



Jewish Family Services of Middlesex County

NOTICE TO BENEFICIARIES OF PROTECTION UNDER TITLE VI

Jewish Family Services is ever mindful of its responsibility to provide information to the public regarding the agency's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded them by Title VI. The information below details Jewish Family Services of Middlesex County's Title VI language dissemination of this information.

Jewish Family Services of Middlesex County's Notice to Beneficiaries Language

Jewish Family Services of Middlesex County Title VI Notice to Beneficiaries

NON-DISCRIMINATION POLICY

Jewish Family Services of Middlesex County is committed to ensuring that no person is excluded from, or denied the benefits of our services on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended. No person or group of persons shall be discriminated against with regards to the routing, scheduling, or quality of transportation service on the basis of race, color, or national origin. Frequency of service, age, and quality of vehicles assigned to transport clients of the agency, may not be determined on the basis of race, color, or national origin. Any person who believes that they have, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin, may file a complaint in writing to Jewish Family Services of Middlesex County. Transportation services provided by this agency are in whole or part funded through federal funds received through NJ TRANSIT and as an individual you also have the right to file your complaint to both Jewish Family Services of Middlesex County as well as the Federal Transit Administration. Complaints may also be filed with the Federal Transit Administration in writing and may be addressed to: Title VI Program Coordinator, East Building, 5th Floor – TCR, U.S. Department of Transportation, Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Avenue, SE, Washington, DC 20590

If information is needed in another language, contact 732-777-1940 / 609-395-7979

Si necesita información en otro idioma, contactar: 732-777-1940.

32 Ford Avenue, Second Floor
Milltown, NJ 08850
Tel: 732.777.1940 Fax: 732.777.1889

www.jfsmiddlesex.org

1600 Perrineville Road., Suite 52
Monroe Township, NJ 08831
Tel: 609.395.7979 Fax: 609.395.7129



COMPLAINT PROCEDURE

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Jewish Family Services of Middlesex County (JFS), may file a Title VI complaint by completing the agency's Title VI Complaint Form. JFS investigates complaints received no more than 180 days after the alleged incident. The Agency will process complaints that are complete.

Once the complaint is received, JFS will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

JFS has 20 days to investigate the complaint. If more information is needed to resolve the case, JFS may contact the complainant. The complainant has 10 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 10 days, JFS can administratively close the case. A case can be administratively also be closed if the complainant no longer wishes to pursue their case.

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 Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 10 days after the date of the letter or the LOF to do so.

To file a complaint, or for more information on Jewish Family Services' obligations under Title VI write to:

Executive Director
Jewish Family Services of Middlesex County
32 Ford Avenue, 2nd Floor
Milltown, NJ 08850
or visit www.jfsmiddlesex.org

Transportation services provided by this agency are in whole or part funded through federal funds received through **NJ Transit**. As an individual, you have the right to file your complaint under Title VI to Federal Transit Administration by writing to :

A person may also file a complaint directly with the Federal Transit Administration in writing and may be addressed to:

Title VI Program Coordinator
East Building, 5th Floor – TCR
U.S. Department of Transportation, Federal Transit Administration, Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590.

A complaint must be filed within 180 days of the alleged discrimination.

If information is needed in another language, contact: 732-777-1940.

Si necesita información en otro idioma, contactar: 732-777-1940.