

Instructions:

The following information is provided for guidance purposes only. As FTA guidance changes, this form may require additional and/or different information and may require updated versions.

If your agency chooses to utilize this document, please ensure that all sections are specifically updated to reflect your agency's policies and procedures. Text in the gray field requires input from your agency. Instructional language is specifically noted in each gray box. Text that is highlighted yellow is optional language that you can use or discard, or it is instructional language that should be deleted after completing that section. Regardless if you use the language or not, when this form is submitted to ADOT Civil Rights Office, no yellow highlights or gray text boxes should be left in the form.

Additionally, agencies must certify that the policies and procedures listed in this plan will be implemented. Audits or inspections by the ADOT Civil Rights Office will be conducted based on your agency's compliance with the submitted Title VI Plan.

ALL COMPLETED PLANS MUST BE POSTED TO YOUR WEBSITE, EXCLUDING COMPLAINTS, INVESTIGATIONS, AND LAWSUITS.

SUBMIT YOUR FINAL APPROVED PLAN ALONG WITH SAMPLES (I.E. BROCHURES, FLYERS) TO ADOT WITH YOUR COMPLAINTS, INVESTIGATIONS AND LAWSUITS. ADOT WILL THEN REVIEW YOUR PLAN AND EITHER ACCEPT IT, OR REQUEST MODIFICATIONS. ADOT Civil Rights office can provide technical assistance as requested.

Website Guidance – The following documents **must** have links posted on your website. You may want to add a link titled "Title VI Civil Rights" to access all the required links below.

- Title VI Implementation Plan
- Notice to the Public for each language that meets the Safe Harbor Provision
- Complaint Form and Procedures (may use one link for both documents)

Title VI Implementation Plan

New Horizons

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Executive Summary

New Horizons has been providing services to people with Developmental Disabilities for over 40 years in Lake Havasu City.

New Horizons operates a community based Day and Evening activity program to about 60 individuals using our fleet of 18 vehicles (most acquired under the ADOT grant process). Grants are applied for each year for the past 17 years.

New Horizons employs about 80 people (8 admin staff) and serves about 100 people.

What type of program fund(s) did you apply for?

5310

5311

Other (please explain) _____

Type of Funding Requests? (Select all that apply)

Vehicle Funds

Operating Funds

Other (please explain) _____

Non Discrimination Policy Statement

The **New Horizons** 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 **New Horizons** sponsored program or activity. There is no distinction between the sources of funding.

New Horizons 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, **New Horizons** will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When **New Horizons** distributes Federal-aid funds to another entity/person, **New Horizons** will ensure all subrecipients fully comply with **New Horizons** Title VI Nondiscrimination Program requirements. The **CEO** has delegated the authority to **Stephanie Leonard**, Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.

Terry Delia CEO

Non Discrimination Notice to the Public

Notifying the Public of Rights Under Title VI and ADA New Horizons

The **New Horizons** 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 the **New Horizons**.

For more information on the **New Horizons's** civil rights program, and the procedures to file a complaint, contact **Stephanie Leonard (928) 855-9392**, email sleonard@newhorizonsaz.org; or visit our administrative office at **2045 Moyo Dr. Lake Havasu City, Az. 86403**. For more information, visit newhorizonslhc.com

A complainant may file a complaint directly with the Arizona Department of Transportation (ADOT) or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: **ADOT**: ATTN: Title VI Program Manager 206 S. 17TH Ave MD 155A RM: 183 Phoenix AZ, 85007 **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, contact **Josie Harvey** at **(928)855-9392**. Para información en Español llame: **Josie Harvey** at **(928)855-9392**.

Non Discrimination Notice to the Public - Spanish

Aviso Público Sobre los Derechos Bajo el Título VI Y ADA New Horizons

New Horizons (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 **New Horizons's** programa de derechos civiles, y los procedimientos para presentar una queja, contacte **Josie Harvey (928)855-9392**, o visite nuestra oficina administrativa en **2045 Moyo Dr. Lake Havasu City, Az. 86403**. Para obtener más información, visite **newhorizonslhc.com**

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: ADOT: ATTN Title VI Program Manager 206 S. 17th Ave MD 155A Phoenix AZ, 85007 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: Notice is posted in each agency vehicle and in the agency's main facility.

*This notice is posted online at **newhorizonslhc.com***

Non Discrimination 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 **New Horizons**, 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 Discrimination 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 ADA/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 **New Horizons** will review the complaint form to determine jurisdiction. All complaints will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the **New Horizons** or submitted to the State or Federal authority for guidance.

- (7) **New Horizons** will notify the ADOT Civil Rights Office of ALL Discrimination complaints within 72 hours via telephone at 602-712-8946; email at civilrightsoffice@azdot.gov.
- (8) **New Horizons** has **30** days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has **30** business 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 **Thirty** business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
- (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. 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.
- (10) A copy of either the closure letter or LOF must be also be submitted to ADOT within 72 hours of that decision. Letters may be submitted by hardcopy or email.
- (11) A complainant dissatisfied with **New Horizons** decision may file a complaint with the Arizona Department of Transportation (ADOT) or the Federal Transit Administration (FTA) offices of Civil Rights: **ADOT**: ATTN ADA/Title VI Program Coordinator 206 S. 17TH Ave MD 155A RM: 183 Phoenix AZ, 85007 **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: newhorizonslhc.com

If information is needed in another language, contact (928)855-9392. Para información en Español llame: **Josie Harvey**

Discrimination Complaint Form

NOTE: If information is needed in Spanish, contact Josie Harvey at (928)855-9392

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 Discrimination 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:

New Horizons Compliance and Personnel Director

2045 Moyo Dr.

Lake Havasu City, Az. 86403

(928)855-9392

sleonard@newhorizonsaz.org

A copy of this form can be found online at **newhorizonslhc.org**

Discrimination 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)				

New Horizons has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in **2015**.

*New Horizons
Public Participation
Plan*

New Horizons

New Horizons 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, **New Horizons** made the following community outreach efforts:

New Horizons is a well established entity in our community with over 40 years of history. Most referrals come from the Division of Disabilities, but New Horizons does accept Private Pay for those that do not qualify. New Horizons gets the word out by Public Speaking to community groups, Fundraisers, participation in local committees (like Chamber of Commerce events, nonprofit groups, etc). New Horizons also contributes brochures and information at all community events where potential clientele may participate.

In the upcoming year **New Horizons** will make the following community outreach efforts:

Present at the Performance Boating Event April 2017. Attend monthly Chamber of Commerce Board meetings (CEO is on the Chamber Board) and mixers, Lead "Connect Havasu" in coordinating transportation in our community (monthly) and providing Transportation to The community at large. Speak at Kiwanis meeting in September 2016.

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 the 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.**

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.

New Horizons does not plan Public meetings but does attend meetings in our community.

Limited English Proficiency Plan

New Horizons

Limited English Proficiency Plan

New Horizons

New Horizons 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 **New Horizons** 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.

These 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 **New Horizons’s** extent of obligation to provide LEP services, the **New Horizons** undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

LAKE HAVASU CITY - NEW HORIZONS FOUR FACTOR ANALYSIS

Persons with Limited English Proficiency (LEP)	Estimate	% of Persons 5 Yrs. & Over	% of Persons 5 Yrs. & Over With LEP
Total Persons 5 years & Over	51,366	100.0%	---
English Speaking Only	46,179	89.9%	---
Limited English Proficiency	2,028	3.9%	100.0%
Spanish with LEP	1,562	3.0%	77.0%
Other Indo-European languages with LEP	87	0.2%	4.3%
Asian & Pacific Island languages with LEP	357	0.7%	17.6%
Other Languages with LEP	22	0.0%	1.1%

1. Demography: According to the U.S. Census Bureau, 2010-2014, American Community Survey five year estimates, 3.9% of the **New Horizons** area population is considered to be Limited English Proficient. This equates to 2,028 individuals five years of age or older who report speaking English less than “very well”. The predominate language spoken by the LEP population is Spanish. Under the DOJ’s Safe Harbor provision, it is necessary to translate materials when five percent or 1,000 persons, whichever is less, speak English less than “very well”. **New Horizons** translates vital documents, forms and public notices to meet this requirement.
2. Frequency: The general public comes in contact with **New Horizons** on an infrequent basis. But all residents are welcome to attend public meetings. To facilitate public participation, **New Horizons** posts public meeting notices in English and Spanish on its website, in public places and in printed media in an effort to reach a large audience. Initial project planning is

initiated at the member agency so there is little public contact at the recommendation phase but **New Horizons** encourages the member agency to publicize the meeting to receive input from the population at large.

3. Importance: Transportation is vital to a community and directly affects the lives of those living in the service area. Recommendations on roads, sidewalks, and public transportation service projects fall under the responsibilities of **New Horizons** and projects completed by the member agencies directly affect the residents in their communities. This includes the minority and low income populations, including the LEP population. The member agency is responsible to ensure that environmental, health and safety issues are considered in the projects put forth to **New Horizons** for consideration.
4. Resources: Due to fiscal constraints and limited resources at this time, **New Horizons** is unable to provide interpretation and translation services without advance notice. However, public notices and vital documents and forms are available in English and Spanish.

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.

A statement in writing that can be explained to the individual with developmental disabilities by their Guardian/Caregiver will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested.
Coverage map included.

Safe Harbor Provision

New Horizons 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) Bus Schedules
- (5) Route Changes
- (6) Public Hearings



New Horizons

A Quién Somos

New Horizons es una empresa no lucrativa que provee serficio a la gente con developmental disabilities (incluye: autism, epilepsia y Parálisis Cerebral además de discapacidades cognitivas) de todos los años.

Lo Que Ofrecemos

Los servicios proporcionados incluyen opciones residenciales (grupo hogas y vida de apartamento semiautónoma), programs deactividad con transportation, apoyo de empleo e intervención temprana (trabajando con bebés envejecen 0-3 años y sus familias).

Cuando

New Horizons proporcionan servicios necesarios 7 días por semana / 24 horas por día y han sido consolidado durante más de 40 años!

Donde

New Horizons sirven la comunidad de la ciudad de Havasu y áreas circundantes.

Contacto de Información

Terry Delia, CEO
928-855-9392
tdelia@newhorizonsaz.org

Para más información sobre programas o hacer una donación

(Todas las donaciones son usadas directamente para la gente que apoyamos y sus programas)

Por favor llame, correo electrónico o pare para un viaje de la facilidad

2045 Moyo Drive,
Lake Havasu City AZ 86403
Tel: 928-855-9392



New Horizons

Es una Agencia No Lucrativa Privada financiada por el Estado de Arizona, Donaciones Privadas y la



New Horizons



Una agencia sin fines de lucro que sirve a personas con discapacidad en nuestra comunidad desde 1973



2045 Moyo Drive,
Lake Havasu City AZ 86403
Tel: 928-855-9392

Servicios Residenciales



Hogar de Grupo
Personal do 24 hora disponible



Hogar de Grupo
Un ambiente do casa



Vida Semiautónoma
Personal apoya an su propia casa o apartamento

Haciendo Diferencia



Vida Sana



Autoddefensores
reunión con legisladoras estatales



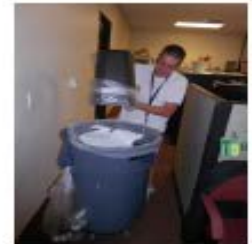
Amistad

Programs de Comunidad y Después de la Escuela



Participación active en eventos de la comunidad.

Apoyo de Empleo
Ayudando buscar empleos y proporcionar dirección positiva...



Transportación
Proporcionar pasajes a todas las actividades



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	Latino	African American	Asian American	Native American
Population	84%	10%	3%	0%	3%
None	0%	0%	0%	0%	0%
None	0%	0%	0%	0%	0%
None	0%	0%	0%	0%	0%

New Horizons serves people with disabilities and encourages parents and community members to have an interest and knowledge of our clientele. New Horizons attends many public events and meetings in the community. Many times the CEO is asked to speak about New Horizons programs and services. The CEO is on the board of the local Chamber of Commerce and other community based committees.

X New Horizons does NOT select the membership of any transit-related committees, planning boards, or advisory councils.

Monitoring for Subrecipient Title VI Compliance

New Horizons does not use sub recipients.

X **New Horizons** does NOT monitor subrecipients for Title VI compliance.

Title VI Training

New Horizons CEO Terry Delia and Compliance Director Stephanie Leonard attended ADOT sponsored Title VI training, and continue training/updates yearly.

All of New Horizons employees receive training on Title VI annually.

Title VI Equity Analysis

A subrecipient planning to acquire land to construct certain types of facilities must not discriminate on the basis of race, color, or national origin, against persons who may, as a result of the construction, be displaced from their homes or businesses. “Facilities” in this context does not include transit stations or bus shelters, but instead refers to storage facilities, maintenance facilities, and operation centers.

There are many steps involved in the planning process prior to the actual construction of a facility. It is during these planning phases that attention needs to be paid to equity and non-discrimination through equity analysis. The Title VI Equity Analysis must be done before the selection of the preferred site.

Note: Even if facility construction is financed with non-FTA funds, if the subrecipient organization receives any FTA dollars, it must comply with this requirement.

The **New Horizons** has no current or anticipated plans to develop new transit facilities covered by these requirements. No facilities covered by these requirements were developed since **2001**.

Board Approval for the Title VI Program

*New Horizons Center for People with Special Needs, Inc.
Minutes of the Executive Board Meeting held April 21, 2016*

The meeting was called to order by Leon Neadle at 3:00 p.m. on April 21, 2016 in the Les Galst Memorial Board Room at New Horizons, 2045 Moyp, Lake Havasu City, AZ

In attendance were: Christy Anderson, Don Bergen, Elsie Brown, Joyce McCloud, Leon Neadle, Pat Rahnefeld, Randy Shuffler, Cee Williams, Terry Delia, and Deb Clark. There was a quorum.

A motion was made to allow Terry to submit the ADOT vehicle grant requesting four (4) vehicles.
Motion carried.

The Board does not meet during the Summer but approval the updated plan will be added to the September agenda.

Organizational Chart

ATTACH A COPY OF THE ORGANIZATIONAL CHART HERE

