plan has been prepared in accordance with [Title VI of the Civil Rights Act of 1964, 42 U.S.C 2000d, et seq.](#), and its implementing regulations which state that no person shall be subjected to discrimination on the basis of race, color, or national origin.

[Executive Order 13166 “Improving Access to Services for Persons with Limited English Proficiency”](#), issued in 2000 clarified Title VI of the Civil Rights Act of 1964. It stated that individuals who do not speak English well and who have a limited ability to read, write, speak, or understand English are entitled to language assistance under Title VI in order to access public services or benefits for which they are eligible. While most individuals in Wisconsin read, write, speak, and understand English, for some individuals English is not their primary language. If these individuals have a limited ability to read, write, speak or understand English, they are considered Limited English Proficient (LEP).

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

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

#### **Plan Summary**

VARC, Inc. has developed this *Limited English Proficiency Plan* to identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided by VARC, Inc.

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



## **Plan Components**

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

This plan includes the following elements:

1. The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.
2. A description of the following:
  - ✓ How language assistance services are provided.
  - ✓ How LEP persons are informed of the availability of language assistance services.
  - ✓ How the language assistance plan is monitored and updated.
  - ✓ How employees are trained to provide language assistance to LEP persons.

### **Meaningful Access - Four Factor Analysis**

To prepare this plan, VARC, Inc. conducted a four-factor analysis which considers the following:

#### **Factor 1 – Demography**

**Number and proportion of LEP persons who may be served or are likely to encounter a VARC, Inc. program or service.**

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



[Juneau County LEP Data 2015 Est.](#) [La Crosse County LEP Data 2015 Est.](#) [Monroe County LEP Data 2015 Est.](#) [Richland County LEP Data 2015 Est.](#) [Sauk County LEP Data 2015 Est.](#) [Vernon County LEP Data 2015 Est.](#)

The US Census Bureau – American Fact Finder (2011-2015) data shows there are numerous languages spoken in Juneau, La Crosse, Monroe, Richland, Sauk, and Vernon counties. Some of these languages include Spanish, Russian, Polish, Hmong, Chinese, Hindu, Urdu, Tagalog, Gujarati, Arabic, German, and Serbo-Croatian. After English, the second largest language is Spanish.

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

The table below outlines the number of Spanish and Hmong speaking individuals that speak English less than ‘very well’ by county. It’s useful to examine the ACS data in La Crosse County – 1,183 individuals are identified as speaking Spanish and speaks English less than ‘very well’ and 1,495 individuals are identified as speaking Hmong and speaks English less than ‘very well’. Since, these two language groups are greater than the 1,000 persons threshold of the population to be served, this means VARC, Inc is required to provide written translation of vital documents (Notice of Non-Discrimination, Complaint Procedure and Complaint Form) in Spanish and Hmong.

2011-2015 American Community Survey – 5 Year Estimates			
County	Total Population	Number of Individuals that Speaks English less than 'very well'	
		Spanish	Hmong
Juneau	25,086	93	0
La Crosse	110,490	1,183	1,495
Monroe	42,065	730	0
Richland	16,763	81	0
Sauk	59,078	494	0
Vernon	28,165	165	1

Source: US Census Data - [Wisconsin Limited-English Proficient \(LEP\) Demographic Data by County \(wisconsin.gov\)](http://www.wisconsin.gov/demographics/limited-english-proficient)

In the future, if VARC, Inc. meets the Safe Harbor Threshold for any language group, it will provide written translation of vital documents in such languages and consider measures needed for oral interpretation.

**Factor 2 – Frequency**

Frequency of contact with LEP persons.

VARC, Inc. provides transportation service for VARC, Inc. in Juneau, Richland, Sauk, Monroe, La Crosse and Vernon counties. VARC, Inc. reviewed the frequency with which its staff and policy board have, or could have, contact with LEP persons in the conduct of VARC, Inc. activities. This includes a review of documented phone inquiries, office visits, and encounters at public meetings and community events. Within the last year, VARC, Inc. staff, and the policy board have had (0) zero requests for interpreters and (0) zero requests for translated program documents in any setting.

VARC, Inc. staff, and policy board members will be trained on what to do when they encounter a person with limited English proficiency.

VARC, Inc. with assistance from its policy board members, tracks the number of encounters and considers adjustments to its outreach efforts to ensure meaningful access to all persons and specifically to LEP and minority populations of VARC, Inc.'s programs and services. The *Log of LEP Encounters* is a tool to help track LEP encounters.

**Log of LEP Encounters**

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

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

### **“I Speak” Language Identification Card**

Mark this box if you speak....	Language Identification Chart	Language
	I speak English	English
	Yo hablo español	Spanish
	Kug has lug Moob	Hmong
	我說中文	Chinese
	E nói tiếng Việt	Vietnamese
	Marunong akong mag-Tagalog	Tagalog
	Ich spreche Deutsch	German
	Я говорю по-русски	Russian
	میں نے اردو بولتے ہیں	Urdu

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

#### **Factor 3 – Importance**

##### **Nature and importance of program to LEPs.**

VARC, Inc. receives federal financial assistance to provide transportation service in Juneau, Richland, Sauk, Monroe, La Crosse, and Vernon counties and to purchase vehicles for its program and services for seniors and individuals with disabilities.

VARC, Inc. and its policy board understands a LEP person with language barrier challenges also faces difficulties obtaining health care, education, access to employment and nutrition meal sites, recreational services, and socialization. Transportation services provides a key role in connecting LEP persons to these essential services.

#### **Factor 4 – Resources and Costs**

##### **Resources available and overall cost to provide LEP assistance.**

Given the small size of LEP encounters and small LEP populations, full multi-language translations of our programs and services related to transportation services is not warranted at this time. However, this information can be made upon request. VARC, Inc. will contact state and local units of government and community resources for assistance in translation services.

Even though VARC, Inc. does not have a separate budget for LEP outreach, it continuously explores ways to implement low-cost methods of notifying LEP persons of transportation services. Outreach efforts

include maintaining a website, utilizing social media, developing, and printing brochure/materials and having a visible presence in our community (e.g., participating in job fairs, parades, community events, etc.) to promote transportation services. Additional low-cost outreach methods to reach LEP communities include but are not limited to activities such as visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, and local festivals. The cost is relatively low but the ability to reach the LEP population is high.

## Language Assistance Services

### Overview - Language Assistance Services

If a person does not speak English as their primary language and is LEP, that person may be entitled to language assistance with respect to VARC, Inc.'s programs and services. Language assistance can include interpretation and/or translation from one language into another language.

VARC, Inc. will take reasonable steps to provide the opportunity for meaningful access to LEP individuals who have difficulty communicating in English.

VARC, Inc. strives to offer the following measures:

- ✓ When encountering LEP persons directly, VARC, Inc. staff use the *"I Speak" Language Identification Card* or posters to identify the language and communication need of LEP persons.
- ✓ Maintain a *Log of LEP Encounters* to capture information on the frequency of contact with LEP individuals to determine whether additional language assistance services are needed.
- ✓ Make translated versions (or provide for the interpretation of relevant sections) of all documents/publications available upon requests, within a reasonable time frame.
- ✓ Work with translation services as necessary to assist with the development of bilingual outreach materials.
- ✓ Utilize Wisconsin Relay 7-1-1, the state of Wisconsin resource to assist with communication needs <http://www.wisconsinrelay.com/> and <http://www.wisconsinrelay.com/features>
- ✓ Utilize online resources such as Google Translate to assist with the translation of documents. The main downside of this approach is accuracy. As such, this option will be used by VARC, Inc. on limited basis. Instead, VARC, Inc. will seek assistance from fluent speakers.

### Public Outreach – Informing LEP Persons of Language Assistance Services

VARC, Inc. uses the following steps to inform LEP persons of the availability of language assistance services:

- ✓ Posts the Title VI/LEP *Notice of Nondiscrimination* on its website. The notice includes a sentence written in Spanish providing instructions on how to contact VARC, Inc. to request information in another language.
- ✓ When encountering LEP persons directly, VARC, Inc. will use the *"I Speak" Language Identification Card* to identify the language and communication needs of LEP persons. VARC, Inc. may not be able to immediately accommodate or assist individuals self-identifying as a person not proficient in English but will seek means to follow up with the individual to address their needs in the language requested as soon as possible.

- ✓ Review outreach activities and information gathered from the *Log of LEP Encounters* on the frequency of contact with LEP individuals to determine whether additional language assistance services are needed.
- ✓ Develop and maintain cooperative relationships with key agencies/community organizations that serve LEP populations in the area or region. These entities can assist in providing or verifying translations and/or identifying gaps in assistance to persons with LEP needs.
- ✓ Utilize translation services such a fluent speaker on staff, seeking out language assistance from community organizations, Wisconsin Relay 7-1-1, the state of Wisconsin resource to assist with communication needs <http://www.wisconsinrelay.com/> and <http://www.wisconsinrelay.com/features>

### **Monitoring, Evaluating and Updating the Plan**

VARC, Inc. will review the LEP Plan on an annual basis. Review and updates will include the following:

- ✓ The number of documented LEP person contacts.
- ✓ How the needs of LEP persons have been addressed.
- ✓ Determine whether the need for translation services has changed.
- ✓ Determine with existing language assistance services are effective and sufficient to meet the needs of LEP persons.
- ✓ Determine whether complaints have been received concerning VARC, Inc.'s failure to meet the needs of LEP individuals.
- ✓ Sufficiency of staff training.
- ✓ Review of any new opportunities for LEP communication.
- ✓ Determine whether financial resources are needed to fund language assistance services.

### **Training Staff**

The following training will be provided to applicable VARC, Inc. staff:

- ✓ Information on VARC, Inc.'s Title VI Non-Discrimination Plan and LEP responsibilities.
- ✓ Description of language assistance services offered to the public.
- ✓ Use of the "I-Speak Card" as a tool to assist LEP individuals.
- ✓ Documentation of language assistance requests using the *Log of LEP Encounters*.
- ✓ How to handle Title VI Non-Discrimination and LEP complaints.

**Demographic Representation Information<sup>4</sup>**

**A. Demographic Representation Table<sup>5</sup>**

The table below shows US Census county population data by race and VARC, Inc. 's non-elected committees/councils related to transit.



County Data and Board of Directors	Caucasian	Hispanic/Latino	Black/African American	Asian American	Native American	Two or More Races
La Crosse County Population	89.35%	1.99%	1.64%	4.30%	.22%	2.35%
Monroe County Population	90.12%	4.80%	1.80%	.84%	1.00%	1.35%
Juneau County Population	91.8%	3.0%	2.3%	.50%	1.42%	.98%
Richland County Population	95.2%	2.2%	.73%	.53%	.34%	1.0%
Sauk County Population	91.3%	4.8%	.70%	.69%	1.0%	1.51%
Vernon County Population	96.3%	1.6%	.44%	.47%	.28%	.91%
<b>VARC, Inc. - Board of Directors</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

**B. Efforts to Encourage Minority Participation**

VARC, Inc. understands diverse representation on committees, councils and boards results in sound policy reflective of its entire population. As such, VARC, Inc. encourages participation of all its citizens. As vacancies on non-elected boards, committees and councils become available, VARC, Inc. will make efforts to encourage and promote diversity.

To encourage participation on its boards, committees, and councils, VARC, Inc. will continue to reach out to community organizations to connect with all population groups in its service area. In addition, VARC, Inc. will use creative ways to make participating realistic and reasonable, such as scheduling meetings at times best suited to its members.

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

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

## Demographic Representation Data Collection Form<sup>6</sup>

**Name of board, commission, council, etc.**

Date:

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Dear Member,

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

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

### **Anti-Discrimination Notice**

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

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

### **Race/Ethnicity**

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

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

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

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

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

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

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<sup>6</sup> This form is an optional tool VARC, Inc. can use to gather information on the racial composition of its committee members for the purposes of meeting the Title VI plan requirements.

# Translated Vital Documents – Spanish and Hmong

## Título VI – El aviso de no discriminación a el público<sup>7</sup>

El aviso de no discriminación de la **VARC, Inc.** es el siguiente:

### El Aviso de no discriminación

#### VARC, Inc.

- ✓ **VARC, Inc.** se compromete a garantizar que ninguna persona sea excluida, participe, se le nieguen los beneficios o se la discrimine por motivos de raza, color, origen nacional, discapacidad, sexo, edad, religión, estado de ingresos o competente limitado del inglés en todos y cada uno de los programas, actividades o servicios administrados por la **VARC, INC.** de conformidad con el Título VI de la Ley de Derechos Civiles de 1964 y las autoridades de no discriminación relacionadas.
- ✓ Cualquier persona que crea que ha sido agraviada por práctica discriminatoria ilegal puede presentar una queja con la **VARC, Inc.**
- ✓ Para obtener más información sobre el programa de derechos civiles de la **VARC, Inc.**, y los procedimientos para presentar una queja, comuníquese con 608-637-3934 (para personas con problemas de audición, por favor utilice el servicio Wisconsin Relay 711): envíe un correo electrónico a [humanresources@varcinc.com](mailto:humanresources@varcinc.com) o visite nuestra oficina administrativa a la dirección 1133 Nelson Parkway, Viroqua, WI 54665. Para obtener más información, visite <https://www.varcinc.com>
- ✓ Una demandante puede presentar una queja directamente con la Administración de Federal de Tránsito por presentado una queja con la Oficina de Derechos Civiles, atención: Coordinador del Programa Título VI, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact 608-637-3934.  
Si se necesita informacion en otro idioma de contacto, 608-637-3934.  
Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 608-637-3934.

El aviso de no discriminación **VARC, Inc.** se publica en los siguientes lugares

- ✓ Sitio web de la agencia <https://www.varcinc.com>
- ✓ De la oficina de la agencia (área común, salas de reuniones públicas, etc.)
- ✓ Vehículos interiores

<sup>7</sup> Las regulaciones del Título VI requieren la **VARC, Inc.** Informe a los clientes y al público sobre sus derechos bajo el Título VI mediante la publicación de un *Aviso de no discriminación*. El aviso público debe incluir:

- ✓ Una declaración de no discriminación;
- ✓ Información sobre cómo solicitar información adicional sobre las obligaciones del Título VI de la agencia, incluida información sobre cómo presentar una queja, la ubicación del formulario de queja, etc.
- ✓ Información sobre cómo solicitar información del Título VI en otro idioma, si es necesario.

El *Aviso de no discriminación* debe publicarse en los siguientes lugares: sitio web, áreas públicas de las agencias, oficinas, interiores de vehículos, guías / horarios de pasajeros y complejos de tránsito.



## El Procedimiento de Quejas

El Procedimiento de Quejas de la **VARC, Inc.** está disponible en los siguientes lugares:

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

Cualquier persona que crea haber sido discriminado por motivos de raza, color, origen nacional, discapacidad, sexo, edad, religión, estado de ingresos o dominio limitado del inglés (LEP) por parte de la **VARC, Inc.** puede completar un formulario de queja y entregar el a de la **VARC, Inc.**

El formulario de queja también se puede usar para entregar quejas generales a la **VARC, Inc.**

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

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

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

La **VARC, Inc.** tiene **45** días hábiles para investigar la queja de derechos civiles. Si se necesita más información para resolver el caso, la **VARC, Inc.** puede contactar al demandante.

El/La demandante tiene **10** días hábiles a partir de la fecha de la carta para enviar la información solicitada al investigador asignado al caso.

Si el demandante no contacta al investigador o no envía la información adicional dentro de los **10** días hábiles, la **VARC, Inc.** puede cerrar el caso administrativamente. Un caso puede cerrarse administrativamente también si el demandante ya no desea continuar con su caso.

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

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

Si el demandante desea apelar la decisión, tiene **30** días hábiles después de la fecha de la carta o la carta de descubrimiento para hacerlo.

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

If information is needed in another language, then contact 608-637-3934

Si se necesita información en otro idioma de contacto, 608-637-3934.

Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 608-637-3934.

# VARC, Inc. – Formulario de Complementos/Quejas

La **VARC, Inc.** Está comprometido a proveer usted con servicios de transportación segura y fiable y queremos sus comentarios. Por favor usa este formulario por sugerencias, quejas y complementos. Por favor, entregar este formulario electrónicamente a [humanresources@varcinc.com](mailto:humanresources@varcinc.com) o en persona a la dirección debajo.

**VARC, Inc.**  
1133 Nelson Parkway  
Viroqua, WI 54665

También, puede nos llamar a 608-637-3934. Por favor, provea su información de contacto para recibir una respuesta.

## Sección A: Requisitos de formato accesible

Por favor, verifique el formato preferido para este documento.

<input type="checkbox"/> Letra grande	<input type="checkbox"/> TDD o Relé	<input type="checkbox"/> Grabación de audio	<input type="checkbox"/> Otra (si está seleccionado, indique qué tipo de formato necesita en el cuadro debajo)
---------------------------------------	-------------------------------------	---	--

Haga clic o toque aquí para introducir el texto

## Sección B: Información de contacto

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

Correo electrónico

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

Si no, por favor provea el nombre y la relación de la persona por la que se queja y por qué está completando el formulario en su nombre en el cuadro a continuación.

Por favor, confirme que ha obtenido el permiso del partido agraviado si está completando por un tercer partido.	<input type="checkbox"/> Sí	<input type="checkbox"/> No
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## Sección C: Tipo de comento

¿Qué tipo de comentario estás proveyendo? Por favor, marque qué categoría se aplica mejor.

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

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

<input type="checkbox"/> Raza	<input type="checkbox"/> Color	<input type="checkbox"/> Origen Nacional	<input type="checkbox"/> Religión
<input type="checkbox"/> Edad	<input type="checkbox"/> Sexo	<input type="checkbox"/> Servicio	<input type="checkbox"/> Estado de Ingresos
<input type="checkbox"/> Competente limitado del inglés (C.L.I)		<input type="checkbox"/> Ley de estadounidenses con discapacidad (L.E.D.)	

## Sección D: Detalles de comento

Por favor, responda a las preguntas debajo sobre su comentario.

¿Ocurrió el incidente en el siguiente tipo de servicio? Por favor marque cualquier casilla que pueda aplicar.	<input type="checkbox"/> Paratransit	<input type="checkbox"/> Taxi compartido	<input type="checkbox"/> Autobús
¿Cuál fue la fecha del suceso?	Haga clic para agregar la fecha en el siguiente formato: Día, mes, año		
¿Cuál fue la hora del suceso?	Haga clic para agregar su hora preferido		
¿Qué es el nombre o la identificación del empleado o empleados involucrados?	Haga clic o toque aquí para introducir el texto		
¿Qué es el nombre o la identificación del otros involucrados, si procede?	Haga clic o toque aquí para introducir el texto		
¿Qué es el numero o el nombre de la ruta en la que estaba, si procede?	Haga clic o toque aquí para introducir el texto		
¿Qué era la dirección o el destino al que se dirigía ocurrió el suceso, si procede?	Haga clic o toque aquí para introducir el texto		
¿Donde estaba la ubicación del suceso?	Haga clic o toque aquí para introducir el texto		
¿El uso de una ayuda de movilidad estuvo involucrado en el suceso?	<input type="checkbox"/> Sí	<input type="checkbox"/> No	
Por favor, añada detallas descriptivas sobre el suceso.	Haga clic o toque aquí para introducir el texto		

---

En la casilla de baja, por favor explique tan claramente como sea posible lo que ocurrió y por qué cree que fue discriminado.

---

Haga clic o toque aquí para introducir el texto

---

### Sección E: El seguimiento

¿Podemos contactarlo si necesitamos más detalles o información?  Sí  No

En caso afirmativo, ¿cómo le gustaría ser contactado? Por favor, seleccione su forma de contacto preferida en una casilla de baja.

Teléfono  Correo electrónico  Correo

Si prefiere que lo contactemos por teléfono, indique el mejor día y hora para comunicarse con usted.

Haga clic para agregar su hora preferido

Haga clic para agregar su día preferido

---

### Sección F: Resultado deseado

Por favor, haga una lista de baja los pasos le gustaría tomar para que tratar con el conflicto o el problema.

Haga clic o toque aquí para introducir el texto

---

Si aplicable, haga una lista de baja todas las agencias adicionales con las que ha presentado esta queja, como las agencias federales, estatales o locales, o ante cualquier tribunal federal o estatal. Incluya la información de contacto a donde se envió la queja.

---

Haga clic o toque aquí para introducir el texto

---

### Sección G: Firma

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

Nombre Haga clic o toque aquí para introducir el texto

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

---

Firma Haga clic o toque aquí para introducir el texto

---

## Title VI - Kev Ceeb Toom Tsis Muaj Kev Ntxub Ntxaug rau Cov Pej Xeem<sup>8</sup>

VARC, Inc.'s skev Ceeb Toom Tsis Muaj Kev Ntxub Ntxaug yog li nram qab no:

### Kev Ceeb Toom Tsis Muaj Kev Ntxub Ntxaug

#### VARC, Inc.

- ✓ **VARC, Inc.** tau cog lus los xyuas kom tsis muaj ib tus neeg twg raug cais tawm ntawm, koom nrog hauv, tsis kam lees cov txiaj ntsig ntawm, lossis lwmyam kev ntxub ntxaug raws haiv neeg, xim tawv nqaij, tuaj teb chaws twg, xiam oob qhab, poj niam txiv neej, hnuv nyoog, kev ntseeg, khwv tau nyiaj lossis tsis paub lus Askiv zoo nyob rau txhua qhov thiab txhua cov haujlwm, kev ua lossis cov kev pabcuam tswj hwm los ntawm **VARC, Inc.** raws li txoj cai Title VI ntawm txoj cai Li Civil Rights Act of 1964 thiab cov tsis muaj kev txwv tsis pub cais tawm.
- ✓ Ib tug neeg twg uas ntseeg tias lawv tau raug kev txom nyem los ntawm kev coj tsis raws cai txoj cai yuav foob hais qhov tsis txaus siab mus rau **VARC, Inc.**
- ✓ Yog xav paub **VARC, Inc.'s** cov ntaub ntawv ntau ntxiv ntawm txoj cai pej xeem, thiab cov txheej txheem los sau ntawv foob, tiv tauj 608-637-3934, (rau cov tsis hnov lus zoo, thov siv Wisconsin Relay 711 kev pabcuam); [humanresources@varcinc.com](mailto:humanresources@varcinc.com) lossis tuaj ntsib peb chav lis haujlwm ntawm 1133 Nelson Parkway, Viroqua, WI 54665. Yog xav paub ntau ntxiv, mus saib <https://www.varcinc.com>
- ✓ Tus neeg tsis txaus siab sau tau ntawv tsis txaus siab ncaj qha mus rau tsoomfwm Federal Transit Administration los ntawm kev foob qhov tsis txaus siab mus rau Lub Chaw Haujlwm Saib Xyuas Txoj Cai, Saib Xyuas: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact 608-637-3934.  
Si se necesita informacion en otro idioma de contacto, 608-637-3934.  
Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 608-637-3934.

**VARC, Inc.** Ntawv Ceeb Toom Tsis Muaj Kev Ntxub Ntxaug raug muab tso rau hauv cov chaw hauv qab no:

- ✓ Chaw ua hauj lwm lub vas xaib <https://www.varcinc.com>
- ✓ Cov chaw hauv thaj chaw ntawm lub chaw haujlwm (thaj chaw dav dav, chav sib ntsib pej xeem, thiab lwm yam)
- ✓ Hauv tsheb

<sup>8</sup> Txoj cai Title VI xav kom VARC, INC. yuav tsum qhia rau kom qhia cov qhua thiab cov pej xeem txog lawv txoj cai raws li Title VI cov cai los ntawm kev tshaj tawm txog Kev Tsis Pub Ntxub.

- ✓ Ib nqe lus ntawm tsis muaj kev ntxub ntxaug;
- ✓ Cov ntaub ntawv qhia txog yuav thov cov ntaub ntawv ntxiv li cas hais txog lub koom haum cov cai hais txog Title VI cov luag num, cov ntaub ntawv qhia kev foob, qhov chaw muaj cov ntaub ntawv tsis txaus siab, thiab lwm yam;
- ✓ Cov ntaub ntawv qhia txog yuav thov cov ntawv muaj cov cai Title VI nyob rau hauv lwm yam lus, yog tias xav tau.

## Txheej Txheem Tsis Txaus Siab

Lub **VARC, Inc.'s** stxheej txheem tsis txaus siab muaj nyob rau hauv cov chaw hauv qab no:

- ✓ Lub chaw haujlwm cov vev xaib, ua ib qho siv rau hauv Tsab Ntawv Ceeb Toom rau pej xeem lossis hauv nws qhov tseeb.
  - ✓ Cov chaw hauv thaj chaw ntawm chaw haujlwm hauv koom haum (thaj chaw ib txwm, chaw sib tham rau pej xeem, thiab lwm yam)
- 

Ib tug neeg twg uas ntseeg tias lawv tau raug cais tshwj vim haiv neeg, xim tawv nqaij, haiv neeg twg, xiam oob qhab, poj niam txiv neej, hnuv nyoog, kev ntseeg, muaj pluag los yog lus Askiv tsis txaus los ntawm **VARC, Inc.'s** stuaj yeem sau daim foos tsis txaus siab thiab xa tuaj rau **VARC, Inc.**

Daim Ntawv Tsis Txaus Siab kuj tseem siv tau los xa cov lus yws tuaj rau **VARC, Inc.**

Lub **VARC, Inc.** tshawb xyuas cov lus tsis txaus siab tau txais tsis pub dhau 180 hnuv ua haujlwm tom qab qhov raug iab liam. Lub **VARC, Inc.** yuav tshuaj xyuas rau cov ntawm tsis txaus siab uas ua tiav.

Thaum txais tau daim ntawm tsis txaus siab, lub **VARC, Inc.** yuav tshuaj xyuas qhov tsis txaus siab thiab ua haujlwm los daws qhov tsis txaus siab tsis raws cai, yog tias ua tau.

Yog tias qhov kev tsis txaus siab tsim nyog saib raws li kev cai lij choj pej xeem, lub **VARC, Inc.** yuav ua raws li cov theem teev tseg hauv cov txheej txheem kev tsis txaus siab no. Lub **VARC, Inc.** yuav siv cov txheej txheem no los daws cov kev tsis txaus siab thoob plaws. Yos tias lub **VARC, Inc.** txiav txim tias nws muaj cai cheeb tsam tus tsis txaus siab yuav tau txais ib tsab ntawv lees paub tias daim ntawv tsis txaus siab yuav raug soj ntsuam los ntawm lub **VARC, Inc.** raws li kev cai lij choj pej xeem tsis txaus siab.

Lub **VARC, Inc.** muaj **45** hnuv ua haujlwm los tshawb xyuas kev tsis txaus siab ntawm cov pej xeem cov cai. Yog xav tau ntxiv cov ntaub ntawv los daws qhov teebmeem, lub **VARC, Inc.** yuav hu rau tus neeg tsis txaus siab.

Tus neeg tsis txaus siab muaj li **10** hnuv ua haujlwm los ntawm hnuv tim tsab ntawv xa yuav tsum xa ntaub ntawv rau tus kws tshawb xyuas cov ntaub ntawv.

Yog tias tus neeg xwj qhov kev tsis txaus siab hu tsis tau rau tus neeg tsis txaus siab lossis tsis tau txais cov ntaub ntawv ntxiv nyob rau ntawm **10** hnuv ua haujlwm, lub **VARC, Inc.** tuaj yeem kaw rooj plaub foob.

Ib rooj plaub yuav raug kaw tau yog tus neeg tsis txaus siab tsis xav nrhiav lawv rooj plaub ntxiv.

Tomqab kws cov kws tshuaj xyuas tshawb xyuas daim ntawv foob qhov tsis txaus siab, ib tsab ntawv ntawm ob tsab ntawv yuav xa rau tus neeg foob: tsab ntawv kaw lossis tsab ntawv tshawb pom.

- ✓ Tsab ntawv kaw hais txog cov lus sib liam thiab cov xeev tias tsis muaj kev ua txhaum txoj cai Title VI thiab rooj plaub yuav raug kaw.
- ✓ Tsab Ntawv Tshawb Pom qhia cov lus sib liam thiab sib tham txog qhov raug iab liam no, thiab piav qhia seb puas muaj kev rau txim, kev cob qhia ntxiv ntawm cov neeg lis haujlwm, lossis lwm yam kev ua yuav tshwm sim.

Yog hais tias tus neeg tsis txaus siab xav rov hais dua qhov kev txiav txim siab, tus tsis txaus siab muaj **30** hnuv ua haujlwm tom qab hnuv tim ntawm xa tsab ntawv lossis xa Tsab Ntawv Tshawb Pom.

Ib tus neeg tseem sau tau ntawv tsis txaus siab ncaj qha rau Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, then contact 608-637-3934.

Si se necesita informacion en otro idioma de contacto, 608-637-3934.

Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 608-637-3934.

# VARC, INC. - Lus Yws/Lus Hais Daim Foos

**VARC, Inc.** tau cog lus tias yuav muab cov kev pabcuam thauj mus los uas nyab xeeb thiab txhim khu kev qha thiab peb xav tau koj lub tswv yim. Thov siv daim ntawv no rau lub tswv yim, qhuas thiab tsis txaus siab.

Thov xa daim ntawv no hauv email rau [humanresources@varcinc.com](mailto:humanresources@varcinc.com) los yog xa rau tim qhov chaw nyob hauv qab no.

**VARC, Inc.**  
1133 Nelson Parkway  
Viroqua, WI 54665

Koj tseem tuaj yeem hu peb ntawm 608-637-3934. Thov nco ntsoov muab koj cov ntaub ntawv tiv toj peb thiaj tuaj yeem tiv tauj koj.

## Ntu A: Yeem txais siv tau hom ntawv

Thov kos cov hom uas nyiam rau daim ntawv no.

<input type="checkbox"/> Ntawv Log	<input type="checkbox"/> TDD or Relay	<input type="checkbox"/> Kaw suab	<input type="checkbox"/> Lwm yam (yog xaiv tau thov qhia yam koj xav tau hom twg hauv qab no)
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## Ntu B: Cov ntaub ntawv tiv toj

Lub npe:	Xov tooj:
Chaw nyob:	Nroog:
Xeev:	Zauv thaj chaw:

Email:

Puas yog koj ua daim ntawv tsis txaus siab no rau koj tus kheej?	<input type="checkbox"/> Yog	<input type="checkbox"/> Tsis yog
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Yog tsis yog, thov qhia tus neeg tsis txaus siab lub npe thiab koj kev txheeb ze thiab vim li cas koj ua daim ntawv rau lawv sawv cev hauv qab no.

Thov paub meej tias koj tau txais kev tso cai los ntawm tus neeg muaj kev tsis txaus siab yog tias koj ua ntawv thov rau tus neeg sab nraud.	<input type="checkbox"/> Yog	<input type="checkbox"/> Tsis yog
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### Ntu C: Hom lus

**Cov lus koj muab? Thov kos pawg twg koj hom lus yog dab tsi.**

<input type="checkbox"/> Kev yws	<input type="checkbox"/> Lus ntuas	<input type="checkbox"/> Hais lus qhuas	<input type="checkbox"/> Lwm yam
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**Qhov twg hauv qab no qhia qhov xwm ntawm koj hom lus? Thov kos rau ib lossis ntau dua cov npov xaiv.**

<input type="checkbox"/> Haiv neeg	<input type="checkbox"/> Tawv nqaij	<input type="checkbox"/> Haiv neeg twg	<input type="checkbox"/> Kev ntseeg
<input type="checkbox"/> Hnub nyoog	<input type="checkbox"/> Tub los ntxhais	<input type="checkbox"/> Kev pab cuam	<input type="checkbox"/> Muaj pluag
<input type="checkbox"/> Tsis Paub Lus Askiv Zoo Txaus		<input type="checkbox"/> Txoj cai mikas xiam oob qhab (A.D.A)	

### Ntu D: Lus txhawb ntxiv

**Thov teb cov lus nug hauv qab no hais txog koj cov lus muab**

<i>Puas yog qhov xwm txheej tshwm sim rau hom kev pab cuam txuas ntxiv no? Thov khij lub npov.</i>	<input type="checkbox"/> Tsheb rau neeg xiam oob qhab	<input type="checkbox"/> Tsheb ntiav ua ke	<input type="checkbox"/> Tsheb npav
Hnub tim ntawm qhov tshwm sim yog dab tsi?			
Lub sijhawm ntawm qhov tshwm sim yog dab tsi?			
Lub npe ntawm tus neeg lossis cov neeg ua haujlwm koom tes hu li cas?			
Lub npe ntawm tus neeg lossis lwm cov neeg koom tes hu li cas?			
Lub npe ntawm txoj kev koj caij tsheb yog li cas? Yog koj paub?			
Lub hom phiaj koj tau mus rau thaum qhov teeb meem tshwm sim yog li cas?			
Lub chaw thaum qhov teeb meem tshwm sim nyob rau qhov twg?			
Puas yog kev siv lub tshuab pabcuam txav tau koom nrog hauv qhov xwm txheej?	<input type="checkbox"/> Yog	<input type="checkbox"/> Tsis Yog	
Yog muaj lus ntxiv, thov ntxiv ib qho lus piav qhia ntxiv txog qhov xwm txheej.			

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Hauv qab no, thov piav qhia kom meej li qhov ua tau tshwm sim thiab vim li cas koj ntseeg tias koj raug cais tawm.

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### **Ntu E: Rov qab taug**

Koj puas kam peb hu koj yog peb xav tau cov ntsiab lus lossis ntaub ntawv ntau ntxiv?

Kam

Tsis Kam

Yog kam, koj yuav xav tau kev hu koj zoo tshaj plaws li cas? Thov xaiv seb peb tuaj yeem tiv tauj koj li cas.

Xov tooj

Email

Xa ntawv

Yog peb siv xov tooj hu, thov sau hnuv zoo thiab sijhawm zoo tshaj plaws tuaj yeem tham nrog koj.

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### **Ntu F: Xav tau qhov tshwm sim**

Thov sau rau hauv qab no, cov khauj ruam uas koj xav ua los daws qhov teeb meem.

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Yog tsim nyog, thov sau rau hauv qab tag nrho cov chaw lis haujlwm ntxiv uas koj tau xa cov lus tsis txaus siab no nrog rau Tsoomfwv, Lub Xeev, Lub koomhaum hauv nroog, lossis nrog Tsoomfwv lossis Tsoomfwv Tsev Hais Plaub. Thov sau cov chaw koj xa cov lus tsis txaus siab hauv qab no.

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### **Ntu G: Kos npe**

Thov rhais cov ntawv uas koj muaj uas txhawb nqa qhov iab liam. Tom qab ntawv sau hnuv tim thiab kos npe rau daim foos no thiab muab xa rau VARC, Inc.

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Lub npe

Hnuv tim:

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Kos npe

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