

Title VI Plan MFC Grand Seniors

FINAL



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I. Statement of Client Rights under Title VI

The Mountain Family Center Grand Seniors (MFC Grand Seniors) operates its services, programs, and activities without regard to race, color, national origin (ancestry), religion (creed), gender, gender expression, age, disability, marital status, sexual orientation, military status, or any other status protected by applicable local, state, or federal law. This transportation service offers services to Grand County senior citizens (ages 60 and older), and individuals (ages 18-59) with a disability who have active Medicaid benefits. Services include transportation, within a 150-mile radius of Granby, CO, to: non-emergent medical appointments, physical/occupational therapy, recreational and educational opportunities, organized social events, and shopping. Transportation for medical appointments take priority. Rides are scheduled and require

reservations made at least one to three business days in advance. MFC does not provide public transportation (or taxi service). Rides are provided at no cost. MFC Grand Seniors abides by the provisions of all applicable civil rights laws and regulations, including without limitation: Title VI of the Civil Rights Act of 1964; the Americans with Disabilities Act (ADA); and the Older Americans Act (OAA). For more information on MFC Grand Seniors' civil rights program, and the procedures to file a complaint, contact MFC Grand Seniors at 970-887-3222 or visit our administration office at 480 E. Agate Ave. Suite 1C, Granby, CO 80446.

Title VI Notice to the Public

MFC Grand Seniors has adopted and published the following Title VI Notice to the Public:

MFC Grand Seniors operates its services, programs, and activities without regard to race, color, national origin (ancestry), religion (creed), gender, gender expression, age, disability, marital status, sexual orientation, military status, or any other status protected by local, state, or federal law. MFC Grand Seniors abides by the provisions of all applicable civil rights laws and regulations, including without limitation: Title VI of the Civil Rights Act of 1964; the Americans with Disabilities Act (ADA); and the Older Americans Act (OAA).

For more information on MFC Grand Seniors' civil rights program and procedures for filing a complaint, contact (970) 557-3186 and ask for Helen Sedlar; email helensedlar@mountainfamilycenter.org or grandseniors@mountainfamilycenter.org ; or visit our administration office at 480 E. Agate Avenue, Suite 1C, Granby, CO 80446. For more information, visit www.mountainfamilycenter.org/seniors/

For Title VI claims of discrimination on the basis of race, color, or national origin, a person may submit the complaint directly to the Federal Transit Administration (FTA), at the FTA Region 8 Office, Attn: Civil Rights Officer, 1961 Stout Street, Suite 13301, Denver, CO 80909

If information is needed in another language, contact (970) 887-3222.
Si se necesita la información en otro idioma llame al (970) 887-3222.

Notice Locations

MFC Grand Seniors' Title VI Notice is posted in English and Spanish in the following locations:

- MFC Grand Seniors' website at www.mountainfamilycenter.org/seniors/
- MFC Grand Seniors' headquarters at 480 E. Agate Avenue, Granby, CO 80446 main office.
- MFC Grand Seniors will also post in each of its vehicles.

II. Title VI Complaint Procedures and Complaint Form

Anyone who believes they have been discriminated against by MFC Grand Seniors in violation of MFC Grand Seniors' Non-Discrimination Policy may file a complaint. If a person believes he or she has been discriminated against on the basis of race, color, or national origin (ancestry) (Title VI), or on the basis of religion (creed), gender, gender expression, age, disability, marital status, sexual orientation, military status, or any other status under applicable local, state, or federal law may file a Title VI and Other Discrimination Complaint Form. MFC Grand Seniors investigates all complete complaints received no more than 180 days after the alleged incident.

Once a complaint is received, MFC Grand Seniors will send a letter acknowledging the complaint and whether MFC Grand Seniors has jurisdiction to continue with an investigation.

MFC Grand Seniors has 60 days to investigate the complaint. If more information is needed to resolve the case, MFC Grand Seniors may contact the complainant. The complainant has 10 business days from the date of the letter to send the requested information to MFC Grand Seniors. If MFC Grand Seniors does not receive the requested information within 14 days from the mailing date, MFC Grand Seniors can administratively close the case. MFC Grand Seniors can also administratively close a case if the complainant no longer wishes to pursue the case.

After investigation of the complaint, MFC Grand Seniors 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 Title VI or discrimination violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, he or she has 14 days from the date of the letter or LOF to do so.

For Title VI claims of discrimination on the basis of race, color, or national origin, a person may submit the complaint directly to the Federal Transit Administration (FTA), at the FTA Region 8 Office, Attn: Civil Rights Officer, 1961 Stout Street, Suite 13301, Denver, CO 80909. Title VI Complaint Procedures will be translated into other languages as needed, including contact information for the translation service.

MFC Grand Seniors' Title VI Complaint Form is set forth on the following pages. MFC Grand Seniors' non-discrimination policy includes Title VI's prohibition against discrimination on the basis of race, color, and national origin, as well as on several other protected statuses. MFC Grand Seniors' Title VI Form may be used for Title VI claims as well as to make a claim of discrimination on the basis of religion (creed), gender, gender expression, age, disability, marital status, sexual orientation, military status, and any other status protected by applicable local, state, or federal law.

Title VI Complaint Form to MFC Grand Seniors

Section I		
Name:		
Address:		
Phone (Home):	Phone (Work):	
E-mail address:		
Accessible Format Requirements?	Large Print? Yes <input type="checkbox"/> No <input type="checkbox"/> TDD? Yes <input type="checkbox"/> No <input type="checkbox"/>	Audio tape? Yes <input type="checkbox"/> No <input type="checkbox"/> Other:
Section II		
<p>Are you filing this complaint on your own behalf? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If yes, please go to Section III.</p> <p>If no, please tell us the name and relationship to you of the person for whom you are completing this form:</p> <p>Name: _____ Relationship _____</p> <p>Please explain why you are completing this form for another person:</p> <p>Please confirm that you have obtained the aggrieved party's permission if you are submitting this form on behalf of another person. Yes <input type="checkbox"/> No <input type="checkbox"/></p>		

Section III

I understand that the purpose of many MFC Grand Seniors services and programs is to address the mobility challenges some individuals face because of age or disability. Apart from any eligibility requirements based on age or disability for receiving services, I believe that I experienced discrimination with regard to receiving the benefits of programs and/or services from MFC Grand Seniors based on the following (check all that apply):

Title VI: ☐ Race ☐ Color ☐ National origin (Ancestry)

☐ Religion (Creed) ☐ Gender ☐ Gender expression ☐ Age ☐ Disability ☐ Marital status

☐ Sexual orientation ☐ Military status ☐ Other status _____

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 the names and contact information of any witnesses. If more space is needed, please use the back of this form.

Section IV

Please mail this form to the address below or submit it in person at:

MFC Grand Seniors

Attn: Helen Sedlar Executive Director, Mountain Family Center Grand Seniors Dept.,
PO Box 42, Granby, CO 80446

Or e-mail this form as an attachment to: helensedlar@mountainfamilycenter.org

Signature: _____ Date: _____

III. List of Investigations, Complaints, and Lawsuits

Under the requirements of Title VI, MFC Grand Seniors maintains a list of any of the following activities related to an allegation of discrimination on the basis of race, color, or national origin (ancestry) (Title VI); or an allegation of discrimination on the basis of religion (creed), gender, gender expression, age, disability, marital status, sexual orientation, military status, or other status protected by applicable local, state, or federal law:

- Complaints naming MFC Grand Seniors
- Active investigations conducted by the Federal Transit Administration (FTA) and entities other than the FTA
- Lawsuits

At this time, MFC Grand Seniors has no complaints, investigations, or lawsuits to report. However, the following is the form that will be updated as needed and available online at www.mountainfamilycenter.org/seniors. This list shall include the date the relevant investigation, lawsuit, or complaint was filed; any actions taken by MFC Grand Seniors in response, or the final findings related to the investigation, lawsuit, or complaint. This list shall be included in the Title VI Plan that MFC Grand Seniors is required to submit to the FTA every three years.

MFC Grand Seniors– List of Investigations, Complaints, and Lawsuits

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, national origin, etc.)	Status	Action(s) Taken:
Complaints				
1.				
2.				
3.				
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				

IV. Public Participation Element

Helen Sedlar, Executive Director, will oversee MFC Grand Seniors' Title VI policies and procedures. She is responsible for coordinating investigation and resolution of complaints related to services provided by MFC Grand Seniors. She also coordinates hiring related activities of the Plan.

Comments regarding our Title VI Plan may also be made directly to either Executive Director, Helen Sedlar at 970-557-3186, or by contacting MFC Grand Seniors' Transportation office at 480 E. Agate Avenue, Suite 1C, Granby, CO 80446 or by directly contacting by telephone at 970-887-3222.

Outreach Plan

Throughout the year, MFC Grand Seniors staff members conduct outreach activities (directly to those client populations to whom we provide service as well as to community groups, professional associations, etc.) in various communities in our service areas and attend local government meetings. The purpose of these activities and presentations is to raise the level of awareness of the availability of our services and programs, and to engage with residents, governing bodies, and community groups about the needs of some in their communities and how best to address them. MFC Grand Seniors is committed to reaching and serving members of minority groups or under-represented populations.

Each year, MFC Grand Seniors reviews demographic information on its clients, including new clients. The results of this review helps guide MFC Grand Seniors' future outreach efforts.

As a nonprofit human services provider, MFC Grand Seniors seeks feedback on its mission services from clients and other members of the community. MFC Grand Seniors utilizes Advisory Committees and an engaged volunteer Board of Directors to assist us in evaluating and planning service design and implementation.

For information regarding MFC Grand Seniors' outreach plans to limited English proficient populations, see the following Sections V and VI. Outreach will include translation of posted information in vehicles as well as the newsletter, social media and other advertising in both English and Spanish (and/or other languages as determined by Limited English Proficient (LEP) Safe Harbor threshold).

V. LIMITED ENGLISH PROFICIENCY PLAN

Introduction

This Limited English Proficiency (LEP) Plan, for the MFC Grand Seniors has been developed in response to federal requirements included under Section 601 of Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), which provides 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 subjected to discrimination under any program or activity receiving Federal financial assistance."

Federal Executive Order No. 13166, issued in August 2000 by President Clinton, "Improving Access to Services for Persons with Limited English Proficiency," was created to "... improve access to federally conducted and federally assisted programs and activities for persons who, as a result of national origin, are limited in their English proficiency (LEP)..." President Bush affirmed his commitment to Executive Order 13166 through a memorandum issued on October 25, 2001, by Assistant Attorney General for Civil Rights, Ralph F. Boyd, Jr. and Acting Assistant Attorney General, Loretta King directed a strengthening of enforcement of Title VI in a memorandum dated July 10, 2009.

As a sub-recipient of funds from the Federal Transit Administration (FTA), through the Colorado Department of Transportation (CDOT), this Limited English Proficiency (LEP) Plan for the MFC Grand Seniors has been developed to ensure compliance with Federal LEP regulations. It includes an assessment of the limited English proficiency needs of our area, an explanation of the steps we are currently taking to address these needs, and the steps we plan to take in the future to ensure meaningful access to our transit programs by persons with limited English proficiency.

Limited English Proficiency Needs of Area

MFC Grand Seniors serves people with intellectual and developmental disabilities (IDD) in the following Grand County.

According to the US Census the LEP population in these areas breaks down as follows:

County	Total Population	Total LEP Population	Spanish LEP Population	Other ¹
Grand	14,728	198	198 (9.6%)	White (86.5%) Black or African (1.1%) American Indian or Alaska Native (1.0%) Two or more Races (1.8%) Asian (.20%)
		29		
Total	14,728	227	198 (9.6%)	

A small portion of the population in the Grand County area has LEP needs, with the majority of that portion needing Spanish language assistance.

Visitors

Our services are for Grand County residents. However, if transportation is available, a visitor may temporarily utilize our services by calling to schedule a ride. MFC Grand Seniors' have

informational rack cards at local medical offices, churches, law enforcement, visitors' centers, and other service agencies. While Grand County is a tourist destination, visitors are less likely to use our service as our transportation is structured primarily for non-emergent medical appointments, grocery store/shopping trips, and scheduled social engagement activities. Spanish literature and interpreters (MFC bi-lingual employees) are available. LEP Visitors may call 970-887-3222, visit website www.mountainfamilycenter.org/grandseniors or office at 480 E. Agate Avenue, Granby, CO 80446.

Summary

There are a substantial number of LEP individuals in the Denver Metro area. While most of those who have difficulty with English are Spanish speakers, a variety of other languages are spoken as well, especially in Jefferson County. Some of these individuals may want to ride our service. MFC Grand Seniors will use other resources if needed to address other than Spanish language requests.

Nature, Frequency and Importance of LEP Contact

The nature and frequency of LEP contact is moderate for specialized transportation services in Grand County. Grand County has approximately a 9% Spanish speaking population, making up less than 5% of the population we serve through the Grand Seniors' transportation program. MFC food pantries and other services Spanish speaking Intake staff is able to handle these contacts. LEP Visitors may call 970-887-3222, visit website www.mountainfamilycenter.org/seniors or office at 480 E. Agate Avenue, Granby, CO 80446.

Recognizing the importance of any LEP contact, strategies to address the need involving other language have been developed and will continually be reviewed, and improved where needed. MFC Grand Seniors serves seniors with individualized and targeted services. Some of them are nonverbal or have a limited verbal expression, which is recorded in their Individual Service Plan (ISP). The ISP documents how the individual with IDD wants to live and is a guiding document for all of MFC Grand Seniors' services.

There are other resource agencies and outreach programs in the Denver/Front-range area, which MFC Grand Seniors may refer services to on a case by case basis. MFC is also a member of the Family Resource Center Association whose membership of 33 Family Resource Centers across the state also provide expanded network service outreach.

Current LEP efforts

The percentage(s) of LEP persons living in Grand County is not as high as other areas/regions throughout the state; however, for Grand County, that number is approximately 10% of its current population. Grand Seniors provides scheduled transportation to seniors and adults with a disability who have active Medicaid. As a specialized transportation provider, we are committed to addressing the on-going need to service LEP individuals who are seniors and eligible (adults with a disability and hold active Medicaid benefits) for our transportation service. Currently, MFC serves less than 5% of rides to LEP eligible community members. MFC Grand Seniors provides individualized support to everyone we serve and our hiring and training practices are

directed accordingly. MFC Grand Seniors Transportation is for senior citizens and also serves adults who have a disability with active Medicaid benefits.

Plan for Future LEP Efforts

Given the current and potential future need to respond to individuals with Limited English proficiency, our LEP Plan includes the elements identified below.

Identifying LEP Persons Who Need Language Assistance

In order to identify potential future LEP needs with respect to our transit service, we will undertake the following:

- Review Census updates as they become available;
- Periodically review perceived LEP needs with drivers and other first-line staff;
- Make periodic contacts with other community agencies that may know of LEP persons or groups.

Language Assistance Measures

As the need arises, we will consider the following to respond to LEP needs:

- Develop Spanish versions of marketing materials, customer complaint forms, public notices, and related information, as appropriate;
- Continue to hire Spanish-speaking staff;
- Obtain copies of CDOT's "Basic Spanish for Transit Employees" and distribute to drivers and customer service staff, as appropriate;
- Become familiar with web-based **Google Translator** for phrase translation into or from multiple languages;
- Identify other community resources such as agencies serving LEP persons, which may have resources to share.

Staff Training

Similarly, as the need arises, we will consider the following staff training topics:

- Federal LEP requirements, our LEP Plan and Title VI
- Documenting language assistance requests
- Use of any of the language assistance measures as described above

Outreach Efforts

Similarly, as the need arises, we will consider the following staff training topics:

- Identify agencies in our area that may serve LEP populations
- Provide information on your services to them, as appropriate
- Provide opportunities for LEP participation at public meetings, through advertising and conduct of meetings, as appropriate

Monitoring and Updating Plan

We will monitor and update this plan every 2-3 years, as needed. This will include:

- Reviewing our LEP Plan with staff and make adjustments, as needed

- Pay particular attention to demographic changes in our area and to any LEP-related complaints we receive

Disseminating Our LEP Plan

- Have copies of our plan available to give to agencies serving LEP populations in our area and or for individual requests
- Post our plan on CDOT's COTRAMS website

VI. Language Assistance Plan

How Will You Identify LEP Persons Who Need Language Assistance?

Individuals seeking services contact MFC Grand Seniors directly, or are referred by someone who assists them in the process (i.e. family member, case worker, community member, church group, or other service agency). Prospective riders register through our Intake Team, who have bilingual Spanish members available as needed.

How Will You Identify Language Assistance Measures?

If an individual needs language assistance other than what MFC Grand Seniors can provide through in-house resources, MFC Grand Seniors utilizes the resources available through the Denver Regional Council of Governments and VINTAGE for access to translation services.

How Will Your Staff Be Trained?

Front-Line / Admin Staff Training: Our staff includes team members who are Spanish bilingual. *Driver Training:* MFC Grand Seniors Driving personnel may team up with another bilingual team member to accommodate passengers who are Spanish bilingual. Driver meetings address the LEP issue as needed as determined by changes to the Plan, any concerns that may have been expressed by a rider, etc.

What Will Be Your Outreach Efforts?

Our most successful strategies for targeting our services to low-income, low-income minority, frail, and/or isolated people with intellectual and developmental disabilities (some of whom are LEP) continue to be our partnerships with organizations or agencies who serve these populations. In addition to conducting presentations to area organizations, MFC Grand Seniors routinely participates in community events such as health fairs and other community events. The MFC Grand Seniors team (i.e. marketing, transportation, or others as assigned) annually attend various community based events.

What Is Your Monitoring and Updating Plan?

MFC Grand Seniors will monitor and update this plan as needed and not less than once per year. This will include:

- Reviewing our LEP Plan with staff and make adjustments as needed.
- Monitoring demographic changes.
- Paying attention to any LEP-related complaints.

How Will You Disseminate Your LEP Plan?

- Copies of MFC Grand Seniors' LEP plan are available to the many agencies and organizations with whom we partner that serve LEP populations in our service area.
- We have posted our plan on our website.

VII. Monitoring Sub-recipients for Title VI Compliance

MFC Grand Seniors requires that all of its sub-recipients of federal grant funds comply with Title VI of the Civil Rights Act of 1964. A sub-recipient is defined in the OMB Super Circular, 2 CFR Part 200 (<https://federalregister.gov/a/2013-30465>) as “a non-Federal entity that receives a sub-award from a pass-through entity [MFC Grand Seniors] to carry out part of a Federal program; but does not include an individual that is a beneficiary of such program.” MFC Grand Seniors currently does not have any sub-recipients. Specifically, if needed, MFC Grand Seniors would require the following clauses in a Sub-Recipient Agreement with sub-recipients:

Sub-awardee (or sub-recipient) agrees to comply with all applicable civil rights laws and regulations, in accordance with federal directives, except to the extent that the Federal Government determines otherwise in writing. These shall include, but are not limited to, the following:

- Nondiscrimination – Title VI of the Civil Rights Act. Sub-awardee agrees to comply, and assures the compliance of each subcontractor or third party contractor with the provisions prohibiting discrimination on the basis of race, color, or national origin of Title VI of the Civil Rights of 1964, as amended, 42 USC §§2000d et seq., and with CDOT regulations, “Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act,” 49 CFR Part 21. Except to the extent FTA determines otherwise in writing, the Contractor agrees to follow all applicable provisions of the most recent edition of the FTA Circular 4702.1A, “Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Grantees.” Any other applicable federal directives that may be issued.
- Each sub-recipient agrees to allow MFC Grand Seniors to verify its compliance with all applicable Title VI requirements upon MFC Grand Seniors' request. Such verification may be conducted through a review of sub-recipient's Title VI documents and procedures or an on-site visit.

VIII. Board Approval of Title VI Plan

The MFC Board of Directors approved this Title VI Plan in their Annual Meeting held on March 23, 2023.