

Title VI Implementation Plan



December 1st, 2018 - November 30th, 2021

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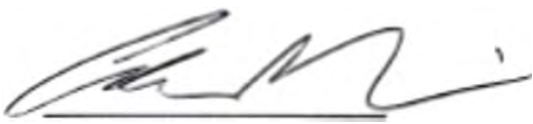
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Title VI Policy Statement

The Friendship Village Tempe 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 be subjected to discrimination" under any Friendship Village Tempe sponsored program or activity. There is no distinction between the sources of funding.

Friendship Village Tempe 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, Friendship Village Tempe will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When Friendship Village Tempe distributes Federal-aid funds to another entity/person, Friendship Village Tempe will ensure all sub recipients fully comply with Friendship Village Tempe Title VI Nondiscrimination program requirements. The Executive Director has delegated the authority to Brian K, Scott Asst. Dir. E.S./ Plant Ops, Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.



Cole Marvin, Executive Director

Title VI Notice to the Public

Notifying the Public of Rights Under Title VI Friendship Village Tempe

Friendship Village Tempe 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 Friendship Village Tempe.

For more information on the Friendship Village Tempe civil rights program, and the procedures to file a complaint, contact Brian Scott, 480-831-3154, email scottbrian@fvtaz.com; or visit our administrative office at 2645 E. Southern Ave, Tempe, Az 85282. For more information, visit www.friendshipvillageaz.com/

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 480-831-3146. Para información en Español llame a: Jeanine Chavarria, en el departamento de Recursos Humanos.

Title VI Notice to the Public -Spanish

Aviso al Publico Sobre los Derechos Bajo el Titulo VI Friendship Village Tempe

Friendship Village Tempe (y sus s1bcontrdtistas, si cualquiera) opera sus progrc1mas y servicios.

sin tomar en cuenta su raza, color, lugar de origen con el Titulo V de Los- Derechos, Civiles de 1964. cualquier personca la cual crea que ella o el han side agraviados por cualquier practica discriminatoria illegall baja el Titulo V puede someter una queja a Friendship Village Tempe.

Para mas informacion sobre el programa de derechos civiles de Friendship Village Tempe, y los procedimientos para presentar una queja, contacte a Brian Scott, 480-831-3154, o visite nuestra oficina administrativa en 2645 E. southern Ave, Tempe, AZ 85282. Para obtener mas informacion, visite www.friendshipvillageaz.com/

El querellante puede presentar una queja directamente con el Departamento Publico de Transito de la Ciudad de Phoenix o la Administracion Federal de Transito (FTA) mediante la presentacion de una queja directamente con las oficinas correspondientes de Derechos Civiles: **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

Si necesita informaci6n en Espanol, llame a: Jeanine Chavarria en el Departamento de Recursos Humanos al numero de telefono 480-831-3146

This notice is posted online at <https://www.friendshipvillageaz.com> and the Human resources office, Environmental services office, and in all transit, vehicles operated by Friendship Village Tempe. 2645 E. Southern Avenue Tempe, AZ 85210

Friendship Village of Tempe Complaint Procedures



All complaints will be investigated by the Friendship Village Tempe Human Resources Department using the following guideline;

INVESTIGATING

STEP ONE: Summary of the complaint, completed by the Human Resources staff.

STEP TWO: Statement of issues.

list every issue derived from the complaint summary. Include questions raised by each issue:

1. Who?
2. What?
3. When?
4. Where?
5. How?

Add new issues that surface during investigation. The final list of Issues becomes outline for investigation,

STEP THREE: Respondent's reply to each issue.

- Obtain information from each respondent, review each document.
- All staff will document Information collected in the customer contact (respondent area).
- After all respondent information, is documented, complete the documentation (remaining steps).
- Determine the action taken.
- Follow up with the customer.

STEP FOUR: Findings of fact,

Investigate every "issue" (stated in the statement of issues noted in step two), Separate facts from opinions.

STEP FIVE: Citations of pertinent regulations and rules.

Develop list of all regulations, rules, policies, and procedures that apply to the investigation

- Title VI requirements
- Company rules and procedures

STEP SIX: Conclusions of law.

- Compare each fact from "findings of fact" to the list of regulations, rules, etc.
- Make decision on whether violation(s) occurred.
- List of violations becomes "conclusions of law"

STEP SEVEN: Description of remedy for each violation.

- Specific corrective actions for each violation found.
- Include plans for follow-up checks.
- Do not conclude report with "no action taken".
- If no violations found, conclude the report in a positive manner.
- Review policies and procedures.

Review Title VI provisions.

Response to Customer:

Detailed summary of conversation with customer, Send copy of letter to customer.

Action Taken:

- Must include specific corrective action for each violation found.
- Include a follow-up action plan.
- If no violations found, note policies, procedures, etc. reviewed with employee.
- Never state "no action taken".

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:

Friendship Village Tempe C/O Brian Scott, Asst, Dir, E.S./Plant Ops
2645 E. Southern Ave
Tempe, Az, 85282
480-831-3154
scottbrian@fvtaz.com

**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) _____

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

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:

Friendship Village Tempe C/0 Brian Scott, Asst, Dir, E.S./Plant Ops
2645 E. Southern Ave
Tempe, Az, 85282
480-831-3154
scottbrian@fvtaz.com

Friendship Village Tempe Public Participation Plan



Friendship Village Tempe is engaging the public in its marketing and outreach activities. As an organization receiving federal financial assistance, Friendship Village Tempe made the following community outreach efforts:

MAG Transportation Ambassador Program

Tempe Meals on Wheels - Tempe Meals is an entirely volunteer organization sponsored by Friendship Village and funded by donations from coring groups and individuals. Both regular and diet meals are provided by the Friendship Village Care Center.

LeadingAge AZ - Not-for-profit leaders in housing, hospitality, Healthcare and community-based services for the elderly.

Connect60 - The Arizona Age-Friendly network was formed to connect older adults with individuals of all/ ages.

In the upcoming year Friendship Village Tempe will make the following community outreach efforts:

MAG

Leading Age of Arizona

Connect60

Meals on Wheels

Friendship Village of Tempe submits to the City of Phoenix Department of Transportation, as needed, an application for funding of vehicles. Part of the application is a public notice, which includes a 30-day public comment period.

Friendship Village Tempe

Limited English Proficiency Plan

Limited English Proficiency Plan



Friendship Village Tempe has adopted the *City of Phoenix's limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to Friendship Village Tempe 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.

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

Friendship Village Tempe 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 any language requested:

- (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

*Please see City of Phoenix, Valley Metro Language English Proficiency Plan (LEP) beginning on page 21 of this document

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. Sub recipients also must include a description of the efforts made to encourage participation of minorities on these boards, councils, and committees.

X Friendship Village Tempe does NOT select the membership of any transit-related committees, planning boards, or advisory councils.

Monitoring for Subrecipient Title VI Compliance

X Friendship Village Tempe does NOT monitor sub-recipients for Title VI compliance.

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 Friendship Village Tempe has no current or anticipated plans to develop new transit facilities covered by these requirements. No facilities covered by these requirements were developed since 1980.

Board Approval for the Title VI Program I

THE BOARD OF DIRECTORS
Tempe Life Care Village, Inc.
MINUTES

The monthly meeting of the Board of Directors of Tempe Life Care Village, Inc. was called to order by President Don Cassano at 6:25 p.m. on January 9, 2019 in the Private Dining Room of Friendship Village of Tempe.

Directors Present:

Jim Beaton	Cathy Crawford
John Benedict	Darrell Jensen
Don Cassano	Shirley Wells
Gary Cook	Corey Woods

Directors Absent:

Ellen Cavanaugh	Marc Pulsifer
Win Holden	Ross Reck
Marianne McCarthy	

Residents Council Rep:

Mary Gray

Staff Present:

Teresa Bauer	Neal Peterson
Emily Garba	Jadyne Schmidt
Cole Marvin	

LCS Representatives:

Tim Cain	Hannah Kingma
Ross Nichols	

Legal Counsel:

Kevin Olson

Associate Executive Director, Emily Garba reported the following:

- As a requirement for the Village to continue as a recipient of the Maricopa Association of Governments (MAG) Grant Program, we must implement and approve our Title VI Policy every three years. It is the consensus of the Board to adopt the Title VI Implementation Plan as presented.