

**Association of Central Oklahoma Governments
Limited English Proficiency Assessment
October 2011**

The Association of Central Oklahoma Governments (ACOG) ensures that no person or groups of persons shall, on the grounds of race, color, sex, age, national origin, disability/handicap, or income status, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs, services, or activities administered by ACOG, its recipients, sub-recipients, and contractors.

I. INTRODUCTION

The Association of Central Oklahoma Governments (ACOG) conducted a Limited English Proficiency (LEP) Assessment to identify language barriers, if any, from public individuals that come into contact with ACOG. This Assessment was prepared in accordance with the Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., and its implementing regulations, which states that no person shall be subjected to discrimination on the basis of race, color, or national origin. Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. The Assessment was designed to evaluate and ensure that all meaningful programs and activities can be accessed by all individuals.

Policy Statement

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in all federally assisted programs. The Federal-aid Highway Act of 1973 (23 U.S.C. 324) added sex as a protected status in all Federal Highway Administration activities. Title VI was amended by the Civil Rights Restoration Act of 1987 (P.L. 100-259), effective March 22, 1988, which added Section 606, expanding the definition of the terms "programs or activities" to include all of the operations of an educational institution, government entity, or private employer that receives federal funds if any one operation receives federal funds.

It is the policy of the Association of Central Oklahoma Governments (ACOG) to ensure compliance with Title VI of the Civil Rights Act of 1964 and all related statutes or regulations in all programs and activities.

The ACOG Title VI Coordinator is granted the authority to administer and monitor the Title VI and Nondiscrimination Program as promulgated under Title VI of the Civil Rights Act of 1964 and any subsequent legislation. The Title VI Coordinator will provide assistance as needed.

ACOG will take all steps to ensure that no person or groups of persons shall, on the grounds of race, color, sex, age, national origin, disability/handicap, or income status, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs, services, or activities administered by ACOG, its recipients, sub-recipients, and contractors.

Anyone who believes that he or she has been discriminated against pursuant to Title VI should contact the ACOG Executive Director, at 405-234-2264.

ACOG Advertisement Clause

The Association of Central Oklahoma Governments (ACOG) ensures that no person or groups of persons shall, on the grounds of race, color, sex, age, national origin, disability/handicap, or income status, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs, services, or activities administered by ACOG, its recipients, sub-recipients, and contractors.

II. AUTHORITY AND GUIDANCE

Federal Authorities

Section 601 of the Title VI of the Civil Rights Act of 1964 provides that no person “on the ground of race, color, or national origin, be excluded from participation in, or be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” The United States Supreme Court in *Lau v. Nichols* (1974) stated that one type of national origin discrimination is discrimination based on a person’s ability to speak, read, write, or understand English.

Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency” requires Federal agencies to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to provide those services so LEP persons can have meaningful access to them. It is expected that agency plans will provide for such meaningful access consistent with, and without unduly burdening, the fundamental mission of the agency. The Executive Order also requires that the Federal agencies work to ensure that recipients of Federal financial assistance provide meaningful access to their LEP applicants and beneficiaries.

III. COMPLIANCE WITH LEP REQUIREMENTS

Pursuant to Executive Order 13166, the meaningful access requirements of Title VI, the Title VI regulations, and the four-factor analysis set forth in the Department of Justice's (DOJ's) revised LEP Guidance, 67 FR 117 (June 18, 2002), apply to the programs and activities of Federal agencies, including the Department. Federal financial assistance includes grants, cooperative agreements, training, use of equipment, donations of surplus property, and other assistance. All programs and operations of entities that receive federal funds or assistance (recipients and sub-recipients) include:

- State agencies
- Local agencies
- Private and nonprofit entities
- All programs and operations of the federal governments

ACOG will make responsible efforts to provide language assistance to ensure meaningful access for LEP individuals by:

- (1) Conducting a four-factor analysis;
- (2) Developing a Language Access Plan (LAP); and
- (3) Providing appropriate language assistance

IV. DETERMINING THE NEED

Federally assisted recipients are required to take reasonable steps to ensure meaningful access to LEP persons. In order to determine the need, ACOG used the following Four Factor Analysis from the Department of Justice's "Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons":

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter an ACOG program, activity, or services;
2. The frequency with which LEP individuals come in contact with ACOG programs, activities, or services;
3. The nature and importance of the programs, activities, or services provided by ACOG to the people's lives; and
4. The resources available to ACOG.

The Four Factor Analysis is used to determine oral language assistance while the Safe Harbor provisions are for written translations.

Safe Harbor

A "safe harbor" means that if a recipient provides written translations under these circumstances, such action will be considered strong evidence of compliance with the recipient's written-translation obligations under Title VI. The failure to provide written translations under the circumstances outlined in paragraphs (a) and (b) does not mean there is noncompliance. Rather these paragraphs merely provide a guide for recipients that would like greater certainty of compliance than can be provided by a fact-intensive, four-factor analysis.

(a) The DOT recipient provides written translations of vital documents for each eligible LEP language group that constitutes 5 percent or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. Translation of other documents, if needed, can be provided orally; or

(b) If there are fewer than 50 persons in a language group that reaches the 5 percent trigger in (a), the recipient does not translate vital written materials but provides written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost. These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable.

Size of Language Group	Recommended Provision of Written Language Assistance
1,000 or more in the eligible population in the market area or among current beneficiaries	Translated vital documents
More than 5% of the eligible population or beneficiaries <i>and</i> more than 50 in number	Translated vital documents
More than 5% of the eligible population or beneficiaries <i>and</i> 50 or less in number	Translated written notice of right to receive free oral interpretation of documents
5% or less of the eligible population or beneficiaries and less than 1,000 in number	No written translation is required

V. ASSESSMENT

In order to capture data for the four factor analysis, all ACOG staff were surveyed. Various questions were asked to determine the frequency of LEP individuals contacting ACOG in person, by telephone, and/or by written methods, and the reasons for contact. Staff were also asked to respond on any language barrier issues that could not be resolved.

Following is the text of the survey:

Survey: Contact with Limited English Proficiency (LEP) Individuals

The Association of Central Oklahoma Governments (ACOG) is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by the Title VI of the Civil Rights Act of 1964, as amended. On August 11, 2000, the President signed Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, which requires Federal agencies to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to provide those services so LEP persons can have meaningful access to them.

LEP: an individual who does not speak English as their primary language, and has a limited ability to read, speak, write, or understand English. These individuals may be entitled language assistance with respect to a particular type of service, benefit, or encounter.

About how many total individuals from the public do you deal with on a weekly basis, *in person*?

0-5

5-10

10-15

15-20

20 or more

What are the main reasons these individuals contact ACOG?

Do you ever deal with LEP individuals in person? If so, how frequently?

Have you encountered any issues in assisting LEP individuals in person? If so, please explain.

About how many total individuals from the public do you deal with on a weekly basis, *on the telephone*?

0-5

5-10

10-15

15-20

20 or more

What are the main reasons these individuals contact ACOG?

Do you ever deal with LEP individuals on the phone? If so, how frequently?

Have you encountered any issues in assisting LEP individuals on the phone? If so, please explain.

About how many total individuals from the public do you deal with on a weekly basis, *by written methods (email, letter, fax, etc)*?

0-5

5-10

10-15

15-20

20 or more

What are the main reasons these individuals contact ACOG?

Do you ever deal with LEP individuals by written methods? If so, how frequently?

Have you encountered any issues in assisting LEP individuals by written methods? If so, please explain.

A total of 17 survey responses were submitted.

The respondents stated the following as main reasons for public contact:

- Obtain information on various ACOG programs

- Sell or provide services or products to ACOG

- Requests for data

- Submission of paperwork

- Training and public education presentations

No issues were reported in assisting LEP individuals in person, on the telephone, or by written methods.

VI. LANGUAGE ASSISTANCE PLAN (LAP)

Although survey responses indicate that LEP individuals do contact ACOG, the majority of the respondents stated no contact, while the rest stated rare contact. Nevertheless, ACOG has developed a LAP in order to ensure meaningful access to all individuals in the event the situation arises.

ACOG has developed the following for oral language assistance services:

- A LEP employee survey has been distributed in order to create a database of ACOG employees that can either assist in translating and/or interpreting (Appendix C);
- A database is available from the Oklahoma Department of Transportation (ODOT) listing all current state approved vendors that can either assist in translating and/or interpreting;
- The reception desk has “I Speak” cards for individuals to identify their language needs for the ACOG staff;
- There is a process for the receptionist to assist LEPs (Appendix D);
- Press releases, news, letters, and announcements will include ethnic media, radio, television, newspapers, magazines, and community based organizations, when appropriate.

ACOG has adopted the Safe Harbor Provisions and determined that the following documents are considered vital for the public from this agency:

- Americans with Disabilities Act complaint form;
- Americans with Disabilities Act complaint process;
- Title VI complaint form;
- Title VI complaint process;

After analyzing data from the Census Bureau, the following languages have reached the threshold. (Appendix B)

- Spanish
- Vietnamese
- Chinese

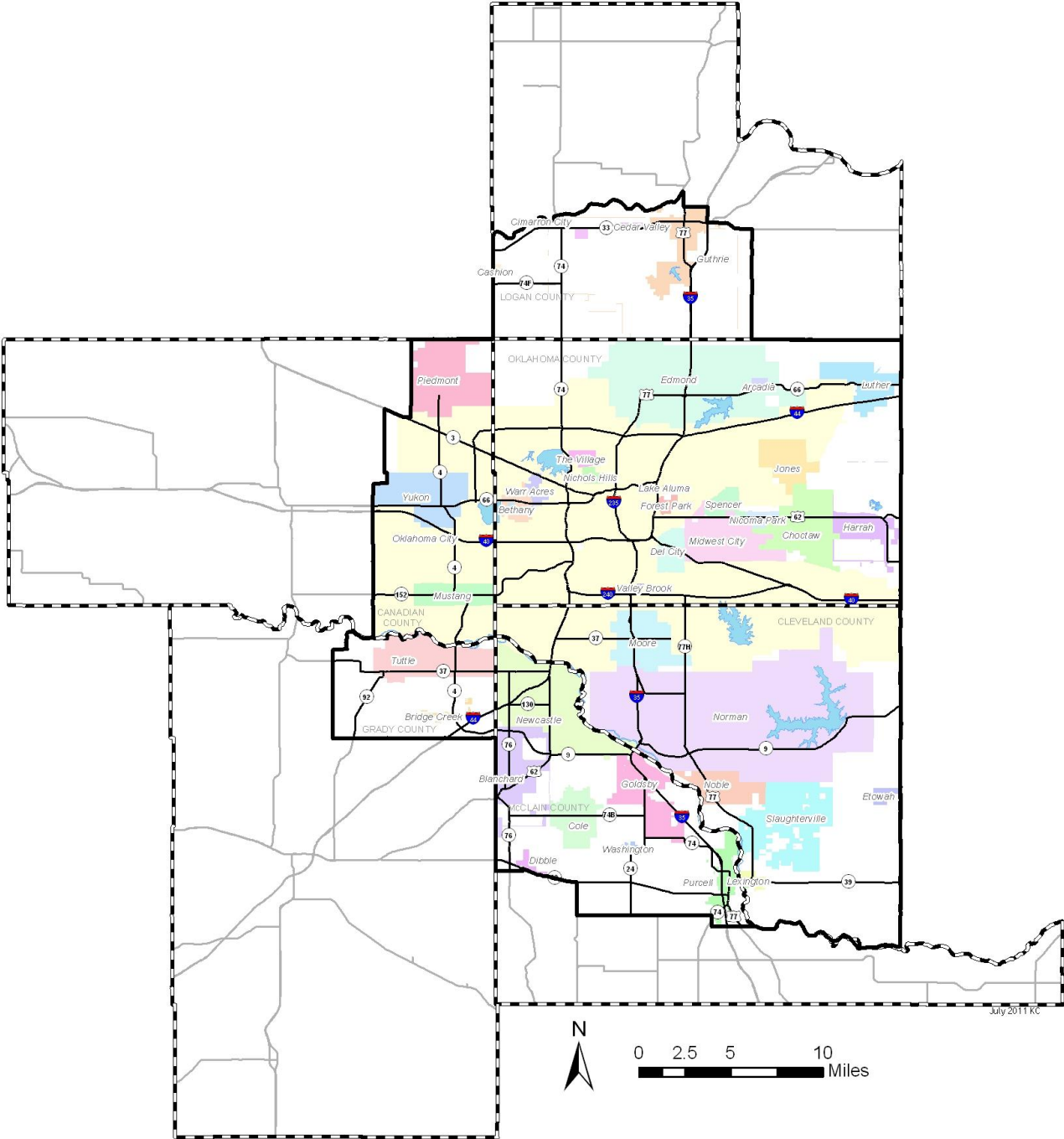
ACOG is committed to monitoring and updating their LAP by conducting the following:

- Have staff submit a LEP Reporting form each time there is an encounter with a LEP individual (Appendix E);
- Determine how the needs of LEP persons have been addressed;
- Determine the current LEP population in the service area and whether the area for translation services has changed;
- Continually update the database of ACOG employees who can assist in interpreting and/or translating; and
- If necessary, train individuals who frequently interact with LEP individuals.

VII. TITLE VI COMPLAINT PROCESS

Any LEP individual has a right to file a complaint against ACOG if he/she believes that the agency did not provide necessary LEP services as appropriate. These complaints include those available under Title VI of the Civil Rights Acts of 1964. The Title VI complaint forms are available on ACOG's website at http://www.acogok.org/Programs_and_Services/Transportation_and_Data_Services/title6.asp or by contacting the ACOG Executive Director at 405-234-2264. (Appendix F).

Appendix A: ACOG/MPO map



ACOG Map Disclaimer applies. See the report Table of Contents or www.acogk.org/mapdisclaimer.asp

Appendix B: Census Data

The following table portrays information gathered from the 2005-2009 US Bureau of the Census American Community Survey.

The table identifies each county in the ACOG and/or MPO region and the total number of person(s) to speak the specific language. The “Total” column is the sum of each language spoken of all the counties in the ACOG region. The “Speaks English less than very well” rows represent the number of people who speak English less than “very well”. The Census Bureau categorizes how well people speak English into four ranges: very well, well, not well, and not at all. For this report, ACOG is considering people that speak English other than “very well” as Limited English Proficient persons.

	Canadian County	Cleveland County	Grady County	Logan County	McClain County	Oklahoma County	Total
Total:	96,389	221,687	47,083	34,928	29,507	641,944	1,071,538
Speak only English	89,343	203,073	45,485	33,514	28,163	551,878	951,456
Spanish or Spanish Creole:	3,944	7,977	1,091	1,248	1,228	63,004	78,492
Speak English "very well"	2,396	4,991	691	866	638	27,638	37,220
Speak English less than "very well"	1,548	2,986	400	382	590	35,366	41,272
French (incl. Patois, Cajun):	122	694	50	19	8	1,437	2,330
Speak English "very well"	109	587	50	19	8	1,120	1,893
Speak English less than "very well"	13	107	0	0	0	317	437
French Creole:	0	0	0	0	0	0	0
Speak English "very well"	0	0	0	0	0	0	0
Speak English less than "very well"	0	0	0	0	0	0	0
Italian:	48	111	0	18	0	184	361
Speak English "very well"	35	111	0	3	0	184	333
Speak English less than "very well"	13	0	0	15	0	0	28
Portuguese or Portuguese Creole:	0	84	0	7	10	284	385
Speak English "very well"	0	82	0	7	10	178	277
Speak English less than "very well"	0	2	0	0	0	106	108
German:	266	740	138	18	31	1,910	3,103
Speak English "very well"	256	649	138	18	31	1,635	2,727
Speak English less than "very well"	10	91	0	0	0	275	376
Yiddish:	0	0	0	0	0	12	12
Speak English "very well"	0	0	0	0	0	12	12
Speak English less than "very well"	0	0	0	0	0	0	0
Other West Germanic languages:	24	37	6	0	4	102	173
Speak English "very well"	24	37	6	0	4	102	173
Speak English less than "very well"	0	0	0	0	0	0	0
Scandinavian languages:	30	39	0	12	0	51	132
Speak English "very well"	30	39	0	12	0	51	132
Speak English less than "very well"	0	0	0	0	0	0	0
Greek:	12	133	0	25	0	173	343
Speak English "very well"	12	88	0	25	0	135	260
Speak English less than "very well"	0	45	0	0	0	38	83
Russian:	20	196	12	0	0	465	693
Speak English "very well"	20	135	12	0	0	346	513
Speak English less than "very well"	0	61	0	0	0	119	180

Polish:	107	27	0	0	0	52	186
Speak English "very well"	98	27	0	0	0	52	177
Speak English less than "very well"	9	0	0	0	0	0	9
Serbo-Croatian:	0	0	0	0	0	83	83
Speak English "very well"	0	0	0	0	0	83	83
Speak English less than "very well"	0	0	0	0	0	0	0
Other Slavic languages:	22	93	12	0	0	250	377
Speak English "very well"	6	93	0	0	0	168	267
Speak English less than "very well"	16	0	12	0	0	82	110
Armenian:	0	0	0	0	0	59	59
Speak English "very well"	0	0	0	0	0	33	33
Speak English less than "very well"	0	0	0	0	0	26	26
Persian:	86	315	0	0	3	732	1,136
Speak English "very well"	86	184	0	0	0	482	752
Speak English less than "very well"	0	131	0	0	3	250	384
Gujarati:	52	127	80	0	0	165	424
Speak English "very well"	28	127	13	0	0	113	281
Speak English less than "very well"	24	0	67	0	0	52	143
Hindi:	61	309	0	0	0	453	823
Speak English "very well"	61	283	0	0	0	390	734
Speak English less than "very well"	0	26	0	0	0	63	89
Urdu:	0	132	0	0	0	754	886
Speak English "very well"	0	63	0	0	0	638	701
Speak English less than "very well"	0	69	0	0	0	116	185
Other Indic languages:	21	282	12	0	0	950	1,265
Speak English "very well"	21	184	0	0	0	616	821
Speak English less than "very well"	0	98	12	0	0	334	444
Other Indo-European languages:	0	111	0	0	0	134	245
Speak English "very well"	0	111	0	0	0	114	225
Speak English less than "very well"	0	0	0	0	0	20	20
Chinese:	313	737	18	16	13	2,122	3,219
Speak English "very well"	44	336	0	16	0	1,123	1,519
Speak English less than "very well"	269	401	18	0	13	999	1,700
Japanese:	0	243	6	29	0	614	892
Speak English "very well"	0	77	0	7	0	379	463
Speak English less than "very well"	0	166	6	22	0	235	429
Korean:	29	712	13	0	10	1,149	1,913

Speak English "very well"	10	320	6	0	10	750	1,096
Speak English less than "very well"	19	392	7	0	0	399	817
Mon-Khmer, Cambodian:	0	78	0	0	0	159	237
Speak English "very well"	0	0	0	0	0	42	42
Speak English less than "very well"	0	78	0	0	0	117	195
Hmong:	0	26	0	0	0	7	33
Speak English "very well"	0	26	0	0	0	7	33
Speak English less than "very well"	0	0	0	0	0	0	0
Thai:	15	38	19	0	0	595	667
Speak English "very well"	0	7	0	0	0	416	423
Speak English less than "very well"	15	31	19	0	0	179	244
Laotian:	136	33	8	0	0	870	1,047
Speak English "very well"	100	24	4	0	0	572	700
Speak English less than "very well"	36	9	4	0	0	298	347
Vietnamese:	721	2,550	6	0	0	6,394	9,671
Speak English "very well"	330	1,287	6	0	0	2,583	4,206
Speak English less than "very well"	391	1,263	0	0	0	3,811	5,465
Other Asian languages:	473	286	0	0	0	1,403	2,162
Speak English "very well"	351	249	0	0	0	1,150	1,750
Speak English less than "very well"	122	37	0	0	0	253	412
Tagalog:	73	439	4	0	24	1,161	1,701
Speak English "very well"	46	332	1	0	24	807	1,210
Speak English less than "very well"	27	107	3	0	0	354	491
Other Pacific Island languages:	64	162	0	0	0	536	762
Speak English "very well"	52	97	0	0	0	387	536
Speak English less than "very well"	12	65	0	0	0	149	226
Navajo:	26	37	0	0	0	9	72
Speak English "very well"	26	15	0	0	0	9	50
Speak English less than "very well"	0	22	0	0	0	0	22
Other Native North American languages:	102	529	104	10	13	997	1,755
Speak English "very well"	102	501	86	10	10	921	1,630
Speak English less than "very well"	0	28	18	0	3	76	125
Hungarian:	0	12	0	0	0	95	107
Speak English "very well"	0	12	0	0	0	85	97
Speak English less than "very well"	0	0	0	0	0	10	10
Arabic:	72	412	4	0	0	1,278	1,766
Speak English "very well"	72	368	4	0	0	786	1,230

Speak English less than "very well"	0	44	0	0	0	492	536
Hebrew:	83	64	15	0	0	194	356
Speak English "very well"	83	64	15	0	0	161	323
Speak English less than "very well"	0	0	0	0	0	33	33
African languages:	113	849	0	12	0	1,197	2,171
Speak English "very well"	113	806	0	0	0	986	1,905
Speak English less than "very well"	0	43	0	12	0	211	266
Other and unspecified languages:	11	0	0	0	0	32	43
Speak English "very well"	0	0	0	0	0	31	31
Speak English less than "very well"	11	0	0	0	0	1	12

Appendix C: ACOG Title VI LEP Employee Database Survey

Survey: Limited English Proficiency (LEP) Employee Database

The Association of Central Oklahoma Governments (ACOG) is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by the Title VI of the Civil Rights Act of 1964, as amended. On August 11, 2000, the President signed Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, which requires Federal agencies to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to provide those services so LEP persons can have meaningful access to them.

LEP: an individual who does not speak English as their primary language, and has a limited ability to read, speak, write, or understand English. These individuals may be entitled language assistance with respect to a particular type of service, benefit, or encounter.

ACOG is developing a database of ACOG employees that can help interpret, translate, or are bilingual (with English as one spoken language). In order to collect this information, please complete this survey. You may be contacted as needed for your services in the event there is a LEP individual at ACOG.

Name:

☐ I cannot read, speak, write, or understand any language other than English well; OR, I do not wish to provide services in the event there is an LEP individual at ACOG

☐ I can read, speak, write, or understand one or more languages other than English well; AND, I am willing to provide services in the event there is an LEP individual at ACOG

Language:

Please check all that apply:

☐ I can interpret. I can listen to a communication or one language and orally convert to another language while retaining the same meaning.

☐ I can translate. I can replace written text from one language into an equivalent written text in another language.

☐ I am bilingual. I have the ability to use two languages. A bilingual person can learn to become a translator or an interpreter, but is not automatically so qualified by virtue of his or her language abilities.

Language:

Please check all that apply:

☐ I can interpret. I can listen to a communication or one language and orally convert to another language while retaining the same meaning.

☐ I can translate. I can replace written text from one language into an equivalent written text in another language.

☐ I am bilingual. I have the ability to use two languages. A bilingual person can learn to become a translator or an interpreter, but is not automatically so qualified by virtue of his or her language abilities.

Language:

Please check all that apply:

☐ I can interpret. I can listen to a communication or one language and orally convert to another language while retaining the same meaning.

☐ I can translate. I can replace written text from one language into an equivalent written text in another language.

☐ I am bilingual. I have the ability to use two languages. A bilingual person can learn to become a translator or an interpreter, but is not automatically so qualified by virtue of his or her language abilities.

Language:

Please check all that apply:

☐ I can interpret. I can listen to a communication or one language and orally convert to another language while retaining the same meaning.

☐ I can translate. I can replace written text from one language into an equivalent written text in another language.

☐ I am bilingual. I have the ability to use two languages. A bilingual person can learn to become a translator or an interpreter, but is not automatically so qualified by virtue of his or her language abilities.

Appendix D: Employee Guide, Process of Assisting a Limited English Proficient (LEP) Individual

This document provides guidelines on assisting a Limited English Proficient (LEP) individual that contacts ACOG for services or requests.

LEP: an individual who does not speak English as their primary language, and has a limited ability to read, speak, write, or understand English. These individuals may be entitled language assistance with respect to a particular type of service, benefit, or encounter.

In Person:

1. Use the “I Speak” cards located within this packet and ask the individual(s) to point to the language they speak.
2. Check the LEP Interpreter-Translator Database located at G:\TITLE-VI\LEP\LEP Interpreter-Translator Database.docx and contact the individual that speaks the requested language:
 - a. Check in this order
 - i. ACOG employee
 - ii. ACOG Volunteer
 - iii. Vendor
3. If contacting a vendor, the operator can help you identify the language if you need assistance. Provide the vendor with your contact information and the contract information listed on the database sheet. The phone interpreter will ask to speak to the LEP individual and will speak with that person to determine the nature of the request. You may respond through the interpreter and ask follow-up questions of your own.
4. Following the phone conversation, complete the LEP Reporting Form to document the occurrence and how it was resolved.
5. Complete and submit the LEP Reporting Form to the Executive Director.

Translation via phone:

1. Place the LEP caller on hold.
2. If you can determine the language being spoken, contact an ACOG employee or volunteer from the LEP Interpreter-Translator Database located at G:\TITLE-VI\LEP\LEP Interpreter-Translator Database.docx and use the conference calling process to add the ACOG employee or volunteer to the conversation.

OR

If you cannot determine the language spoken, contact the vendor from the LEP Interpreter-Translator Database located at G:\TITLE-VI\LEP\LEP Interpreter-Translator Database.docx and use the conference calling process to add the vendor to the conversation.

If contacting the vendor, the operator can help you identify the language if you need assistance. Provide the vendor with your contact information and the contract information listed on the database sheet. The phone interpreter will ask to speak to the LEP individual and will speak with that person to determine the nature of the request. You may respond through the interpreter and ask follow-up questions of your own.

3. Following the phone conversation, complete the LEP Reporting Form to document the occurrence and how it was resolved.
4. Complete and submit the LEP Reporting Form to the Executive Director.

Translation for written documents:

Any incoming correspondence (such as emails, faxes, or letters) that require translation should be forwarded to the Executive Director. Identified vital documents will be translated as required by the Title VI program.

Appendix E: Limited English Proficiency (LEP) Reporting Form

The Limited English Proficient (LEP) form is to be filled out when an LEP individual contacts ACOG for services or resources. The reporting information is vital for the Title VI program's reporting requirements to the Oklahoma Department of Transportation (ODOT) and the Federal Highway Administration (FHWA).

Name:

Date:

How did the LEP individual contact you?

☐ Telephone

☐ In Person

☐ In Writing

☐ Other (please explain)

Reason for contacting ACOG:

Service(s) provided:

☐ Interpreter

☐ Translator

Service(s) conducted by:

☐ ACOG Employee

Name:

☐ Volunteer

Name:

☐ Fee Service

Name:

☐ Vendor

Name:

☐ Other

Please explain:

Language:

Length of time to provide service:

TITLE VI COMPLAINT FORM

The Association of Central Oklahoma Governments is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by the Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 calendar days from the date of the alleged discrimination.



Date of Filing:	
Name:	
Address:	
City, State, Zip Code:	
Work Phone:	
Home Phone:	
E-mail Address:	

Association of Central Oklahoma Governments

**4205 N. Lincoln Blvd
Oklahoma City, OK 73105**

Phone: (405) 234-2264

Fax: (405) 234-2200

<http://www.acogok.org>

Indicate on what ground(s) you believe you have been discriminated against (check all that apply):

- | | | | |
|-------------------------------|--------------------------------|--|-----------------------------------|
| <input type="checkbox"/> Race | <input type="checkbox"/> Color | <input type="checkbox"/> National Origin | <input type="checkbox"/> Religion |
| <input type="checkbox"/> Sex | <input type="checkbox"/> Age | <input type="checkbox"/> Disability | |

Indicate the person(s) who you believe discriminated against you:

Name(s):	
Work Location (if known):	
Work Phone:	
Date of alleged incident	

If you have an attorney representing you concerning the matters raised in this complaint, please provide the following:

Name:	
Address:	
Work Phone:	
E-mail Address:	

Explain why you believe discrimination has occurred. If there are witnesses, please provide names, addresses and telephone numbers. Be sure to include how other persons were treated differently than you. Attach additional pages as necessary and any written material pertaining to your case.

What remedy are you requesting? Please be specific:

Have you filed or do you intend to file a charge or complaint concerning the matters raised in this complaint with any other agencies (Federal, State, or local):

☐ Yes

☐ No

If so, please provide the following information:

Agency:	
Address:	
Name of Investigator (if known):	
Phone Number:	
E-mail Address:	
Date Filed:	
Status of case:	

I confirm that I have read the above charge(s) and it is true to the best of my knowledge.

Print or typed name of complainant:

Signature

Date

Completed forms must be submitted to the Association of Central Oklahoma Governments.
If you require any assistance in filling out this form please contact the Title VI Coordinator at 405-234-2264.

Print Form