

Handishop Industries

Title VI/Americans with Disabilities Act (ADA) Plan

Revised on: September 9, 2020

Patty Clark

Adopted by: Executive Director

Adopted on: July 21, 2014

This policy is hereby adopted and signed by:

Handishop Industries, Inc.

Executive Name/Title: Patty Clark – Executive Director

Executive Signature:

Patty Clark - Executive Director

Policy Statement

Handishop Industries, 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 Handishop Industries, Inc. in accordance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities.

Title VI/ADA Plan Elements

Handishop Industries, Inc.'s Title VI/ADA plan includes the following elements:

1. Evidence of Policy Approval, Log of Policy Updates, Contact Information/Program Administration
2. Notice of Nondiscrimination
3. Complaint Procedure
4. Complaint Form
5. List of transit related Complaints, Investigations and Lawsuits
6. Public Participation Plan
7. Language Assistance Plan
8. Minority Representation Table and Description

Note: Additional materials will be attached, if required.

Handishop Industries, Inc. will review its policy on an annual basis to determine if modifications are necessary.

Handishop Industries, Inc. will use the table below to record reviews/revisions made to the plan.

Policy Updates – Activity Log

Date	Activity (Review/Update/Addendum/ Adoption/Distribution)	Person Responsible	Remarks
9/9/2020	Update Title VI - ADA Plan	Patty Clark	Update reflects new WisDot templates
9/13/2017	Update Title VI Plan	Patty Clark	Per WisDot requirement
9/12/2014	Develop Title VI Plan	Patty Clark	Per WisDot requirement

Contact Information/Program Administration

Executive Director

Handishop Industries, Inc.'s Executive Director 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.

Name:	Patty Clark
Email:	pclark@handishop.org
Phone:	608-372-3289

Director of Programming

Handishop Industries, Inc.'s Director of Programming will ensure implementation of Handishop Industries, Inc.'s federally funded transportation program. The Director of Programming has other duties and responsibilities in addition to Title VI and ADA. This position has a direct reporting relationship and access to Handishop Industries, Inc. Executive Director.

Name:	Stephanie Squires
Email:	squires@handishop.org
Phone:	608-372-3289

Civil Rights Coordinator

Handishop Industries, Inc.'s Civil Rights Coordinator ensures Title VI/ADA compliance in accordance with Handishop Industries Inc.'s federally funded transportation program. The Civil Rights Coordinator has other duties and responsibilities in addition to Title VI/ADA compliance. This position has a direct reporting relationship and access to Handishop Industries, Inc. Executive Director.

Name:	April Knudtson
Email:	aknudtson@handishop.org
Phone:	608-372-3289

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

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

Title VI/ADA - Notice of Nondiscrimination to the Public

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

Notice of Nondiscrimination

Handishop Industries, Inc.

Handishop Industries, 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 Handishop Industries, 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 Handishop Industries, Inc.
- ✓ For more information on Handishop Industries Inc.'s civil rights program, and the procedures to file a complaint, contact Patty Clark at (608) 372-3289; email pclark@handishop.org; or visit our administrative office at 1411 North Superior Ave. Tomah, WI 54660. for more information, visit www.handishop.org.
- ✓ 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, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact (608) 372-3289.
Si se necesita información en otro idioma de contacto, (608) 372-3289.
Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau (608) 372-3289.

Handishop Industries, Inc.'s *Notice of Nondiscrimination* is posted in the following locations

- ✓ Agency website – www.handishop.org
- ✓ Public areas of the agency office (common area, public meeting rooms, etc.)
 - Inside vehicles
 - Rider Guides/Schedules
 - Transit Shelters and stations
 - Other, _____

Complaint Procedure

Handishop Industries, Inc.'s Complaint Procedure is made available in the following locations: *(list all that apply)*

- ✓ Agency website, either as a reference in the Notice to Public or in its entirety
 - ✓ Hard copy in the central office (top drawer in file cabinet in reception area)
- Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
- Other, _____

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 Handishop Industries, Inc. may file a complaint by completing and submitting agency's Title VI Complaint Form. The Complaint Form may also be used to submit general complaints to Handishop Industries, Inc.

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

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

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

Handishop Industries, Inc. has 15 business days to investigate the civil rights complaint. If more information is needed to resolve the case, Handishop Industries, Inc. may contact the complainant.

The complainant has 15 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 15 business days, Handishop Industries, 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/ADA 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 15 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 608-372-3289.

Si se necesita información en otro idioma de contacto, 608-372-3289.

Yog muaj lus qhia ntiv rau lwm hom lus, hu rau 608-372-3289.

Handishop Industries, Inc. - Complaint/Comment Form

Handishop Industries, 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 www.handishop.org or in person at the address below.

Handishop Industries, Inc.
1411 North Superior Ave
Tomah, WI 54660

You may also call us at 608-372-3289. 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"/> TDD or Relay	<input type="checkbox"/> Audio Recording	<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.

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"/> Gender	<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? Please check any box that may apply.	<input type="checkbox"/> Transit	<input type="checkbox"/> Day Services	<input type="checkbox"/> Work Floor
What was the date of the occurrence?			
What was the time of the occurrence?			
What is the name or identification of the employee or employees involved?			
What is the name or identification of others involved, if applicable?			
What was the number or name of the route you were on, if applicable?			
What was the direction or destination you were headed to when the incident occurred, if applicable?			
Where was the location of the occurrence?			
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.			

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

Section E: Follow-up

May we contact you if we need more details or information?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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If yes, how would you best like to be reached? Please select your preferred form of contact below

<input type="checkbox"/> Phone	<input type="checkbox"/> Email	<input type="checkbox"/> Mail
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If you would prefer to be contacted by phone, please list the best day and time to reach you.

Section F: Desired Outcome

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

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.

Section G: Signature

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

Name	Date:
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Signature

List of Complaints, Investigations and Lawsuits¹

Handishop Industries, Inc. maintains a list or log to track and resolve all complaints, investigations and lawsuits, pertaining to its transit-related activities.

Check One:

There have been no investigations, complaints and/or lawsuits filed against us during the report period.

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 ²	Summary Complaint Description	Status	Action(s) Taken

¹ **Lawsuit:** The protected class under Title II is disability. The protected classes under Title VI are Race, Color and Nation Origin.

² **Basis of Complaint:** Specify Race, Color, National Origin, Disability, Religion, Sex, Age, Service, Income Status, Limited English Proficient (LEP), Safety, Other

Public Participation Plan

Strategies and Desired Outcomes

To promote inclusive public participation, Handishop Industries, Inc. will use its resources available to employ the following strategies, as appropriate:

- ✓ Provide for early, frequent and continuous engagement by the public.
- ✓ Select accessible and varied meeting locations and times
- ✓ Employ different meeting sizes and formats
- ✓ Provide help in locating childcare and food during meetings, if possible.
- ✓ Use social media in addition to other resources as a way to gain public involvement
- ✓ Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.
- ✓ Expand traditional outreach methods. Think outside the box: Go to ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.

Public Outreach Activities

Handishop Industries, Inc. maintains a log/record of the various types of outreach activities it uses to promote inclusive public participation. On an annual basis, Handishop Industries, 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 Handishop Industries, Inc. are summarized in the table 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. posters were placed in all shopping centers in the affected area) will be used for future planning efforts. Examples of additional supporting materials include copies of meeting announcements, agendas, posters, attendee list, etc.

Event Date	Handishop Industries, Inc. Staffer(s)	Event	Date Publicized and Communication Method (Public Notice, Posters, Social Media)	Outreach Method (Meeting, Focus Group, Survey, etc).	Notes
1-15-20	HR Coordinator	Annual Survey	Direct Mail to Care Providers/Guardians	Mailed a Survey	Document Responses
1-15-20	HR Coordinator	Annual Survey	Direct Mail to Social Workers	Email a Survey	Document Responses
Annually	Director of Programming	Concert in the Park	Through Sparta Area Chamber	Event attendance with informational booth, brochures	Serve concessions

Annually	Director of Programming	Coalition on Transition at High Schools in Monroe County	Through Monroe County	Event attendance with information booth, brochures	Talk to parents and guardians about services offered
Ongoing	Director of Programming	Presentations	E-mail	Presentations to groups or individuals	Go to parents homes and speak to a group about services offered
Ongoing	Staff	Website	Website and Social Media Materials	Website, Facebook	www.handishop.org
Annually	Director of Programming	Non-profit expo	Through Tomah Area Chamber	Event attendance with information booth, brochures	Talk to individuals about services offered

Language Assistance Plan

Plan Components

As a recipient of federal US DOT funding, Handishop Industries, Inc. is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak or understand English. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Handishop Industries, Inc.'s Language Assistance 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 how language assistance services are provided by language
3. A description of how LEP persons are informed of the availability of language assistance service
4. A description of how the language assistance plan is monitored and updated
5. A description of how employees are trained to provide language assistance to LEP persons
6. Additional information deemed necessary

Methodology

To determine if an individual is entitled to language assistance and what specific services are appropriate, Handishop Industries, Inc. has conducted a *Four Factor Analysis* of the following areas: 1) Demography, 2) Frequency, 3) Importance and 4) Resources and Costs.

LEP Four Factor Analysis

Factor 1: Demography: Identifies the number or proportion of LEP persons served and the languages spoken in the service area.

The first factor of the *Four Factor Analysis* is the basis of the Language Assistance Plan. It requires Handishop Industries, Inc. to review its US Census data to determine if it meets the *LEP Safe Harbor Threshold*.

US Census Data

Handishop Industries, Inc. did the following:

1. Inserted a copy of Handishop Industries, Inc. county LEP data in the Title VI/ADA plan. This data was found at the WisDOT website <https://wisconsindot.gov/Pages/doing-bus/local-gov/astnce-pgms/transit/compliance/title6.aspx> or the US Census Bureau <https://data.census.gov>
2. Analyzed the LEP demographic data for Handishop Industries, Inc.'s program and/or service area by calculating the *Safe Harbor Threshold* for two to three of the largest language groups identified other than English.
 - a. 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.
 - i. 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) Handishop Industries, Inc. must provide translation of vital documents in written format for the non-English users.

- ii. Examples of written translation of vital documents include the Nondiscrimination policy statement (Appendix 2), Complaint Procedure (Appendix 3), Complaint Form (Appendix 4), and ADA paratransit eligibility forms.
3. Explained the results of the analysis of the county LEP data in the demographic section of the *Four Factor Analysis*.

Factor 2: Frequency: Identifies the frequency staff encounters LEP persons.

LEP persons are persons identified as speaking English less than very well, not well or not at all. Just because a person speaks a language other than English doesn't mean they don't speak English or are identified as LEP.

The summary below discusses the frequency with which Handishop Industries, Inc.'s staff encounters LEP persons. It also provides information on how staff is instructed to meet the needs of LEP persons. Handishop Industries, Inc's staff are encouraged to use LEP resource materials to assist LEP persons.

Factor 3: Importance: Explains how the program, service or activity affects people's lives.

The summary below discusses how Handishop Industries, Inc.'s program and services impact the lives of persons within the community. Handishop Industries, Inc. will specify the community organizations that serve LEP persons, if available.

Factor 4: Resources and Costs: Discusses funding and other resources available for LEP outreach.

The summary below discusses the low-cost methods Handishop Industries, Inc. uses to provide outreach to LEP persons as well as train staff on Title VI/ADA and LEP principles.

Additional Required Elements

In addition to the *Four Factor Analysis (listed below as item #1)*, Handishop Industries, Inc. addresses the following elements:

- Item #2:** A description of how language assistance services are provided by language
 - Item #3:** A description of how LEP persons are informed of the availability of language assistance service
 - Item #4:** A description of how the language assistance plan is monitored and updated
 - Item #5:** A description of how employees are trained to provide language assistance to LEP persons
- And, any additional information deemed necessary.*

Handishop Industries, Inc. – Summary of the Language Assistance Plan Components

Item #1 – Results of the Four Factor Analysis (including a description of the LEP population(s) served)

Factor 1 – Demography

Handishop Industries, Inc. provides transportation service for Handishop Industries, Inc. in Monroe County for persons with disabilities.

The US Census Bureau – American Fact Finder (2011-2015) reports there are numerous languages spoken in Monroe County. Some of these languages include Spanish, German, Russian, Japanese, Hmong, and Vietnamese. After English, the second largest language group 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), Handishop Industries, Inc. must provide translation of vital documents in written format for non-English speaking persons.

In Monroe County, with a population estimate of 45,303; 596 persons over the age of 18 have identified themselves as Spanish speaking and “speaks English less than very well”. This language group is less than 1.5% and below the 5% or 1,000 persons threshold of the population to be served. This means Handishop Industries, Inc. is not required to provide written translation of vital documents. All other language groups listed above are also below the Safe Harbor Threshold. This means, at this time, Handishop Industries Inc. is also not required to provide written translation of vital documents in these languages.

In the future, if Handishop Industries 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

Handishop Industries, Inc. employees will be trained on what to do when they encounter a person that speaks English less than well. This training will occur during orientation and then as needed. Handishop Industries, Inc. will track the number of encounters and consider adjustments as needed to its outreach efforts to ensure meaningful access to all persons and specifically to LEP and minority populations of Handishop Industries, 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

Handishop Industries, Inc.'s provides rides to 15 persons per year. While formal data has not been collected, Handishop Industries, Inc. has encountered (0) zero LEP persons using the service since this plan has been adopted.

Handishop Industries, Inc.'s staff has reviewed the frequency it has, or could have, contact with LEP persons. This includes documenting phone inquiries or office visits. To date, Handishop Industries, Inc. has 0 requests for interpreters and 0 requests for translated program documents.

Handishop Industries, Inc. has an open-door policy and will discuss transportation options with any person who receives funding for services and requests a ride. If an individual has speech limitations, Handishop Industries, Inc. will work with them to ensure the individual receives access to the transportation service.

Factor 3 – Importance

Handishop Industries, Inc. understands an LEP person with language barrier challenges also faces difficulties obtaining health care, education, access to employment and nutrition meal sites, recreational services and socialization. A transportation system is a key link to connecting LEP persons to these essential services.

Handishop Industries, Inc. has identified activities and services which would have serious consequences to individuals if language barriers prevented access to information or the benefits of those programs. The activities and services include providing emergency evacuation instructions in our facilities and vehicles and providing information to the public on security awareness or emergency preparedness.

Handishop Industries, Inc. assessment of critical needs includes contact with community organization(s) that serve LEP persons, as well as contact with LEP persons themselves to obtain information on the importance of the modes or the types of services that are provided to the LEP populations.

Factor 4 – Resources and Costs

Even though Handishop Industries, Inc. does not have a separate budget for LEP outreach, the organization would implement low cost methods of reaching LEP persons. For example, Handishop Industries, Inc. would contract with the local university for a translator. This has ensured Handishop Industries, Inc. can provide assistance to LEP persons, if needed. In addition, Handishop Industries, Inc. works with local advocacy groups to reach LEP populations as well as through internal marketing efforts to increase community awareness.

Item # 2 – Description of how Language Assistance Services are Provided, by Language

When encountering LEP persons directly, Handishop Industries, Inc.'s staff use the "I Speak" Language Identification Card or posters to identify the language and communication needs of LEP persons.

Handishop Industries, Inc. will contract with a local university to hire a translator when needed. In addition, we would work to ensure mechanisms are in place to reach LEP persons in the service area. For example, a special brochure could be printed and made available in each vehicle to assist LEP populations in understanding the transportation service, if needed.

Item # 3 - Description of how LEP Persons are Informed of the Availability of Language Assistance Service

Handishop Industries, Inc. would do the following if requested to inform LEP persons of the availability of language assistance services:

- ✓ Publishing timetables and route maps in languages other than English
- ✓ Provide pictograms and other symbols in relevant published materials
- ✓ Striving to employ multilingual staff, as needed
- ✓ Creating and posting multi-language announcements, posters and other information

Handishop Industries, Inc. maintains a marketing position to increase community awareness in all populations including minority groups, women, and LEP individuals.

Item # 4 – Description of how the Language Assistance Plan is Monitored and Updated

Handishop Industries, Inc. ensures Title VI-ADA requirements are met. Handishop Industries, Inc.'s records, updates and reviews its Title VI-ADA plan in the *Policy Updates-Activity Log* section of the Title VI-ADA plan.

On an ongoing basis, Handishop Industries, Inc. assesses changes in demographics, types of services or other rider needs. This review assesses the effectiveness of the LEP policies and procedures, including but not limited to mechanisms for securing interpretive services, equipment used for the delivery of language assistance, complaints filed by LEP persons, needs identified through community outreach activities and routine feedback from direct-service staff.

Handishop Industries, Inc. will evaluate the information collected to determine if adjustments should be made to the delivering of programs and services to ensure meaningful access to minority and LEP persons.

Item # 5 - Description of how Employees are Trained to Provide Language Assistance to LEP Persons

Handishop Industries, Inc. employees are oriented on the principles of Title VI/ADA and Handishop Industries, Inc.'s Language Assistance Plan. New employees will be provided guidance on the needs of clients served and how best to meet their needs.

An important discussion point is that of language assistance. If an employee needs further assistance related to LEP program participants, he/she will work with Handishop Industries, Inc. Civil Rights Coordinator to identify strategies to meet the language needs of the participants of the program or service.

Minority Representation Information

A. Minority Representation Table

The table below depicts US Census county population data by race and Handishop Industries, Inc. 's internally elected board of directors. The board is comprised of 13 members with a diverse background within Monroe County. Based on the information below, Handishop Industries, Inc. will, in the future, take a look at this data and give thought and reflection on increasing the diversity of the governing body of the organization.

Body	Caucasian	Hispanic/ Latino	Black/ African American	Asian American	Native American	Two or More Races
County Population	91.2%	4.1%	1.5%	.8%	.9%	1.5%
Governing Board	92.3%	0	7.7%	0	0	0

B. Efforts to Encourage Minority Participation

Handishop Industries, Inc. understands diverse representation on committees, councils and boards results in sound policy reflective of its entire population. As such, Handishop Industries, Inc. encourages participation of all its citizens.

As vacancies on boards, committees and councils become available, Handishop Industries, Inc. will make efforts to encourage and promote diversity.

To encourage participation on its boards, committees and councils, Handishop Industries, Inc. will continue to reach out to community organizations to connect with all populations. In addition, Handishop Industries, Inc. will use creative ways to make participating realistic and reasonable, such as scheduling meetings at times best suited to its members and providing help in locating transportation and child care, if needed for its members.

