

# **Title VI Plan Cover Page**

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## **Senior Services of Central Illinois Senior Transport 2025**

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**Address: 701 W. Mason Street, Springfield, IL 62702**

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**Para Información en Español: Mary Magerl, Director of Transportation, 217-528-4035, ext. 1161**

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*This plan is hereby adopted and signed by:*

Adopted on: 2/10/2025

Adopted by: Board of Directors, Senior Services of Central Illinois

Revised on: 2/20/2025

Name of appropriate official or governing board/entity

**Executive Name/Title:** Brandon Clark, President, Board of Directors

**Executive Signature:**

A handwritten signature in black ink, appearing to read "Brandon Clark", is written over a horizontal line.

# Executive Summary

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SSCI is a nonprofit organization serving seniors in Sangamon, Mason, Menard, and Logan counties in central Illinois. The organization's headquarters is located in Springfield, with one satellite office located in Petersburg, IL. The mission of SSCI is to provide non-medical services to seniors that promote independent living and enrich quality of life. SSCI accomplishes its mission by offering a comprehensive list of services for seniors under one roof.

The following programs (year started) have been offered throughout the years: Program/Activities (1967), Daily Bread (1973), , Senior Transport (1974), Comprehensive Care Coordination (1982), Information and Assistance (1983), Adult Protective Services (1990), Emergency Funds (2000), Senior Health Assistance Program(2001), Money Management Program (2002), KDO Outdoor Fitness Park (2013), Illinois Senior Games (2013), Springfield Specialty Meals on Wheels (2014), A Matter of Balance (2017), Central Illinois Senior Celebration (2018), Caregiver Specialist (2018), Aging Mastery (2020), A Matter of Balance Virtual Translation (2021), Bingocize (2021), and the KDO Bed Bug Assistance Program (2023), and the Foster Grandparent Program (2024).

In addition to the services offered at SSCI, the organization's headquarters also houses Springfield's Senior Center. Designed to combat social isolation and enrich quality of life, the Senior Center offers programs, activities, and trips that keep seniors active, both mentally and physically. Examples include daily group exercise classes, exercise equipment access, holiday socials, pool tournaments, bingo, art classes, bible study groups, tap dancing, games, informational speakers, blood pressure/glucose screenings, legal appointments, AARP Tax Aide, and much more.

The 5310 grant funds support the Senior Transport program which has been in existence since 1974. Senior Transport provides on-demand transportation for seniors who do not drive and have limited ability to arrange for rides themselves. This program primarily serves seniors 60 and over, but it does also provide rides for a fee to adults 18 and over with a documented disability. The first priority of Senior Transport is transporting clients to and from their medical appointments.

**What type of program fund(s) did you apply for?**

☒ 5310

☐ 5311

☐ Other (please explain) \_\_\_\_\_

**Type of Funding Requests? (Check all that apply)**

☒ Vehicle Funds

☐ Operating Funds

☐ Other (please explain) \_\_\_\_\_

**Is your agency receiving direct funds from FTA?**

☐ If yes, please attach a copy of your FTA letter of approval of Title VI Plan.

☒ No

# Non Discrimination Notice to the Public

## Notifying the Public of Rights Under Title VI and ADA Senior Services of Central Illinois Senior Transport

**Senior Services of Central Illinois Senior Transport** operates its programs and services without regard to race, color, national origin and persons with disabilities in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the **Senior Services of Central Illinois Senior Transport**.

For more information on the **Senior Services of Central Illinois Senior Transport's** civil rights program, and the procedures to file a complaint, contact **Mary Magerl, Director of Transportation, ERE, (TTY Illinois Relay Service - 711); email [m.magerl@ssoci.org](mailto:m.magerl@ssoci.org); or visit our administrative office at 701 W. Mason Street, Springfield, IL 62702. For more information, visit [www.centralilseniors.org](http://www.centralilseniors.org).**

Complaints may be filed directly with the Illinois Department of Transportation (**IDOT**) **Civil Rights Office**. ATTN: Title VI Program Coordinator 2300 S Dirksen Parkway, Suite 317, Springfield, IL 62764 or with the Federal Transit Administration (**FTA**). ATTN: Title VI Program Coordinator, 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact **Mary Magerl, Director of Senior Transport – 217-528-4035, ext. 1161** \*Para información en Español llame: **Senior Services of Central Illinois. Senior Services of Central Illinois is prepared to use Language Line Solutions telephone interpreters ([www.language.com](http://www.language.com)) and also has a list of language interpreters available in the Information and Assistance office.**

# Non Discrimination ADA/Title VI Complaint Procedures

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These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA) as they relate to any program or activity that is administered by **Senior Services of Central Illinois Senior Transport** including consultants, contractors and vendors. Intimidation or retaliation as a result of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

- (1) Any person who believes he and/or she has been discriminated against on the basis of race, color, national origin, or disability may file a Discrimination complaint by completing and submitting the agency's Title VI Complaint Form.
- (2) Formal complaints must be filed within **180** calendar days of the last date of the alleged act of discrimination or the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.
- (3) Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number. The ADA/Title VI contact person will assist the complainant with documenting the issues if necessary.
- (4) Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or email transmittal for the complaint to be processed.
- (5) Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return for processing.
- (6) Once submitted **Senior Services of Central Illinois Senior Transport** will review the complaint form to determine jurisdiction. All complaints will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the **Senior Services of Central Illinois Senior Transport** or submitted to the State or Federal authority for guidance.

- (7) **Senior Services of Central Illinois Senior Transport** will notify the IDOT Civil Rights Office of ALL Discrimination complaints within 72 hours via telephone at (217) 782-2762; or email at [DOT.Complaint@illinois.gov](mailto:DOT.Complaint@illinois.gov).
- (8) **Senior Services of Central Illinois Senior Transport** has 30 business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 30 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 30 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
- (9) After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Discrimination violation and that the case will be closed. An 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.
- (10) A copy of either the closure letter or LOF must be also be submitted to IDOT within **72** hours of that decision. Letters may be submitted by hardcopy or email.
- (11) A complainant dissatisfied with **Senior Services of Central Illinois Senior Transport** decision may file a complaint with the Illinois Department of Transportation (**IDOT**) or the Federal Transit Administration (**FTA**) offices of Civil Rights: **IDOT**: ATTN ADA/Title VI Program Coordinator 2300 S Dirksen Parkway, Suite 317, Springfield, IL 62764 **FTA**: Attention Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (12) A copy of these procedures can be found online at: [www.centralilseniors.org](http://www.centralilseniors.org).

If information is needed in another language, contact **Mary Magerl, Director of Senior Transport – 217-528-4035, ext. 1161**. \*Para información en Español llame: Senior Services of Central Illinois – 217-528-4035, ext. 1161.



# Discrimination ADA/Title VI Complaint Form

<b>Section I:</b>		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
<b>Section II:</b>		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes*	<input type="checkbox"/> No
<i>*If you answered "yes" to this question, go to <b>Section III</b>.</i>		
If not, please supply the name and relationship of the person for whom you are complaining.		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>Section III:</b>		
I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin <input type="checkbox"/> Disability
Date of Alleged Discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		
<div style="border-bottom: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 20px;"></div>		
<b>Section VI:</b>		
Have you previously filed a Discrimination Complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If yes, please provide any reference information regarding your previous complaint.

**Section V:**

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

☐ Yes      ☐ No

If yes, check all that apply:

☐ Federal Agency: \_\_\_\_\_

☐ Federal Court: \_\_\_\_\_ ☐ State Agency: \_\_\_\_\_

☐ State Court: \_\_\_\_\_ ☐ Local Agency: \_\_\_\_\_

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

**Section VI:**

Name of agency complaint is against: \_\_\_\_\_

Name of person complaint is against: \_\_\_\_\_

Title: \_\_\_\_\_

Location: \_\_\_\_\_

Telephone Number (if available): \_\_\_\_\_

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

Your signature and date are **required** below:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please submit this form in person at the address below, or mail this form to:

**Senior Services of Central Illinois Senior Transport**

**Mary Magerl, Director of Transportation**

**701 W. Mason Street, Springfield, IL 62702**

**ERE**

**m.magerl@ssoci.org**

A copy of this form can be found online at [www.centralilseniors.org](http://www.centralilseniors.org)

# Discrimination ADA/Title VI

## Investigations, Complaints, and Lawsuits

If no investigations, lawsuits, or complaints were filed select the option below.

☒ **Senior Services of Central Illinois Senior Transport** has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in **2025**

Complainant	Date (Month, Day, Year)	Basis of Complaint (Race, Color, National Origin or Disability)	Summary of Allegation	Status	Action(s) Taken	Final Findings?
<b>Investigations</b>						
1)						
2)						
<b>Lawsuits</b>						
1)						
2)						
<b>Complaints</b>						
1)						
2)						

# Non-elected Committees Membership Table

Subrecipients who select the membership of transit-related, non-elected planning boards, advisory councils, or committees must provide a table depicting the membership of those organizations broken down by race. Subrecipients also must include a description of the efforts made to encourage participation of minorities on these boards, councils, and committees.

☒ **Senior Services of Central Illinois Senior Transport** does not select the membership of any transit-related committees, planning boards, or advisory councils.

# Monitoring for Subrecipient Title VI Compliance

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Describe how you monitor your subrecipients. This can be through site visits, submissions of Title VI Plans annually, or training and surveys.

☒ **Senior Services of Central Illinois Senior Transport** does not monitor subrecipients for Title VI compliance.

# Title VI Equity Analysis

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A subrecipient planning to acquire land to construct certain types of facilities must not discriminate on the basis of race, color, or national origin, against persons who may, as a result of the construction, be displaced from their homes or businesses. "Facilities" in this context does not include transit stations or bus shelters, but instead refers to storage facilities, maintenance facilities, and operation centers.

There are many steps involved in the planning process prior to the actual construction of a facility. It is during these planning phases that attention needs to be paid to equity and non-discrimination through equity analysis. The Title VI Equity Analysis must be done before the selection of the preferred site.

Note: Even if facility construction is financed with non-FTA funds, if the subrecipient organization receives any FTA dollars, it must comply with this requirement.

☒ **Senior Services of Central Illinois Senior Transport** has no current or anticipated plans to develop new transit facilities covered by these requirements

# Fixed Route Transit Provider Analysis

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Fixed Route: Public transit service (other than by aircraft) provided on a repetitive, fixed-schedule basis along a specific route, with vehicles stopping to pick up passengers.

A subrecipient providing fixed route service, as defined above, must determine the distribution of transit amenities or the vehicle assignments for each mode in a non-discriminatory manner. The subrecipient must develop policies to ensure service is not distributed on the basis of race, color, or national origin.

Effective practices to fulfill the Service Standards requirements include developing written policies covering each of the following service indicators: (can be expressed in writing or in table format – see Circular Appendix G & H pp. 87-91)

☒ **Senior Services of Central Illinois Senior Transport** is not a Fixed Route Transit Provider

# Board Approval for the Title VI Plan

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*Meeting minutes from February 2025 are attached*