
Title VI Implementation Plan



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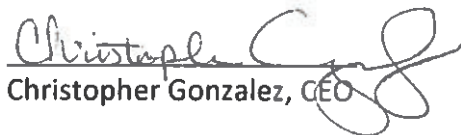
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Title VI Policy Statement

The Hope Lives Vive la Esperanza policy assures full compliance with Title VI of the Civil Rights act of 1964 and related statutes and regulations in all programs and activities. Title VI states that “no person shall on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination” under any Hope Lives Vive La Esperanza sponsored program or activity. There is no distinction between the sources of funding.

Hope Lives Vive la Esperanza 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, Hope Lives Vive La Esperanza will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When Hope Lives Vive la Esperanza distributes Federal-aid funds to another entity/person, Hope Lives Vive La Esperanza will ensure all subrecipients fully comply with Hope Lives Vive la Esperanza Title VI Nondiscrimination Program requirements. The Chief Executive Officer (CEO) has delegated the authority to Debra Kurkoski, CFO, to oversee and implement FTA Title VI requirements.


Christopher Gonzalez, CEO

Title VI Notice to the Public

Notifying the Public of Rights Under Title VI **HOPE LIVES – VIVE LA ESPERANZA**

The Hope LivesVive la Esperanza operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Hope LivesVive la Esperanza.

For more information on the Hope Lives Vive la Esperanza's civil rights program, and the procedures to file a complaint, contact Debra Kurkoski: 855-747-6522, (TTY AKORBI 480-739-9233), email dkurkoski@vivehopelives.org; or visit our administrative office at 1551 West Van Buren Street, Phoenix, AZ 85007. For more information, visit <https://www.hopelivesaz.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, contact Michele Phillips 855-747-6522.
Para información en Español llame: Shane Moffet 855-747-6522

The above notice is posted in the following locations: Program front lobby and the Administration Lobby, both at 1551 West Van Buren Street, Phoenix, AZ 85007, and website.

This notice is posted online at <https://www.hopelivesaz.org> under Info section at the bottom.

Title VI Notice to the Public -Spanish

Aviso al Público Sobre los Derechos Bajo el Título VI HOPE LIVES – VIVE LA ESPERANZA

Hope Lives Vive La Esperanza (*y sus subcontratistas, si cualquiera*) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964. 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 Hope Lives Vive la Esperanza's programa de derechos civiles, y los procedimientos para presentar una queja, contacte Debra Kurkoski: 855-747- 6522, (TTY AKORBI 480-739-9233), email dkurkoski@vivehopelives.org; o visite nuestra oficina administrativa en 1551 West Van Buren Street, Phoenix, AZ 85007. Para obtener más información, visite <https://www.hopelivesaz.org>

El puede presentar una queja directamente con City of Phoenix Public Transit Department 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: Program front lobby and the Administration Lobby, both at 1551 West Van Buren Street, Phoenix, AZ 85007, and website.

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Title VI Complaint Procedures

Hope Lives Vive la Esperanza has developed the following complaint process:

These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, as they relate to any program or activity that is administered by Hope Lives 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.

Any person who believes he and/or she has been discriminated against on the basis of race, color, or national origin may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Complaints must be filed within 180 calendar days of the alleged act of discrimination or date that the alleged act became known to the complainant.

A Complaint Report form is available in the Activity Centers' forms rack, the Administrative Office, on the website, or a customer may ask anyone that works at Hope Lives to provide the form. If the customer would like assistance in completing the form any staff member can help do so. Once it is completed it should be sent via email (dkurkoski@vivehopelives.org), fax 602.388.1567, or hand delivered to:

Hope Lives Administrative Offices
1551 West Van Buren St
Phoenix, AZ 85007
Attn.: Chief Executive Officer

It is not mandatory that the complaint be written on the complaint form, but it is preferred to have all of the information requested on the form available for investigation of the complaint. A complaint may also be made in person or by phone at 1.855.747.6522. All complaints will need to have an original copy signed by the complainant to be processed.

Once received, a complaint will be promptly investigated and all attempts to resolve valid issues will be made. Most complaints will be resolved within 10 business days, but in no case longer than 90 days,

and Hope Lives will contact the customer by their requested method of communication with that resolution. Hope Lives will also notify the Title VI Coordinator of all Title VI complaints within 72 hours via telephone at: 602.262.7242 or email to: phxtransiteo@phoenix.gov.

While Hope Lives Vive la Esperanza greatly appreciates the opportunity to first address complaints about us; customers are informed of their rights and the option to file a formal complaint with the Regional Behavioral Health Authority (RBHA) at the following contact information:

Mercy Care 4350 E Cotton Center Blvd., Bldg D, Phoenix, AZ 85040 1.800.564.546

Steward Health Choice 1300 South Yale Street, Flagstaff, AZ 86001 1.800.364.8939

A complainant dissatisfied with Hope Lives' decision may also file a complaint directly with the City of Phoenix Public Transit Department (COP): Attention: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix, AZ 85003 or the Federal Transit Administration (FTA) offices of Civil Rights: Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

A copy of these procedures can also be found online at:

<https://www.hopelivesaz.org/#:~:text=Title%20VI%20%20Complaint%20Procedure%20%26%20Form%3A%20English%20-%20Espa%F1%20ol>

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		
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:

Debra Kurkoski

Hope Lives Vive la Esperanza

1551 West Van Buren Street

Phoenix, AZ 85007

855-747-6522

dkurkoski@vivehopelives.org

**Forma Para Poner una Queja
(De Acuerdo Al Título VI)**

Nota: La siguiente información se necesita para procesar su queja.

Información de la persona que está poniendo la queja:

Nombre: Dirección: _____
Ciudad/Estado/Código Postal: _____
Teléfono(Casa): _____
Teléfono (Trabajo): _____

Persona A La Que Se Discriminó (alguien que no sea la persona que está poniendo la queja)

Nombre: Dirección: _____
Ciudad/Estado/Código Postal: _____
Teléfono(Casa): _____
Teléfono (Trabajo): _____

¿Cuál de las siguientes razones describe por lo que usted siente que se le discriminó?

Raza/Color (Especifique) _____ Nacionalidad (Especifique) _____
Sexo (Especifique) _____

¿En qué fecha(s) sucedió la discriminación? _____

Describa la presunta discriminación. Explique qué sucedió y quién cree usted que fue responsable (si necesita más espacio, agregue otra hoja).

Escriba una lista con los nombres de las personas que puedan tener conocimiento de la presunta discriminación y cómo contactarlas.

¿Ha presentado esta queja con otra agencia federal, estatal o local, o con cualquier corte federal o estatal? Marque todas las que apliquen.

Agencia Federal _____ Corte Estatal _____ Corte Federal _____
Agencia Local _____ Agencia Estatal _____

Por favor proporcione información de la persona a la que presentó su queja en la agencia/corte.

Nombre: _____
Dirección: _____
Ciudad/Estado/Código Postal: _____
Teléfono(Casa): _____
Teléfono (Trabajo): _____

Por favor firme abajo. Puede anexar cualquier material escrito u otra información que usted crea que es relevante sobre su queja.

Firma de la Persona que presenta la queja

Fecha

Número de Anexos: _____

Someta la forma y cualquier información adicional a:

Debra Kurkoski
Hope Lives Vive la Esperanza
1551 West Van Buren Street
Phoenix, AZ 85007
855-747-6522
dkurkoski@vivehopelives.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)	Status	Action(s) Taken (Final findings?)
Investigations				
1) EEOC investigation of employee termination/resignation in January 2020	06/08/2020	Former employee asserts she was dismissed for reasons of national origin, gender, and retaliation for a Dec 2019 sexual harassment complaint against a client.	2/25/2021 EEOC closed case stating they would not pursue the charge.	HLVLE responded to employee complaint in Dec 2019. Employee filed an NLRB complaint in 2020 asserting retaliation (dismissed). She subsequently filed a complaint with EEOC (closed).
2)				
Lawsuits				
1)				
2)				
Complaints				
1)				
2)				

HOPE LIVES VIVE LA ESPERANZA Public Participation Plan



Hope Lives Vive La Esperanza 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, Hope Lives Vive La Esperanza made the following efforts:

- Customer surveys are available in paper form and on-line on the agency website.
- A transportation committee was established in 2018 made up of volunteer community members and staff.

In the upcoming year Hope Lives Vive La Esperanza will make the following community outreach efforts:

- The transportation committee will meet twice per quarter during normal business hours at the Hope Lives center at 1551 W Van Buren St, Phoenix, AZ 85007. The meeting date and time as well as an agenda will be posted in the building prior to the meeting. Meeting days and times will vary based on the needs of the majority of the committee members. Meeting minutes and an annual report will be given to the Board of Directors.

The goals of this public involvement are to ensure that:

- Customers are given the opportunity to participate in the transportation planning process.
- The issues and concerns of customers are given consideration in the selection of transportation investments.
- Transportation investments do not disproportionately burden any population with adverse impacts.

Limited English Proficiency Plan

HOPE LIVES VIVE LA ESPERANZA

Limited English Proficiency Plan



Vive La Esperanza adopts the City of Phoenix Language Assistance Plan to help identify reasonable steps to provide language assistance for Limited English Proficiency (LEP) persons seeking meaningful access to Hope Lives Vive La Esperanza 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.

See attached City of Phoenix Language Assistance Plan.

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	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%
TYPE THE NAME OF THE COMMITTEE HERE	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%
TYPE THE NAME OF THE COMMITTEE HERE	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%
TYPE THE NAME OF THE COMMITTEE HERE	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%

X Hope Lives Vive La Esperanza does NOT select the membership of any transit-related committees, planning boards, or advisory councils.

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.

Hope Lives Vive La Esperanza has no current or anticipated plans to develop new transit facilities covered by these requirements. No facilities covered by these requirements were developed since our move to our current location in October, 2017. Hope Lives does not have any plans to build or acquire any additional facilities in the next three years.

Board Approval for the Title VI Program

BOARD OF DIRECTORS APPROVAL RECEIVED VIA EMAIL ON 8/24/2021. MEETING MINUTES ARE ATTACHED.



Board of Directors Meeting Minutes: (BOD)

Meeting Title: Approval of Tittle VI Plan		Date/Time/Location: Aug 18, 2021 / email meeting		
Meeting Facilitator(s): Christopher Gonzalez, CEO		Recorder/Note Taker: Christopher Gonzalez		
Attended: Linda Zweig, Christine Lash, Jose Colon, Barbara Harrison, Christopher Gonzalez				
Absent: none				
AGENDA ITEMS	PRESENTER	DISCUSSION (INCLUDING DATA/FINDINGS)	ACTION	RESPONSIBLE PARTY/TARGET DATE
Welcome and Introductions		Christopher forwarded the Title VI Implementation Plan for review and approval. The board members reviewed the plan and forwarded questions and comments to the group	All board members approved the document as written	Aug 20, 2021
Next Meeting: 9-28-2021				