



Transportation Services Title VI Program Plan

I. Plan Statement

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

The Arc Greater Hudson Valley, NY (ARCGHV) is committed to ensuring that no person is excluded from participation in or denied the benefits of its transportation services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTS) Circular 4702.1.A. This plan was developed to guide The Arc Greater Hudson Valley, NY in its administration and management of Title VI-related activities.

Glenn de Jong Title VI Coordinator
Director of Facilities and Transportation
28 Bull Rd
Campbell Hall, NY 10916
Phone (845) 513-5749 ext. 32115

II. Title VI Information Dissemination

Title VI information posters is prominently and publicly displayed on the agency website, www.arcghvny.org and in all major facilities. Additional information relating to non-discrimination obligation can be obtained from the ARCGHV County Title VI Coordinator.

Title VI information shall be disseminated to ARCGHV employees annually via the electronic education platform, Relias, containing the language set forth in Appendix A. This reminds employees of ARCGHV about the policy statement and of their Title VI responsibilities in their daily work and duties.

During new hire Orientation, new employees shall be informed of the provisions of Title VI and the expectations of ARCGHV employees to perform their duties accordingly. All transportation employees shall be provided a copy of the Title VI Plan and are required to sign the Acknowledgment of Receipt (see Appendix B).

III. Subcontracts and Vendors

All subcontractors and vendors who receive payments from The Arc Greater Hudson Valley, NY where funding originates from any Federal assistance are subject to provisions of Title VI of the Civil Rights Act of 1964 as amended.

Written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.

IV. Record Keeping

The Title VI Coordinator will maintain permanent records, which include, but are not limited to, signed acknowledgments of receipts from the employees indicating the receipt of the ARCGHV, NY Title VI Plan, copies of the Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants and Title VI investigations.

V. Title VI Complaint Procedures

How to file a Title VI Complaint

The complainant may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. The complaint should include the following information.

Complainant's name, mailing address, and how to contact them (i.e., telephone number, email address, etc.) How, when, where and why they believe they were discriminated against. Include the location, names and contact information of any witnesses.

Other information that they deem significant.

The Title VI Complaint Form (see Appendix C) may be used to submit complaint information. The complaint must be filed in writing with The Arc Greater Hudson Valley at the following Address in order for The Arc Greater Hudson Valley to properly investigate any complaint:

**Glenn de Jong Title VI Coordinator
Director of Facilities and Transportation
28 Bull Rd
Campbell Hall, NY 10916
Phone (845) 513-5749 ext. 32115**

**New York State Department of Transportation
Office of Civil Rights
50 Wolf Road, 6th Floor
Albany, NY 12232
(518) 457-1129 Fax (518) 549-1273
OCR-TitleVI@dot.ny.gov**

**Federal Transit Administration Office of Civil Rights Attention:
Title VI Program Coordinator
East Building, 5th Floor- TCR
1200 New Jersey Ave SE
Washington DC 20590**

NOTE: ARCGHV, NY encourages all complainants to certify any mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than one hundred eighty (180) days from the alleged date of discrimination.

What happens to the complaint after it is submitted?

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by ARCGHV, NY transportation will be directly addressed by ARCGHV, NY for investigation. AARCGHV, NY shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, ARCGHV, NY shall make every effort to address all complaints in an expeditious and thorough manner.

A letter acknowledging receipt of complaint will be mailed within seven (7) days (see Appendix D). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

How will the complainant be notified of the outcome of the complaint?

The Title VI program coordinator will send a final written response letter (see Appendix E or F) to the complainant. In the letter notifying complainant that the complaint is not substantiated (Appendix F), the complainant is also advised of his or her right to

- 1) Provide additional information to ARCGHV, NY for consideration of the complaint within seven (7) calendar days of receipt of the final written decision from ARCGHV, NY and/or
- 2) File a complaint externally with the U.S. Department of Transportation and/or the FTA. Every effort will be made to respond to the Title VI complaints within sixty (60) working days of receipt of such complaints.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

**Glenn de Jong Title VI Coordinator
Director of Facilities & Transportation
28 Bull Rd
Campbell Hall, NY 10916
Phone (845) 513-5749 ext. 32115**

**New York State Department of Transportation Office of Civil Rights
50 Wolf Road, 6th Floor
Albany, NY 12232
(518) 457-1129 Fax (518) 549-1273
OCR-TitleVI@dot.ny.gov**

Federal Transit Administration Office of Civil
Rights Attention: Title VI Program Coordinator
East Building, 5th Floor- TCR
1200 New Jersey Ave
SE
Washington DC 20590

VI. Language Assistance Plan (LAP)

FTA Circular 4702.1B was developed by the Federal Transit Administration (FTA) and details the administrative and reporting requirements for recipients of FTA financial assistance to comply with Title VI and related executive orders including on LEP (Limited English Proficiency) persons.

The United States Department of Transportation (DOT) published guidance that directed its recipients to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for LEP customers. The Arc Greater Hudson Valley Language Assistance Plan (LAP) includes a four-factor analysis and implementation plan that complies with the requirements of the DOT LEP guidance.

1. Identifying LEP (Limited English Proficiency) Individuals

LEP Individuals are those individuals speaking a language other than English or using sign language that request assistance. ARCGHV, NY does not currently have any individuals that require any other help other than English, Sign Language or Prompts.

2. Providing Services

ARCGHV, NY does not currently have an on-going need for professional translation Services, through its own, ARCGHV, NY will contract with translation services as needed.

3. Communicating Availability of Language Assistance

ARCGHV, NY will inform those who request services of the process to provide an independent contractor for translation.

4. Monitoring

Satisfaction Surveys offer an opportunity for individuals served and their care givers to provide input or suggest additional services.

The Title VI Plan will also be reviewed every three years.

5. Employee Training

As part of the Accessibility Plan, ARCGHV, NY encourages staff interest and education in learning to more effectively communicate with individuals served.

VII. Safe Harbor Provision

The federal Transit Authority Circular 4702.1B states

"DOT has adopted DOJ's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered. Then such action will be considered strong evidence of compliance with the recipient's written translation obligation. Translations of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital materials but should provide 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 provision apply to the translation of written documents only. The do not affect the requirement to provide access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. A recipient may determine, based on the Four Factors Analysis, that even though a language meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures. For example, a recipient may determine that a large number of persons in that language group have low literacy skills in their native language and therefore require oral interpretation. In such cases, background documentation regarding the determination shall be provided to FTA in the Title VI Program."

VIII. Membership of Non-elected Committees and Councils

ARCGHV,NY does not have a non-elected transit related advisory council at this time.

IX. Title VI Equity Analysis

ARCGHV,NY does not have transit related facilities.

X. Strategies and Desired Outcomes

The Arc Greater Hudson Valley, NY primarily serves only people that have been determined to be eligible for our transit service by OPWDD. OPWDD, as a recipient of federal financial assistance, must comply with all Title VI requirements in the development and delivery of their programs. The Arc greater Hudson Valley serves all individuals who are determined by OPWDD to be eligible for services, without regard to race, color, or national origin and low-income status.



Appendix A: Employee Annual Education Form Title VI Policy

No person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

All employees of ARCGHV, NY are expected to consider, respect, and observe this policy in their daily work and duties. If a participant or family member approaches you with a question or complaint relating to Title VI or discrimination of any kind based on race, color, or national origin, direct him or her to the ARCGHV, NY Title VI Coordinator.

In all dealings with anyone in the community, use courtesy titles (i.e. Mrs., Mrs., Ms., or Miss) to address them without regard to race, color or national origin.

I hereby acknowledge the receipt of the ARCGHV, NY Title VI Plan. I have read the plan and am committed to ensuring that no participant is excluded from or denied the benefits of its transportation services on the basis of race, color, or national origin, as protected by Title VI in Federal Administration (FTA) Circular 47002.1.A.

Employee signature _____

Print name _____

Date _____

Appendix B: Employee Acknowledgment of Receipt of Title VI Plan

I hereby acknowledge the receipt of the ARCGHV, NY Title VI Plan. I have read the plan and am committed to ensuring that no participant is excluded from or denied the benefits of its transportation services on the basis of race, color, or national origin, as protected by Title VI in Federal Administration (FTA) Circular 47002.1.A.

Employee signature

Print name

Date

Appendix C: Public Participation Plan

All applicants for Federal Transit Administration (FTA) financial assistance are required to ensure their programs, policies, and activities comply with US Department of Transportation (USDOT) Title VI of the Civil Rights Act of 1964. In order to comply with 49 CFR Section 21.9(b), sub recipients must develop, and submit to NYSDOT, a Public Participation Plan, which includes information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission.

The Arc Greater Hudson Valley, NY program decision-making public involvement is limited to the people meet the eligibility criteria set by the OPWDD. OPWDD is the lead agency for public involvement in the decision-making process with the goal of offering minority and low-income individuals the opportunity to comment on the benefits of the program services being provided with federal financial assistance. OPWDD's outreach consists of relationship building with agencies and stakeholders (families and advocates of people with Developmental Disabilities) that provide services to minority, low income and LEP communities

The ARC Greater Hudson Valley, NY assists OPWDD public family forum events as well as promoting OPWDD's public involvement campaign to a diverse community. Members of the public who request notices and or handouts in a language other than English will be referred to staff who can provide interpretation assistance or to OPWDD for assistance.

Appendix D: Title VI COMPLAINT FORM

Name _____

Address _____ City _____ Zip _____

Telephone: Home _____ Work _____ Cell _____

Basis of Complaint: (place checkmark)

- Race
- Color
- Sex
- National Origin
- Age
- Disability

Type of Complaint (place checkmark)

Program	Service	Benefit	Activity
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Who allegedly discriminated against you?

Name _____

Address _____ City _____ Zip _____

Telephone _____

If an organization what is its name?

Name of Organization _____

Address _____ City _____ Zip _____

Telephone _____

Name of Contact _____

How were you discriminated against?

Dates and times discrimination occurred?

Were there any other witnesses to the discrimination?

Name

Title

Work Phone

Home Phone

Have you filed your complaint with anyone else?

Who _____

When _____

Do you have an Attorney in this matter?

Name _____

Address _____ City _____ Zip _____

When did you acquire _____

Signed _____ Date _____

Mail to:

**Glenn de Jong Title VI Coordinator
Director of Facilities & Transportation
28 Bull Rd
Campbell Hall, NY 10916
Phone (845) 513-5749 ext. 32115**

New York State Department of Transportation Office of Civil
Rights
50 Wolf Road, 6th Floor
Albany, NY 12232
(518) 457-1129 Fax (518) 549-1273
OCR-TitleVI@dot.ny.gov

Federal Transit Administration Office of Civil Rights Attention:
Title VI Program Coordinator
East Building, 5th Floor- TCR
1200 New Jersey Ave SE
Washington DC 20590

APPENDIX E: Letter Acknowledging Receipt of Complaint

Date

Name

Address

City, State Zip

Dear Name:

This letter is to acknowledge receipt of your complaint against ARCGHV, NY Transit alleging

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by contacting our office at (845) 513-5749 ext. 32115 or in writing to ARCGHV, NY Glenn de Jong, Title VI Coordinator 28 Bull Road Campbell Hall, New York 10916

Sincerely,

Glenn de Jong
Title IV Coordinator

APPENDIX F: Letter Notifying Complainant that the Complaint Is Substantiated

Date

Name

Address

City, State Zip

Dear Name:

The matter referenced in your letter dated _____ against ARCGHV,NY alleging Title VI violation has been investigated. (An/Several) apparent violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of the program. (If a hearing is requested, the following sentence may be appropriate.) You may be hearing from this office, or from federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

Glenn de Jong
Title VI Coordinator

APPENDIX G: Letter Notifying Complaint and that the Complaint Is Not Substantiated

Date

Name

Address

City, State Zip

Dear Name:

The matter referenced in your complaint dated _____ against the ARCGHV, NY alleging _____ has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964, had in fact been violated. As you know Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance.

ARCGHV, NY has analyzed the materials and facts pertaining to your case of evidence of the Department's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated and that I am closing the matter in our files.

You have the right to 1) provide additional information to this office for reconsideration of your complaint within seven (7) calendar days of receipt of this final written decision from Schuyler County and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration at:

Federal Transit Administration Office of Civil Rights Attention: Title VI Program Coordinator East Building, 5th Floor- TCR 1200 New Jersey Ave. SE, Washington DC 20590

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to call me.

Sincerely,

Glenn de Jong
Title VI Coordinator

APPENDIX H: Sample of Narrative to be included in Posters to be displayed in Participants Transport Vehicles and Facilities

ARCGHV, NY is committed to ensuring that no person is excluded from participation in, denied the benefits of, or be subjected to discrimination in the receipt of its services on the basis of race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1964.

If you feel you are being denied participation in or being denied benefits of the services provided by ARCGHV, NY or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, you may contact our office at (845) 513-5749 ext. 32115.

APPENDIX I: NYSDOT Public Transportation Programs
Title VI Investigations, Complaints & Lawsuits Log

AGENCY: **The Arc Greater Hudson Valley, NY**

TITLE VI OFFICER: **Glenn de Jong**

E-MAIL: gdejong@arcghvny.org

CONTACT: **(845) 513-5749 ext. 32115.**

FISCAL YEAR FY:

REPORTING PERIOD (check appropriate box):

1ST Half

(July-December)

2ND Half

(January-June)

Complete Fiscal Year

(July-June)

1. Were any investigations, lawsuits or complaints filed during this time period?
2. If YES, please provide the following information for each investigation, lawsuit or complaint received during this time period:

Date the investigation, lawsuit or complaint was filed, and Summary of the allegation(s) and status if resolved.
3. Based on the investigations, lawsuits or complaints filed during the Fiscal Year, please provide a status of each allegation. **(Report on separate paper at the end of the Fiscal Year).**
4. Please indicate if or what actions were taken by the sub recipient in response to the investigation, lawsuit or complaint. **(Report on separate paper at the end of the Fiscal Year).**