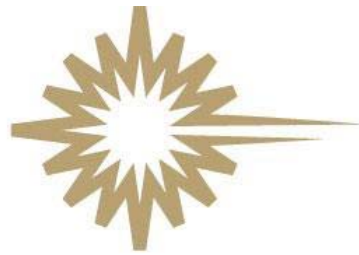

Title VI Implementation Plan



EAST VALLEY
ADULT RESOURCES



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Title VI Policy Statement

The East Valley Adult Resources policy assures full compliance with Title VI of the Civil Rights Act of 1964, the Restoration Act of 1987, section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), and related statutes and regulations in all programs and activities. Title VI states that “no person shall on the grounds of race, color, national origin, or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination” under any East Valley Adult Resources sponsored program or activity. There is no distinction between the sources of funding.

East Valley Adult Resources also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies and activities on minority and low-income populations. Furthermore, East Valley Adult Resources will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

The CEO has delegated the authority to Carol Dopudja, Program Operations Director, Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.



Deborah B Schaus, CEO

Title VI Notice to the Public

Notifying the Public of Rights Under Title VI

East Valley Adult Resources

East Valley Adult Resources operates its programs and services without regard to race, color, national origin or disability 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 East Valley Adult Resources.

For more information on East Valley Adult Resources civil rights program, and the procedures to file a complaint, contact Carol Dopudja, (480) 964-9014, email cdopudja@evadultresources.org; or visit our administrative office at 45 W. University Drive, Mesa, Arizona. For more information, visit www.evadultresources.org.

A complainant may file a complaint directly with the City of Phoenix Public Transit Department or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: **City of Phoenix Public Transit Department**: ATTN: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix AZ 85003; **FTA**: ATTN: Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590.

If information is needed in another language, i.e., Spanish, contact Para información en Español llame: Dyanna Hyde – (480) 964-9014.

Title VI Notice to the Public -Spanish

Aviso al Público Sobre los Derechos Bajo el Título VI East Valley Adult Resources

East Valley Adult Resources (*y sus subcontratistas, si cualquiera*) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964, Sección 504 de la Ley de Rehabilitación de 1973 y La Ley de ciudadanos Americanos con Discapacidades de 1990 (ADA). El nivel y la calidad de servicios de transporte serán provehidos sin consideración a su raza, color, o país de origen.

Para obtener más información sobre la East Valley Adult Resources programa de derechos civiles, y los procedimientos para presentar una queja, contacte Carol Dopudja (480) 964-9014, o visite nuestra oficina administrativa en 45 W. University Drive, Mesa, Arizona. Para obtener más información, visite www.evadultresources.org.

El puede presentar una queja directamente con Arizona Department of Transportation (ADOT) o Federal Transit Administration (FTA) mediante la presentación de una queja directamente con las oficinas correspondientes de Civil Rights: City of Phoenix Public Transit Department: ATTN: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix AZ 85003; FTA: ATTN Title VI Program Coordinator, East Building, 5th Floor –TCR 1200 New Jersey Ave., SE Washington DC 20590

The above notice is posted in the following locations: Mesa Active Adult Center, 247 N. Macdonald Street, Mesa, Arizona; Red Mountain Active Adult Center, 7550 E. Adobe Street, Mesa, Arizona.

This notice is posted online at www.evadultresources.org

Title VI Complaint Procedures

These procedures provide guidance for all complaints filed under 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) as they relate to any program or activity that is administered by East Valley Adult Resources including consultants, contractors and vendors. Intimidation or retaliation as a result of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

- (1) Any person who believes he and/or she has been discriminated against on the basis of race, color, national origin, or disability may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.
- (2) Formal complaints must be filed within 180 calendar days of the last date of the alleged act of discrimination or the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.
- (3) Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number. The Title VI contact person will assist the complainant with documenting the issues if necessary.
- (4) Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or email transmittal for the complaint to be processed.
- (5) Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return for processing.
- (6) Once submitted East Valley Adult Resources will review the complaint form to determine any action that needs to be taken.
- (7) East Valley Adult Resources has 14 days to investigate the complaint. If more information is needed to resolve the case, East Valley Adult Resources may contact the complainant. The complainant has 7 business days from the date of the letter to send requested information. If East Valley Adult Resources does not receive the additional information within 7 business days, East Valley Adult Resources can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

- (8) After Title VI program coordinator 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. 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. If the complainant wishes to appeal the decision, she/he has 7 days after the date of the letter or the LOF to do so.
- (9) A complainant dissatisfied with East Valley Adult Resources decision may file a complaint with the City of Phoenix Public Transit Department or the Federal Transit Administration (FTA) offices of Civil Rights: **City of Phoenix Public Transit Department**: ATTN: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix AZ 85003; **FTA**: ATTN: Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

Title VI Complaint Form

Section I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
Section II:		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes*	<input type="checkbox"/> No
<i>*If you answered "yes" to this question, go to Section III.</i>		
If not, please supply the name and relationship of the person for whom you are complaining.		
Please explain why you have filed for a third party:		
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
Section III:		
I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin
<input type="checkbox"/> Disability		
Date of Alleged Discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		

Section VI:		
Have you previously filed a Title VI complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If yes, please provide any reference information regarding your previous complaint.

Section V:

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes No

If yes, check all that apply:

Federal Agency: _____

Federal Court: _____ State Agency: _____

State Court : _____ 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:

Name of agency complaint is against:

Name of person complaint is against:

Title:

Location:

Telephone Number (if available):

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

Signature

Date

Please submit this form in person at the address below, or mail this form to:
East Valley Adult Resources, Title VI Coordinator
45 W. University Drive
Mesa, AZ 85201
480-964-9014

A copy of this form can be found online at www.evadultresources.org

Title VI Investigations, Complaints, and Lawsuits

This form will be submitted annually. If no investigations, lawsuits, or complaints were filed, a blank form will be submitted.

Description/Name	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, national origin or disability)	Status	Action(s) Taken (Final findings?)
Investigations				
1)				
2)				
Lawsuits				
1)				
2)				
Complaints				
1)				
2)				

- ✓ East Valley Adult Resources has not had any Title VI complaints, investigations, or lawsuits in Fiscal Year 2017 (7/1/16-6/30/17).

*East Valley Adult
Resources
Public Participation
Plan*

East Valley Adult Resources is engaging the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public will be invited to participate in the process whether through public meetings or surveys. As an agency receiving federal financial assistance, East Valley Adult Resources made the following community outreach efforts:

Community outreach efforts include fairs, group events, and public presentations concerning needs of older and disabled adults. EVAR participated in the following activities in fiscal Year 2017 (7/1/16-6/30/17):

Fountain Hills Library	07/06/16	Apache Wells Mobile Home Park	01/06/17
UFB Community Food Share	07/08/16	Apache Wells Community Church	01/10/17
Karmella Mobile Home Park	07/20/16	UFB Community Food Share	01/12/17
Escoveto Apartments	07/25/16	Sunland Springs Village	01/21/17
Country Club Greens Apartments	07/27/16	View Point RV Golf Resort	01/24/17
Las Palmas Mobile Home Park	07/28/16	East Valley Coalition on Aging	02/01/17
East Valley Committee on Aging	08/03/16	Venture Out at Mesa	02/02/17
AZ Coalition for Military Families	08/04/16	Good Life RV Park	02/06/17
UFB Community Food Share	08/11/16	Fountain of the Sun Mobile Home Park	02/06/17
Fountain Hills Library	09/07/16	UFB Community Food Share	02/09/17
UFB Community Food Share	09/08/16	Crescent Run Mobile Home Park	02/11/17
East Valley Coalition on Aging	10/05/16	Desert Valle Oasis Mobile Home Park	02/13/17
UFB Community Food Share	10/14/16	Mesa Shadows Mobile Home Park	02/14/17
Mesa Palms Mobile Home Park	10/20/16	Orangewood Shadows RV Resort	02/17/17
Mesa Silver Crest Mobile Home Park	10/27/16	East Valley Coalition on Aging	03/01/17
UFB Community Food Share	11/10/16	Castillo Nuevo Mobile Home Park	03/01/17
Mesa Shadows Mobile Home Park	11/11/16	UFB Community Food Share	03/09/17
AARP Caregivers Resource Forum	11/14/16	Sandstone Apartments	03/22/17
Encore Apartments Fall Festival	11/15/16	Los Palmas Housing	03/23/17
East Valley Health Expo	11/17/16	Spring Healthy Living Expo	03/30/17
Fountain Hills Men's Association	12/05/16	Spring Healthy Living Expo	04/06/17
East Valley Coalition on Aging	12/07/16	UFB Community Food Share	04/13/17
UFB Community Food Share	12/09/16	UFB Community Food Share	05/11/17
Legacy Retirement Community	01/04/17	East Valley Coalition on Aging	06/07/17
East Valley Coalition on Aging	01/04/17	UFB Community Food Share	06/08/17

In Fiscal Year 2018 (7/1/17-6/30/18), East Valley Adult Resources will conduct a minimum of 50 community outreach activities that include:

- Participation in Community Social Service and Health Fairs, including hosting Health Expos.
- Public presentations concerning needs of older and disabled adults. Locations will include senior communities, faith communities and civic groups.
- Monthly Community Food Share program at Mesa Active Adult Center.
- A survey of participant feedback will be conducted in spring 2018.

Public Meetings:

- (1) Public meetings are scheduled to increase the opportunity for attendance by stakeholders and the general public. This may require scheduling meetings during non-traditional business hours, holding more than one meeting at different times of the day or on different days, and checking other community activities to avoid conflicts.
- (2) When a public meeting or public hearing is focused on a planning study or program related to a specific geographic area or jurisdiction within the region, the meeting or hearing is held within that geographic area or jurisdiction.
- (3) Public meetings are held in locations accessible to people with disabilities and are located near a transit route when possible.

East Valley Adult Resources may submit to the Arizona Department of Transportation annually an application for funding. Part of the annual application is a public notice, which includes a 30-day public comment period.

Limited English Proficiency Plan

East Valley Adult Resources

Limited English Proficiency Plan

East Valley Adult Resources has developed the following Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to East Valley Adult Resources services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining the East Valley Adult Resources extent of obligation to provide LEP services, the East Valley Adult Resources undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

- 1) The number or proportion of LEP persons eligible in the East Valley Adult Resources service area who may be served or likely to encounter by East Valley Adult Resources program, activities, or services;
- 2) The frequency with which LEP individuals come in contact with an East Valley Adult Resources services;
- 3) The nature and importance of the program, activities or services provided by the East Valley Adult Resources to the LEP population; and
- 4) The resources available to East Valley Adult Resources and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

A statement in Spanish will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested.

Safe Harbor Provision

East Valley Adult Resources complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

- (1) Title VI Notice
- (2) Complaint Procedures
- (3) Complaint Form

In addition, we will conduct our marketing (including using translated materials) in a manner that reaches each LEP group. Vital Documents include the following:

- (1) Notices of free language assistance for persons with LEP
- (2) Notice of Non-Discrimination and Reasonable Accommodation
- (3) Outreach Materials
- (4) Public Hearings

Non-elected Committees Membership Table

A subrecipient who selects the membership of transit-related, non-elected planning boards, advisory councils, or committees must provide a table depicting the membership of those organizations broken down by race. Subrecipients also must include a description of the efforts made to encourage participation of minorities on these boards, councils, and committees.

Table Depicting Membership of Committees, Councils, Broken Down by Race

Body	Caucasian	African American	Asian American	Native American	Other	Latino
Population (City of Mesa)	74.9%	3.9%	2.3%	2.6%	16.3%	28.1% (any race)
Board of Directors	86%	0%	0%	0%	0%	14%

East Valley Adult Resources makes every effort to encourage the participation into its governance body and its committees and work groups. The Board’s Governance Committee is charged with nominating qualified Board members with a focus on a balanced demographic mix.

Board Approval for the Title VI Program

The East Valley Adult Resources Board of Directors reviewed the Title VI implementation Plan at its meeting on September 21, 2017. A motion was made by Karen Shreve, seconded by Jeff Cooley, and unanimously approved to accept the Plan as presented.