



**Camden County Developmental Disability Resources**

**“CCDDR”**

**Civil Rights Title VI Plan**

**2017 - 2020**

**Revised July 2017**

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**February 24, 2014**

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**February 27, 2014**

## Table of Contents

<b>Introduction / Title VI Assurances</b>	<b>Page 2</b>
<b>Agency Information</b>	<b>Page 3, 4, 5</b>
<b>Notice to the Public</b>	<b>Page 6, 7</b>
<b>Procedure for Filing a Complaint</b>	<b>Page 8, 9, 10</b>
<b>Monitoring Title VI Complaints, Investigations &amp; Lawsuits</b>	<b>Page 11, 12</b>
<b>Public Engagement Plan</b>	<b>Page 13</b>
<b>Title VI Outreach Best Practices</b>	<b>Page 14</b>

## Attachments

- Attachment A – Employee Annual Education Form**
- Attachment B – Acknowledgement of Receipt of Title VI Plan**
- Attachment C – Title VI Notice to the Public (Long Title VI Notice)**
- Attachment D – Complaint Form**
- Attachment E – Title VI Complaint Log**
- Attachment F – Letter Acknowledging Receipt of Complaint**
- Attachment G – Letter Notifying Complainant That the Complaint Is Substantiated**
- Attachment H – Letter Notifying Complainant That the Complaint is Not Substantiated**
- Attachment I – Narrative to Be Included on Posters to Be Displayed in Revenue Vehicle  
And Agency Facilities**

## **Title VI Assurances**

Camden County Developmental Disability Resources agrees to comply with all provisions prohibiting discrimination on the basis of race, color, or national origin of Title VI of the Civil Rights Act of 1964 as amended, 42 U.S.C. 200d et seq., and with U.S. DOT regulations, “Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act,” 49 CFR part 21.

Camden County Developmental Disability Resources assures that no person shall, as provided by Federal and State civil rights laws, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity. Camden County Developmental Disability Resources further ensures every effort will be made to ensure non-discrimination in all programs and activities, whether those programs and activities are federally funded or not.

Camden County Developmental Disability Resources meets the objectives of the FTA Master Agreement which governs all entities applying for FTA funding including Camden County Developmental Disability Resources and its third-party contractors by promoting actions that:

- A. Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
- B. Identify and address, as appropriate, disproportionately high and adverse effects of programs and activities on minority populations and low-income populations.
- C. Promote the full and fair participation of all affected Title VI populations in transportation decision making.
- D. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- E. Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP).

Camden County Developmental Disability Resources receives state and/or federal funds through grants administered by the Missouri Department of Transportation. As a recipient of this funding, Camden County Developmental Disability Resources is committed to assuring compliance with the Title VI Requirements for Federal Transit Administration Recipients as outlined in FTA circular 4702.1B

This plan is developed to guide Camden County Developmental Disability Resources in its administration and management of Title VI-related activities.

## Agency Information

### 1. Mission Statement

To provide persons with developmental disabilities the necessary tools to achieve self-determined lives, while ensuring quality services.

### 2. History

Camden County Developmental Disability Resources (CCDDR) is a political subdivision of Camden County, Missouri created in August of 1980 when voters in Camden County approved passage of state enabling legislation commonly referred to as "Senate Bill 40".

The agency is authorized by Sections 205-968-205.972 of the Revised Missouri Statutes to provide for needs of Camden County citizens with developmental disabilities in areas of employment, residential, and related services.

Camden County Developmental Disability Resources (CCDDR) was created to provide for the employment, residential, and related service needs for Camden County persons with developmental disabilities. Our Support Coordination staff assists persons served in meeting their personal needs and goals and in obtaining the greatest degree of independence and inclusion possible in everyday community life.

In cooperation with the MO Division of Developmental Disabilities, Camden County Developmental Disability Resources provides Support Coordination services for Camden County persons with developmental disabilities.

### 3. Regional Profile

Camden County Developmental Disability Resources services only clients who reside in Camden County. At the current time, CCDDR has one agency vehicle; therefore, Camden County Developmental Disability Resources is able to transport clients to medical, dental and various other trips to meet their daily needs.

Due to Camden County Developmental Disability Resources having only one agency vehicle, our agency is unable to provide the transportation services for our clients that the agency feels is needed. Camden County Developmental Disability Resources is hoping to have a larger fleet of vehicles in the future to provide a transportation program and service that support public or private transportation opportunities for persons with developmental disabilities to meet their needs.

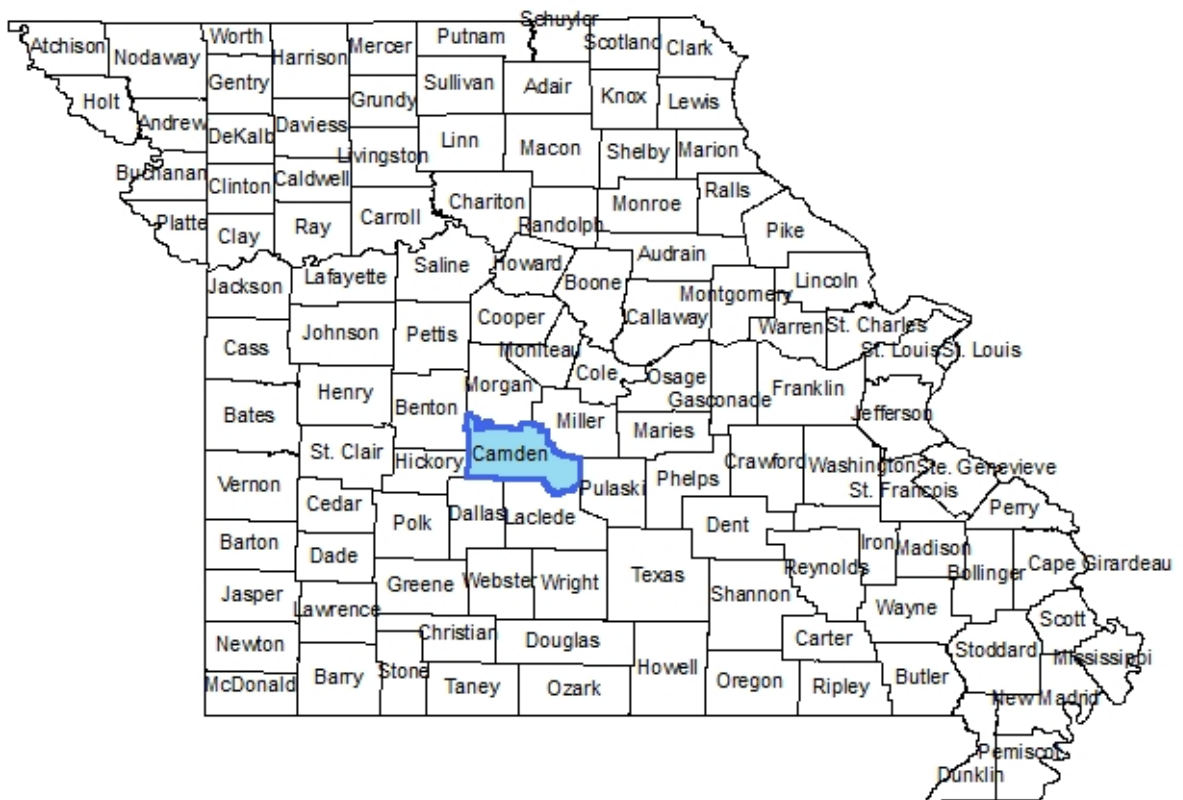
Camden County Developmental Disability Resources services are available to all persons regardless of race, gender, color, religion, age, national origin, or disability.

#### 4. Population Served

A majority of Camden County Developmental Disability Resources clients live in rural areas. Camden County Developmental Disability Resources clients range from the age of 4 and older. First Steps enrolls children with developmental disabilities from birth to age 4.

#### 5. Service Area

Camden County Developmental Disability Resources is comprised of one county, that being Camden. One Executive Director oversees the staff for the agency.



## **6. Governing Body of Camden County Developmental Disability Resources**

CCDDR is guided by a nine-member Board of Directors who is appointed by the Camden County Commission to serve three year terms.

The Board of Directors consists of a cross-section of parents and family members of persons with developmental disabilities, educators, professionals, and other members of the community who act as advocates for our county's citizens with developmental disabilities.

The current makeup of the Board of Directors for Camden County Developmental Disability Resources is as follows: 5 (55.5 %) male and 4 (44.5 %) females. Due to the largest Camdenton racial/ethnic groups being Caucasian (96.7%), followed by Hispanic (2.7%), our Board of Directors is 100% Caucasian.

All Camden County Developmental Disability Resources board meetings are open to the public and are held on the third Monday of the month unless that date is a holiday and then the meeting is held on the fourth Monday of the month. The board meetings are held at Camden County Developmental Disability Resources, 255 Keystone Industrial Park Drive, Camdenton, MO., and begin at 4:00 P.M.

## **7. Sub Recipient Monitoring**

Camden County Developmental Disability Resources has no sub-recipients. Any sub-recipient who would receive payment from Camden County Developmental Disability Resources where funding would originate from any federal assistance are subject to the provisions of the Title VI of the Civil Rights Act of 1964 as amended. Written contracts will contain non-discrimination language.

## **8. Equity Analysis of Facilities**

Camden County Developmental Disability Resources has no construction projects at the present time. The main facility is at 100 Third Street in Camdenton, Mo with additional leased facilities, housing the Administrative team, at 5816 Osage Beach Parkway, Suite 106 and 108 in Osage Beach, MO., and a facility at 255 Keystone Industrial Park Drive in Camdenton. The agency's van is parked in our office building's parking lot at 100 Third Street in Camdenton, MO. Due to the way our transportation service is offered, Camden County Developmental Disability Resources provides door-to door service to our consumers as needed. Our agency van picks them up at their residence or place of employment and returns them to their residence.

## Notice to the Public

### Notifying the Public of Rights under Title VI

Camden County Developmental Disability Resources posts Title VI notices on our agency's website, in public areas of our agency, and in our agency vehicle.

Camden County Developmental Disability Resources operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964.

If you believe you have been discriminated against on the basis of race, color, or national origin by Camden County Developmental Disability Resources, you may file a Title VI complaint by completing, signing, and submitting the agency's Title VI Complaint Form.

#### **How to file a Title VI complaint with Camden County Developmental Disability Resources:**

1. A grievance form is available on our website at [www.cccdr.org](http://www.cccdr.org); at our office facility at 100 Third Street, Camdenton, MO 65020; or by calling 1-573-693-1511. Ask for Title VI Program Officer and one can be mailed to you.
2. In addition to the complaint process at Camden County Developmental Disability Resources, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, and Region 7, 901 Locust Street, Suite 404, Kansas City, MO 64106 or telephone 816-329-3920.
3. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
4. The form must be signed and dated, and include your contact information.

If information is needed in another language, contact Camden County Developmental Disability Resources office at 1-573-693-1511.

**Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs receiving federal financial assistance.**

The Placard below is placed in Camden County Developmental Disability Resources' agency vehicle.

**Notifying the Public of Rights Under Title VI**

Camden County Developmental Disability Resources operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964.

Any person who feels he or she has been discriminated against on the basis of race, color, or national origin may file a Title VI complaint with Camden County Developmental Disability Resources,

For information on the procedure to file a complaint, contact:

Phone            573-693-1511

E-mail           [linda@cddr.org](mailto:linda@cddr.org)

Mail or in-person visits:

100 Third Street, PO Box 722, Camdenton, MO 65020

You may also visit our website at [www.cddr.org](http://www.cddr.org)

If information is needed in another language, contact 573-693-1511



## Procedure for Filing a Title VI Complain

### GENERAL

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, or national origin by Camden County Developmental Disability Resources may file a written complaint with the Title VI Program Officer, PO Box 722, 100 Third Street, Camdenton, MO 65020. Every effort will be made to obtain early resolution of complaints.

### PROCEDURE

1. The complaint must meet the following requirements:
  - a. Complaint shall be in writing and signed by the complainant(s). In instances where complainant is unable or incapable of providing a written statement, a verbal complaint may be made. The Title VI Program Officer will interview the complaint and assist the person in converting verbal complaints in writing. All complaints must be signed by the complainant or his/her representative.
  - b. Include your name, address, telephone number, and the date of the alleged act of discrimination when the complainant became aware of the alleged act of discrimination.
  - c. Give a description of the issues, including names and job titles of those individuals perceived as parties in the complaint.
  - d. Federal and state law requires complaints be filed within 180 calendar days of the alleged incident.

You may download the Camden County Developmental Disability Resources Title VI Complaint Form at [www.ccddr.org](http://www.ccddr.org), or request a copy by writing to Camden County Developmental Disability Resources, PO Box 722, Camdenton, MO 65020. Information on how to file a Title VI complaint may also be obtained by calling Camden County Developmental Disability Resources – Title VI Program Officer at 573-693-1511.

Please submit your complaint form to Camden County Developmental Disability Resources, PO Box 722, Camdenton, MO 65020. Camden County Developmental Disability Resources will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, Camden County Developmental Disability Resources may contact the complainant. Unless a longer period is specified by Camden County Developmental Disability Resources, the complainant will have ten (10) days from the date of the letter to send requested information to the Camden County Developmental Disability Resources investigator assigned to the case.

If the requested information is not received within that time frame the case will be closed. Also, a case can be administratively closed if the complainant no longer wishes to pursue the case.

1. Upon receipt of the complaint, The Title Vi Program Officer will determine its jurisdiction, acceptability, need for additional information, and investigate the complaint, if accepted.
2. The complainant will be provided with a written acknowledgement letter informing he or she Camden County Developmental Disability Resources has either accepted or rejected the complaint.
3. A complaint must meet the following criteria for acceptance:
  - a. The complaint must be filed within 180 days of the alleged occurrence.
  - b. The allegation must involve a covered basis such as race, color or national origin.
  - c. The allegation must involve a Camden County Developmental Disability Resources service.
4. A complaint may be dismissed for the following reasons:
  - a. The complainant requests the withdrawal of the complaint.
  - b. The complainant fails to respond to repeated requests for additional information needed to process the complaint.
  - c. The complainant cannot be located after reasonable attempts.
5. Once the Title VI Program Officer decides to accept the complaint for investigation, the complainant will be notified in writing of such determination. The complaint will receive a case number and will then be logged in a database identifying: complainant's name, basis, alleged harm, race, color and national origin of the complainant.
6. In cases where the Title VI Program Officer assumes the investigation of the complaint, within 90 calendar days of the acceptance of the complaint the Title VI Program Officer will prepare an investigative report. The report shall include a narrative description of the incident, identification of persons interviewed, findings and recommendations for disposition.
7. The investigative report and its findings will be reviewed with Camden County Developmental Disability Resources officials and in some cases the investigative report and findings will be reviewed by CCDDR's legal counsel.
8. The Title VI Program Officer/Legal Counsel will make a determination on the disposition of the complaint. dispositions will be stated as follows:
  - a. In the event CCDDR is in noncompliance with the Title VI regulations, remedial actions will be listed.
9. Notice of the Title VI Program Officer's determination will be mailed to the complainant. Notice shall include information regarding appeal rights of complainant and instructions for initiating such on appeal. Notice of appeals are as follows:
  - a. The Title VI Program Officer will reconsider the determination, if new facts, come to light.

- b. If complainant is dissatisfied with the determination and/or resolution set forth by the Title VI Program Officer, the same complaint may be submitted to the FTA for investigation. Complainant will be advised to contact the Federal Transit Administration, Office of Civil Rights, 901 Locust Street, Room 404, Kansas City, MO 64106, Telephone 816-329-3920.
10. A copy of the complaint and the Title VI Program Officer's investigation report/letter of finding (LOF) and final remedial action plan, if appropriate, will be issued to FTA within 120 days of receipt of the complaint.
  11. A summary of the complaint and its resolution will be included as part of the Title VI updates to the FTA.

If the complainant disagrees with Camden County Developmental Disability Resources' determination, the complainant may request reconsideration by submitting the request in writing to the Title VI investigator within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. Camden County Developmental Disability Resources will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, Camden County Developmental Disability Resources will issue a determination letter to the complainant upon completion of the reconsideration review.

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

If information is needed in another language, contact Camden County Developmental Disability Resources at 1-573-693-1511.

## Monitoring Title VI Complaints, Investigations, Lawsuits

### Documenting Title VI Complaints/Investigations

All Title VI complaints will be entered and tracked in Camden County Developmental Disability Resources' complaint log. Active investigations will be monitored for timely response on the part of all parties. The agency's Title VI Program Officer shall maintain the log.

#### Agency Title VI Complaint Log

Date complaint filed	Complainant	Basis of complaint R-C-NO	Summary of allegation	Pending status of complaint	Actions taken	Closure Letter (CL)	Letter of Finding (LOF)	Date of CL or LOF

### Documenting Evidence of Agency Staff Title VI Training

Camden County Developmental Disability Resources' staff is given Title VI training, and agency can answer affirmatively to all the following questions:

1. Are new employees made aware of Title VI responsibilities pertaining to their specific duties?

During new employee orientation, new employees shall be informed of the provisions Of Title VI and Camden County Developmental Disability Resources expectation to perform their duties accordingly.

2. Do new employees receive this information via employee orientation?

New employees will be given a copy of the Camden County Developmental Disability Resources Title VI plan and be given an Acknowledgement of Receipt form to sign.

3. Is Title VI information provided to all employees and program applicants?

Title VI information shall be given to Camden County Developmental Disability employees annually by the Employee Annual Education Form (Attachment A) at the end of the fiscal year. The form reminds employees of CCDDR's policy statement and of their Title VII responsibilities in their daily work and duties. An acknowledgement of Receipt of Title VI Plan form will be given to each current employee for signature.

4. Is Title VI information prominently displayed in the agency and on any program materials distributed, as necessary?

Title VI information posters shall be displayed in the office of Camden County Developmental Disability Resources and in their agency vehicles.

## Public Engagement Plan

### Community Outreach

The goal of the Public Engagement Plan is to have significant and ongoing public involvement, if needed, by all identified audiences, may include but are not limited to the following:

- Board of Directors – the governing board of the agency. The role of the Board is to establish policy and legislative direction for the agency. The Board defines the agency’s mission, establishes goals, and approves then budget to accomplish the goals.
- Local jurisdictions and other government stakeholders
- Private businesses and organizations
- Partner agencies, Social Service Agencies, State Agencies such as the Department of Mental Health, and Regional Planning Commissions

### Elements of the Public Engagement Plan

Camden County Developmental Disability Resources has a participation plan that includes an outreach plan to engage minority and limited English proficient (LEP) populations.

Elements of the Public Engagement Plan include:

#### 1. Public Notice

- Official notification of intent to provide opportunity for members of the general public to participate in public engagement include participation in open Board meetings, Which are open to the public with dates, locations and meeting information posted on the door of Camden County Developmental Disability Resources at least 48 hours prior to meeting.

#### 2. Public Engagement Process/Outreach Efforts:

- Public meetings, job fairs and other public events
- Focus groups

Events such as public meetings and/or open houses may be held at schools, churches, libraries and other locations.

#### 3. Public Comment

Comments are accepted through various means:

- Dedicated email address
- Website
- Regular mail

## **Title VI Outreach Best Practices**

Camden County Developmental Disability Resources ensures all outreach strategies, communications and public involvement efforts comply with Title VI. Camden County Developmental Disability provides the following:

- a. Public notices published in non-English publications (if available and needed).
- b. Title VI non-discrimination notice on agency's website.
- c. Agency communication materials in languages other than English (if needed).
- d. Services for Limited English Proficient persons. Upon advance notice, translators may be provided.

## **Title VI Program Public Engagement Process**

Camden County Developmental Disability Resources is a political sub-division and does not serve the general public but a limited population of persons with intellectual and developmental disabilities. The Targeted Case Management team assists in helping clients in the fields of employment, residential and related services. The program provides limited transportation with one minivan due to the small size of the program. The agency holds monthly board meetings. The meetings are open to the public and the public is welcome to share in discussions or to address issues of importance to solve shared problems. This agency tries to gather input from the public regarding agency services and activities..

Camden County Developmental Disability Resources will provide briefings to the Board of Directors regarding Title VI plan as needed.

Title VI information is posted on the agency website at [www.cddr.org](http://www.cddr.org) along with our e-mail, mailing address, and agency telephone numbers.

## **Attachment A**

### **Employee Annual Education Form**

#### **Title VI Policy**

**No person shall, on the grounds 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.**

**All employees of Camden County Developmental Disability Resources are expected to consider, respect, and observe this policy in their daily work and duties. If a citizen approaches you with a question or complaint, direct him or her to the Title VI Coordinator and/or Executive Director of Camden County Developmental Disability Resources.**



**Attachment B**

**Acknowledgement of Receipt of Title VI Plan**

**I hereby acknowledge the receipt of Camden County Developmental Disability Resources Title VI Plan. I have read the plan and am committed to ensuring that no person is excluded from participation in, or denied the benefits of transportation, employment, residential, and related service needs for Camden Co. persons with developmental disabilities on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.1.**

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**Employee Signature**

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**Employee Printed Name**

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**Date**

## Attachment C

### Title VI Notice to the Public

#### (Long Title VI Notice)

#### Your Rights Under Title VI

Camden County Developmental Disability Resources operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the 1964 Civil Rights Act. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with our agency.

Any such complaint must be in writing and filed with this agency within 180 days following the date of the alleged discriminatory occurrence. For information on our nondiscrimination obligations or how to file a complaint, please contact Camden County Developmental Disability Resources by any of the methods listed below.

Camden County Developmental Disability Resources

Phone            573-693-1511

Fax                573-693-1515

E-mail            [linda@cddr.org](mailto:linda@cddr.org)

Mail or in-person visits:

100 Third Street, PO Box 722, Camdenton, MO 65020

You may also visit our website at [www.cddr.org](http://www.cddr.org)

If information is needed in another language, contact 573-693-1511.



Describe all of the persons that were involved. Include the name and contact information of the person(s) who discriminated against you (if known). <i>Use the back of this form or separate pages if additional space is required.</i>	
11. Please list any and all witnesses' names and phone numbers/contact information. <i>Use the back of this form or separate pages if additional space is required.</i>	
12. What type of corrective action would you like to see taken?	
13. Have you filed a complaint with any other Federal, State, or local agency, or with any Federal or State court? ( ) YES If yes, check all that apply. ( ) NO a. ( ) Federal Agency (List agency's name) b. ( ) Federal Court (Please provide location) c. ( ) State Court d. ( ) State Agency (Specify Agency) e. ( ) County Court (Specify Court and County) f. ( ) Local Agency (Specify Agency)	
14. If YES to question 14 above, please provide information about a contact person at the agency/court where the complaint was filed.	
Name:	Title:
Agency:	Telephone: ( ) -
Address:	
City:	State: Zip Code:

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

Signature and date is required:

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

If you completed Questions 4, 5 and 6, your signature and date is required:

\_\_\_\_\_

Signature

\_\_\_\_\_

Date



**Attachment F**  
**Letter Acknowledging Receipt of Complaint**

**Today's Date**

Ms. Jo Doe  
1234 Main Street  
Anywhere, MO 65020

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against Camden County  
Developmental Disability Resources alleging \_\_\_\_\_  
\_\_\_\_\_.

An Investigation will begin shortly. If you have additional information you want to  
convey or questions concerning this matter, please contact this office by calling  
573-693-1511 or write to me at this address.

Sincerely,

Linda Simms  
Title VI Coordinator

## Attachment G

### Letter Notifying Complainant That the Complaint Is Substantiated

#### Today's Date

Ms. Jo Doe  
1234 Main Street  
Anywhere, MO 65020

Dear Ms. Doe:

The matter referenced in your letter dated \_\_\_\_\_ against Camden County Developmental Disability Resources alleging a 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 very helpful during our review of the program. **(If a hearing is necessary, the following sentence may be appropriate.)**

You may be hearing from this office, or from federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

Linda Simms  
Title VI Coordinator

## Attachment H

### Letter Notifying Complainant That the Complaint Is Not Substantiated

**Today's Date**

Ms. Jo Doe  
1234 Main Street  
Anywhere, MO 65020

Dear Ms. Doe:

The matter referenced in your complaint dated \_\_\_\_\_ against Camden County Developmental Disability Resources 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.

Camden County Developmental Disability Resources has analyzed the materials and facts pertaining to your case for evidence of Camden County Developmental Disability Resources' 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 the final written decision from Camden County Developmental Disability Resources, 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, 5<sup>th</sup> 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,

Linda Simms  
Title VI Coordinator



## Attachment I

### NARRATIVE TO BE INCLUDED ON POSTERS TO BE DISPLAYED IN REVENUE VEHICLE AND AGENCY 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 any program or activity receiving Federal financial assistance (“42 U.S.C. Section 2000d).

Camden County Developmental Disability Resources is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation service on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1>A. If you feel you are being denied participation in or being denied benefits of the transportation services provided by Camden County Developmental Disability Resources, or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, our contact information is:

Title VI Coordinator  
Camden County Developmental Disability Resources  
PO Box 722 - 100 Third Street  
Camdenton, MO 65020  
573-693-1511  
[linda@cddr.org](mailto:linda@cddr.org)