

C.E.F.S. Economic Opportunity Corporation

Title VI Transportation Plan



Effective May 2, 2025

C.E.F.S. Economic Opportunity Corporation
1805 South Banker Street
P.O. Box 928
Effingham, IL 62401-0928
217/342-2193

e-mail: cefs@cefseoc.org

website: www.cefseoc.org

Non-Discrimination Notice to the Public

FTA Circular 4702.18, Chapter III, Paragraph 5: Title 49 CFR 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI.

Notifying the Public of Rights Under Title VI and ADA C.E.F.S.

- C.E.F.S. operates its programs and services without regard to race, color, and national origin and person with disabilities in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with C.E.F.S.
- For more information on C.E.F.S. civil rights program, and the procedures to file a complaint, contact Jamie Brown, Title VI Liason, 1805 S. Banker Street, P.O. Box 185, Effingham, IL 62401. Phone 217-342-2193 Ext. 170. Email jbrown@cefseoc.org or visit our website at <https://www.cefseoc.org/transportation-services>.
- Complaints may be filed directly with the Illinois Department of Transportation (IDOT) Civil Rights Office. Attn: Title VI Program Coordinator, 2300 S Dirksen Parkway, Suite 317, Springfield, IL 62764 or with the Federal Transit Administration (FTA) Attn: Title VI Program Coordinator, 1200 New Jersey Ave., SE, Washington, DC 20590.
- If information is needed in another language, please contact 217-342-2193. Si necesita informacion en otro idioma, por favor contacte 217-342-2193.

The above notice is posted in the CEFS Central Office and all Outreach Offices, CIPT/ECPT Dispatch Office, public transportation vehicles and on our website at www.cefseoc.org.

9. After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Discrimination violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.

10. A copy of either the closure letter or LOF must also be submitted to IDOT within 72 hours of that decision. Letters may be submitted by hard copy or email.

11. A complainant dissatisfied with C.E.F.S. decision may file a complaint with the Illinois Department of Transportation (IDOT) or the Federal Transit Administration (FTA) offices of Civil Rights: IDOT: ATTN ADA/ Title VI Program Coordinator 2300 S Dirksen Parkway, Suite 317, Springfield, IL 62764 FTA: Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590.

12. A copy of these procedures can be found online at www.cefseoc.org.

If information is needed in another language, contact. *Para información en Español llame:

Title VI Liaison Contact Information

Liaison Jamie Brown

C.E.F.S. Economic Opportunity Corporation

1805 South Banker Street, Effingham IL 62401

217-342-2193 Extension 2170

Section V	
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, check all that apply:	
<input type="checkbox"/> Federal Agency:	
<input type="checkbox"/> Federal Court	<input type="checkbox"/> State Agency
<input type="checkbox"/> State Court	<input type="checkbox"/> Local Agency
Please provide information about a contact person at the agency/court where the complaint was filed.	
Name:	
Title:	
Agency:	
Address:	
Telephone:	
Section VI	
The name of agency complaint is against:	
Contact person:	
Title:	
Telephone number:	

You may attach any written materials or other information that you think is relevant to your complaint.
Signature and date required below.

Signature

Date

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

Liaison Jamie Brown
C.E.F.S. Economic Opportunity Corporation
1805 S. Banker Street PO Box 928
Effingham, IL 62401
217.342.2193

A copy of the complaint form can be found on CEFSwebsite (www.cefseoc.org)

As an agency receiving federal assistance, C.E.F.S. made the following outreach efforts and activities to engage minority and Limited English Proficient populations since the last Title VI Plan submittal to IDOT CRO.

- HSTP Meetings - participates in quarterly Human Service Transportation Plan meetings for regions 7 (Christian County), 8 (Moultrie and Shelby Counties), 9 (Fayette and Montgomery Counties), and 10 (Effingham and Clay Counties). Attended by Mobility Manager(s), Operations Manager, Program Manager and Program Director.
- Inter-agency Meetings - Mobility Manager(s) participates in monthly/quarterly Inter-agency Meetings in Christian, Clay, Effingham, Fayette, Montgomery, Moultrie and Shelby Counties including the Effingham County Council on Aging.
- Annual Public Hearing - takes place between February and April. Is required by IDOT for public grant application reviews and input.
- Annual Customer Service Survey - conducted annually to survey demographics, trends and needs.
- Social media- CIPT maintains a Facebook page that engages the community in transportation facts, information, service updates/changes and events.
- Flier Distribution- Mobility Manager and Drivers post flyers in public locations throughout our service area.
- Bi-Annual Community Forums - conducted bi-annually in Christian, Clay, Effingham, Fayette, Montgomery, Moultrie and Shelby Counties. Attended by public transportation staff, Program Compliance and Oversight Monitors, service providers, riders and general public.
- Presentations Mobility Manager(s) give informational presentations to groups/agencies upon request. Groups and agencies include, but have not been limited to, The Family Life Center, Soyland Access to Independent Living, C.E.F.S. Head Start Events, Health Departments and Senior Living facilities.
- Informational Booths - Mobility Managers set up informational booths at area fairs and events. Attended but not limited to include C.E.F.S. Head Start Parent Nights, Fayette County's YMCA for Healthy Kids Day, Health and Senior Fairs, Wellness Expo's, Education Fairs and Resource events.
- Attendance at Community Events -Participation by CIPT staff (Mobility Managers/Drivers) at local community events, distributing informational materials. Events attended include but are not limited to
- C.E.F.S Outreach Open Houses, local parades and block parties, Church events and drive through flu clinics.
- Miscellaneous Outreach- 2023 partnerships with HSHS St. Anthony Memorial Hospital, Sarah Bush Lincoln Bonutti Clinic, Kirby's Foods, Truckstop of America, HSHS St. Anthony Medical Clinic, Save-a- Lot, Lake Pointe Apartments and Brookstone Estates in Effingham County to provide a deviated route system to the City of Effingham. 2023 partnership with Effingham and Clay County health department through the ARISE (Activating Relationships in Illinois for Systemic Equity) Grant to increase access to public transportation and participation in IRIS, a local provider on-line referral system.

English Proficiency Data

	Total	Percent
Population 5 years and over	60,887	
Speak only English	58,986	96.9%
LANGUAGES		
Spanish	981	1.6%
Limited English-Speaking Household	114	0.2%
Not a limited English-Speaking Household	867	1.4%
French	79	0.1%
Limited English-Speaking Household	14	0.0%
Not a limited English-Speaking Household	65	0.1%
German or other West Germanic	202	0.3%
Limited English-Speaking Household	9	0.0%
Not a limited English-Speaking Household	193	0.3%
Russian, Polish, or other Slavic	189	0.3%
Limited English-Speaking Household	0	0.0%
Not a limited English-Speaking Household	189	0.3%
Other Indo-European	194	0.3%
Limited English-Speaking Household	10	0.0%
Not a limited English-Speaking Household	184	0.3%
Korean	3	0.0%
Limited English-Speaking Household	3	0.0%
Not a limited English-Speaking Household	0	0.0%
Chinese (incl. Mandarin, Cantonese)	40	0.1%
Limited English-Speaking Household	32	0.1%
Not a limited English-Speaking Household	8	0.0%
Vietnamese	44	0.1%
Limited English-Speaking Household	9	0.0%
Not a limited English-Speaking Household	35	0.1%
Tagalog (incl. Filipino)	34	0.1%
Limited English-Speaking Household	0	0.0%
Not a limited English-Speaking Household	34	0.1%
Other Asian and Pacific Island	40	0.1%
Limited English-Speaking Household	0	0.0%
Not a limited English-Speaking Household	40	0.1%
Arabic	2	0.0%
Limited English-Speaking Household	0	0.0%
Not a limited English-Speaking Household	2	0.0%
Other and Unspecified	93	0.2%
Limited English-Speaking Household	2	0.0%
Not a limited English-Speaking Household	91	0.1%

*2025 Data provided by Illinois Department of Transportation

Map of Service Area

