

Policy Title: Title VI	Policy Number: GG.1.06
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TVI plan expires 3 years from date of approval

Senior Connect Services: The mission of Senior Connect is to improve the quality of life for adults aged 60 and over through advocacy, community partnership, nutrition and other direct services in order to sustain an independent, healthy life-experience.

This mission will be realized by providing quality, dependable meal services to the residents of Kaufman and Navarro Counties, as well as contracting with agencies to offer services to sustain independence. Additionally, the agency provides contracted transportation services in Ellis and Rockwall Counties.

Our transportation services include demand response services, contracted through a local transportation agency. These are provided to seniors and those with disabilities. The services provided through Senior Connect include rides for seniors to Senior Activity/Nutrition Centers, medical appointments and shopping.

Senior Connect does not own transit service vehicles. All transportation services are contracted through a transit agency by way of procurement.

Senior Connect Non-Discrimination Statement

Senior Connect is committed to a policy of non-discrimination in program services pursuant to the requirements of Title VI of the Civil Rights Act of 1964. Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a complaint with Senior Connect. To receive additional information on Senior Connect's non-discrimination obligations, or to file a complaint, please call the administrative office at 972-563-1421 or write to: Senior Connect, P.O. Box 836 Terrell, TX 75160 and request a complaint form. Complain procedure is available on the agency website: www.nohungrysenior.org.

Senior Connect Reglas de No Discriminacion

Senior Connect se compromete a una norma de no discriminación en sus programas de servicio de acuerdo a los requisitos del Artículo VI del Acto Derechos Civiles de 1964. Cualquier persona

que crea que ha sido discriminada bajo el Artículo VI basado en raza, color, u origen nacional puede asentar una demanda con Senior Connect. Para recibir más información acerca de las obligaciones de no discriminación de Senior Connect o para archivar una demanda, favor de llamar al 972-563-1421 o escriba a: Senior Connect, P.O. Box 836 Terrell, TX 75160 and request a complaint form

Title VI Complaint Procedures

Should a complaint be filed with Senior Connect and an external agency simultaneously, the external complaint shall supersede the Senior Connect complaint and Senior Connect complaint procedures will be suspended pending the external agency's findings. If filed with Senior Connect, the Title VI Administrator will begin assessment or investigation of the complaint within fifteen (15) working days of receiving the complaint. Based upon all of the information received, the Title VI Administrator will prepare a draft written response subject to review by the Senior Connect Governing Board of Directors. If more time is required, the Administrator shall notify the complaint of the estimated timeframe for completing the review, not to exceed (60) calendar days of the receipt of the formal complaint. If appropriate, Senior Connect may administratively close the complaint. If final written response is determined to be needed, the complaint will receive a letter stating the final decision of the Executive Director and the complaint will be advised of his/her right to file a complaint with the Federal Transit Administration (FTA), Office of Civil Rights should the complaint feel dissatisfied with the decision.

Senior Connect's Title VI complaint procedure is made available on the agency's website (www.nohungrysenior.org) and in each of our Senior Centers.

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the **Senior Connect** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Complaint forms can be found at: www.nohungrysenior.org or requested at: P.O. Box 836, Terrell, TX 75160

Senior Connect investigates complaints received no more than 180 days after the alleged incident. **Senior Connect** will process complaints that are complete.

Once the complaint is received, Senior Connect will review it to determine if our office has jurisdiction. (A copy of each Title VI complaint received will be forwarded to TxDOT Public Transportation Coordinator within ten (10) calendar days of receipt.) The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Senior Connect has 60 days to investigate the complaint. If more information is needed to resolve the case, Senior Connect may contact the complainant.

The complainant has 15 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 15 business days, Senior Connect can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two (2) 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 letter of finding (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 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the: Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, *or* 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.

If information is needed in another language, then contact 972-563-1421.

Section 5: Title VI Complaint Form

Senior Connect's Title VI Complaint Procedure is made available in the following locations: www.nohungrysenior.org and posted at our Senior Centers.

Filing a Complaint with the Federal Transit Administration

To file a complaint with the Federal Transit Administration, fill out a Title VI complaint form and mail it to:

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

The [complaint form may be downloaded from Federal Transit Administration](#) website.

To file a complaint with Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, Tx 78701-2483.

Upon request, assistance in the preparation of any necessary written material will be provided to a person or persons who are unable to read or write.

Complaint form

Senior Connect **Title VI Complaint Form is Attached**

Americans with Disabilities Grievance Form

In accordance with Title II of the Americans with Disability Act (ADA) of 1990, it is the intention

of Senior Connect to provide access to all services associated with its operation and to all persons with disabilities. Please use this form to file a grievance if you believe Senior Connect has not provided satisfactory accommodation for a disability.

Submit grievance to:

Senior Connect

P.O. Box 836

Terrell, TX 75160

TITLE VI COMPLAINT FORM

Before filling out this form, please read Senior Connect's Title VI Complaint Procedures located on our website or by visiting our office.

The following information is necessary to assist us in processing your complaint. If you require assistance in completing this form, please call us at the phone number listed above. Complaints must be filed within 180 calendar days after the date alleged discrimination occurred.

Complaint's Name:
Street Address:
City: State: Zip Code
Telephone Number

Where you discriminated against because of:

_____ Race

_____ National Origin

_____ Color

Date of Alleged Incident _____

Time of Incident _____

Person discriminated against (if someone other than complainant):

Name:
Address:
City: State: Zip Code

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 and provide name of agency and contact information:

Federal Agency:	Contact:
Telephone # For Contact:	Email:
Federal Agency:	Contact:
Telephone # For Contact:	Email:
Federal Agency:	Contact:
Telephone # For Contact:	Email:

Have you filed a lawsuit regarding this complaint: Yes____ No____

Note: If litigation is pending regarding the same issues, we defer to the decision of the court. In your own words, describe the alleged discrimination. Explain what happened and who you believe was responsible. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of the allegations. Please provide any other documentation that is relevant to this complaint.

Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Signature:	Date:
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Mail this form to: Senior Connect P.O. Box 836 Terrell, TX 75160

Haciendo una Queja bajo la ley de Título VI

Cualquier persona que cree que él o ella ha sido perjudicada por una práctica discriminatoria ilegal bajo el título VI puede presentar una queja debe ser por escrito y presentada con la ciudad dentro de los 180 días siguientes a la fecha de la supuesta ocurrencia discriminatoria.

Para obtener más información sobre las obligaciones de no discriminación de Senior Connect o para presentar una queja sobre el Título VI , póngase en contacto con :

Senior Connect
P.O. Box 836
Terrell, TX 75160

Teléfono: (972) 563-1421

Correo electrónico: melinda@nohungrysenior.org

Presentación de quejas ante la Administración Federal de Tránsito

Para presentar una queja ante la Administración Federal de Tránsito , llene un formulario de queja del Título VI y envíelo por correo a:

Oficina Federal de Administración de Tránsito de los Derechos Civiles
Atención: Coordinador del Programa del Título VI
East Building, 5th Floor - TCR
1200 New Jersey Ave . , SE
Washington, DC 20590

El formulario de queja puede ser descargado desde el sitio web de TLC. Ir a <http://www.fta.dot.gov/civilrights/title6/civilrights5104.html> para más información .

A petición, se prestará asistencia en la preparación de cualquier material escrito necesario para que una persona o personas que no saben leer ni escribir.

FORMULARIO DE QUEJA TÍTULO VI

Antes de llenar este formulario, por favor, lea los Procedimientos de Quejas de Senior Connect Título VI que se encuentra en nuestra página web o visitando nuestra oficina.

La siguiente información es necesaria para ayudarnos a procesar su queja. Si necesita ayuda para completar este formulario, por favor llámenos al número de teléfono que aparece arriba. Las quejas deben ser presentadas dentro de los 180 días, después de que ocurrió la supuesta discriminación.

Nombre:
Dirección:
Ciudad: Estado: Código Postal :
Número de Teléfono:

Cual de los siguientes describe mejor la razón por la supuesta discriminación?

(Marque uno)

Raza

Origen Nacional

Color

Fecha del supuesto Incidente _____

Hora del Incidente _____

Persona discriminada:

Nombre:
Dirección :
Ciudad: Estado: Código Postal :

¿Ha presentado esta queja con cualquier otro programa federal, estatal o local o con cualquier corte federal o estatal ? _____ Sí _____ No

En caso afirmativo, marque todo lo que corresponda y proporcionar el nombre de la agencia y la información de contacto :

Agencia Federal:	Póngase en contacto con:
N ° de teléfono de contacto::	Email:
Agencia Federal:	Póngase en contacto con:
N ° de teléfono de contacto::	Email:
Agencia Federal:	Póngase en contacto con:
N ° de teléfono de contacto::	Email:

¿Ha presentado una demanda respecto a esta queja : Si_____ No_____

Nota: Si el litigio está pendiente en relación con los mismos problemas, nos remitimos a la decisión de la corte.

En sus propias palabras , describa la supuesta discriminación. Explique lo que pasó y quien considera que fue responsable . Usted debe incluir detalles específicos, tales como nombres , fechas, horas , números de ruta , los testigos, y cualquier otra información que nos pueda ayudar en nuestra investigación de las denuncias . Por favor proporcione cualquier otra documentación que sea relevante para la presente queja.

Por favor firme abajo. Puede adjuntar cualquier material escrito o cualquier otra información que usted considere relevante para su queja .

Firma: _____ Fecha: _____

Envíe por correo o entregar este formulario a:

Senior Connect
P.O. Box 836
Terrell, TX 75160

Teléfono: (972) 563-1421

Correo electrónico: melinda@nohungrysenior.org

TITLE VI Notice to the Public
Senior Connect's Notice to the Public is as follows

Notifying the Public of Rights Under Title VI

Senior Connect

- ✓ Senior Connect operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the **North Central Texas Area Agency on Aging, Texas Department of Transportation, Texas Department of Health and Human Services or the Federal Transit Administration.** .

- ✓ For more information on the **Senior Connect's** civil rights program, the procedures to file a complaint, or to file a complaint contact 972-563-1421, email melinda@nohungrysenior.org For more information, visit www.nohungrysenior.org

- ✓ A complaint may also be filed directly with the:

Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, or

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.

- ✓ If information is needed in another language, contact 972-563-1421.

Senior Connect’s Notice to the Public is posted in the following locations:

- Terrell Senior Center
- Forney Layden Senior Center
- Kaufman Senior Center
- Senior Center at the Ballpark
- Corsicana Senior Center
- Cambridge Crossing, Corsicana
- Friendship Towers, Corsicana
- www.nohungrysenior.org

Section 6: List of Transit Related Title VI Investigations, Complaints and Lawsuits

Senior Connect maintains a list or log of all Title VI investigations, complaints and lawsuits, pertaining to its transit-related activities.

Check One:

 X There have been no investigations, complaint and/or lawsuits filed against us since the last plan submission.

 There have been investigations, complaints and/or lawsuits filed against us. *See list below. Attach additional information as needed.*

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
Lawsuits				
1.				
Complaints				
1.				

Section 7: Public Participation Plan

Strategies and Desired Outcomes

To promote inclusive public participation, Senior Connect will employ the following strategies, as appropriate to our service recipients:

- ✓ Provide for early, frequent and continuous engagement by the public.
- ✓ Select accessible and varied meeting locations and times
- ✓ Employ different meeting sizes and formats
- ✓ Provide childcare and food during meetings, if possible.
- ✓ Use social media in addition to other resources as a way to gain public involvement
- ✓ Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.
- ✓ Expand traditional outreach methods by visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.

Public Outreach Activities

The public outreach and involvement activities conducted by Senior Connect since the last Title VI Program submission are summarized in the table below. *At policy adoption, no formal public outreach has been done. This will be completed before redrafting this policy prior to expiration.*

Event Date	Senior Connect Staffer(s)	Activity	Communication Method (Public Notice, Posters, Social Media)	Notes

Limited English Proficient (LEP) Resource Materials:

"I Speak" Language Identification Card

Mark this Box if you speak...	Language Identification Chart	Language
	Mark this box if you read or speak English	English
	Marque esta casilla si lee o habla español	Spanish
	Kos lub voj no yog koj paub twm thiab hais lus Hmoob	Hmong
	如果说中国在方框内打勾	Chinese
	Xin ñaùnh daáu vaø oâ naøy neáu quyè vò bieát ñoïc vaø nouì ñõõic Vieät Ngõõ.	Vietnamese
	당신이한국어말할경우이 상자를표시	Korean
	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	Tagalog
	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen	German
	Отметить этот флажок, если вы говорите по-русски	Russian
	Означите ову кућицу ако говорите српски	Serbian
	आप हिंदी बोलते हैं तो इस बक्से को चिह्नित करें	Hindi
	پر نشان لگائیں تو اس باکس بولتے ہیں اردو اگر آپ	Urdu

Note: For additional languages visit the US Census Bureau website <http://www.lep.gov/ISpeakCards2004.pdf>

Log of LEP Encounters

Date	Time	Language Spoken By Individual (if available)	Name and Phone Number of Individual (if available)	Service Requested	Follow Up Required	Staff Member Providing Assistance	Notes

Section 10: Minority Representation Information

Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees. Senior Connect does not utilize a transit-related, non-elected planning board, advisory council or committee.

A. Minority Representation Table

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

Body	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
Population	%	%	%	%	%	%
Name of committee	%	%	%	%	%	%

B. Efforts to Encourage Minority Participation

To encourage participation on its boards, committees and councils, Senior Connect will recruit board participation to ensure that a cross section of our service population is represented.

Section 11: Providing Assistance to and Monitoring Subrecipients

Senior Connect does not provide funding to subrecipients.

Section 12: Title VI Equity Analysis

1. Has the agency built a facility? (check a response below)

No, the agency has not built a facility.

Yes, the agency has built a facility and completed a Title VI equity analysis to compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site. (Include at the end of the TVI plan a copy of the Title VI equity analysis.)

Board Signature _____

Board Signature _____

Board Signature _____

Board Signature _____

Board Signature _____

Policy History:

Original Approval: 9/21/2017

Revised and approved: 3/22/2018

Revised and approved:

TVI plan expires 3 years from date of approval