

Title VI Plan Cover Page

VERDE VALLEY CAREGIVERS COALITION 2019

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Para Información en Español: 928-204-1238

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Executive Summary

Verde Valley Caregivers Coalition (VVCC) is a 501(c)(3) nonprofit organization (EIN: 86-0725787) serving older adults and adults with disabilities living in the Verde Valley area of North-Central Arizona since 1992. VVCC provides volunteers, programs and services to support adults in need of assistance to maintain their independence and quality of life at home. VVCC provides a spectrum of services that includes transportation, in-home visitation, assistance with grocery shopping, the Guardian Angel Medical Alert system, handy person assistance, pet care, business help, and information & assistance with finding other services.

VVCC operates a volunteer transportation service and contracts with Cottonwood Area Transit and other transportation services to provide wheelchair accessible trips. VVCC's comprehensive demand-response, special needs transportation service provides both door-to-door and door-through-door assistance for all eligible seniors and persons with disabilities living in the greater Verde Valley region including the towns of Sedona, Cottonwood, Clarkdale, Jerome, Cornville, Page Springs, Camp Verde, Rimrock/Lake Montezuma, Village of Oak Creek, and the Oak Creek Canyon, as well as residents living in all rural areas of the Verde Valley. VVCC arranges transportation to all destinations in the Verde Valley and to Flagstaff, Prescott and the Phoenix metro area. Inquiries regarding rider eligibility and for direct assistance with scheduling trips, please contact VVCC's Call Center at (928) 204-1238. For more information regarding VVCC, please visit our website at: www.vvcaregivers.org.

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

- ☒ 5310
- ☐ 5311
- ☐ Other (please explain) _____

Type of Funding Requests? (Check all that apply)

- ☒ Vehicle Funds
- ☒ Operating Funds
- ☒ Other (please explain) _____

Is your agency receiving direct funds from FTA?

☐ If yes, please attach a copy of your FTA letter of approval of Title VI Plan.

☒ No

Non Discrimination Notice to the Public

Notifying the Public of Rights Under Title VI and ADA VERDE VALLEY CAREGIVERS COALITION

VERDE VALLEY CAREGIVERS COALITION 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 **VERDE VALLEY CAREGIVERS COALITION**.

For more information on the **VERDE VALLEY CAREGIVERS COALITION's** civil rights program, and the procedures to file a complaint, contact **KENT ELLSWORTH, EXECUTIVE DIRECTOR, 928-204-1238; email DIRECTOR@VVCAREGIVERS.ORG**; or visit our administrative office at **299 VAN DEREN ROAD, SUITE 2 SEDONA, AZ 86336**. For more information, visit **WWW.VVCAREGIVERS.ORG**.

Complaints may be filed directly with the Arizona Department of Transportation (**ADOT**) **Civil Rights Office**. ATTN: Title VI Program Coordinator 206 S. 17TH Ave MD 155A RM: 183 Phoenix AZ, 85007 or with the Federal Transit Administration (**FTA**). ATTN: Title VI Program Coordinator, 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact **928-204-1238**. *Para información en Español llame: **928-204-1238**

Non Discrimination Notice to the Public - Spanish

Aviso Público Sobre los Derechos Bajo el Título VI Y ADA VERDE VALLEY CAREGIVERS COALITION

VERDE VALLEY CAREGIVERS COALITION (*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 proveídos sin consideración a su raza, color, país de origen, o discapacidad.

Para obtener más información sobre el programa de Derechos Civiles de **VERDE VALLEY CAREGIVERS COALITION**, y los procedimientos para presentar una queja, contacte **KENT ELLSWORTH, EXECUTIVE DIRECTOR 928-204-1238**; o visite nuestra oficina administrativa en **299 VAN DEREN ROAD, SUITE 2 SEDONA, AZ 86336**. Para obtener más información, visite **WWW.VVCAREGIVERS.ORG**

Una queja puede ser presentada con la oficina de Derechos Civiles del Departamento de Transporte de Arizona (**ADOT**). Atención: Title VI Program Manager, 206 S. 17th Ave MD 155A Phoenix AZ, 85007 o con la Administración Federal de Transporte (**FTA**). Atención: Title VI Coordinator, 1200 New Jersey Ave., SE Washington DC 20590

The above notice is posted in the following locations: The above notice is posted in the following locations: Verde Valley Caregivers Coalition 299 Van Deren Rd. #2, Sedona, AZ 86336

This notice is posted online at **WWW.VVCAREGIVERS.ORG**

Non Discrimination ADA/Title VI 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 **VERDE VALLEY CAREGIVERS COALITION** 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 **VERDE VALLEY CAREGIVERS COALITION** 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 **VERDE VALLEY CAREGIVERS COALITION** or submitted to the State or Federal authority for guidance.

- (7) **VERDE VALLEY CAREGIVERS COALITION** will notify the ADOT Civil Rights Office of ALL Discrimination complaints within 72 hours via telephone at 602-712-8946; or email at civilrightsoffice@azdot.gov.
- (8) **VERDE VALLEY CAREGIVERS COALITION** has 60 business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 60 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 60 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 **VERDE VALLEY CAREGIVERS COALITION** 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: **WWW.VVCAREGIVERS.ORG**.

If information is needed in another language, contact **928-204-1238**. *Para información en Español llame: **928-204-1238**

Discrimination ADA/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 <input type="checkbox"/> Disability
Date of Alleged Discrimination (Month, Day, Year): _____		
<p>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.</p> <p>_____</p> <p>_____</p> <p>_____</p>		
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:

**VERDE VALLEY CAREGIVERS COALITION
KENT ELLSWORTH, EXECUTIVE DIRECTOR
299 VAN DEREN ROAD, SUITE 2 SEDONA, AZ 86336
928-204-1238
DIRECTOR@VVCAREGIVERS.ORG**

A copy of this form can be found online at **WWW.VVCAREGIVERS.ORG**

Discrimination ADA/Title VI Investigations, Complaints, and Lawsuits

If no investigations, lawsuits, or complaints were filed select the option below.

☒ **VERDE VALLEY CAREGIVERS COALITION** has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in **2018**.

Complainant	Date (Month, Day, Year)	Basis of Complaint (Race, Color, National Origin or Disability)	Summary of Allegation	Status	Action(s) Taken	Final Findings?
Investigations						
1)						
2)						
Lawsuits						
1)						
2)						
Complaints						
1)						
2)						

Public Participation Plan

VERDE VALLEY CAREGIVERS COALITION 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, **VERDE VALLEY CAREGIVERS COALITION** made the following community outreach efforts and activities to engage minority and Limited English Proficient populations since the last Title VI Plan submittal to ADOT CRO.

- ☒ Expanded the distribution of agency brochures
- ☒ Advertised public announcements through newspapers, fliers, or radio
- ☒ Posted the Nondiscrimination Public Notices to the following locations:
 - ☒ Within transportation vehicles
 - ☐ Pick up and drop off stations
 - ☒ Lobby of agency
- ☒ Partnered with other local agencies to advertise services provided
- ☒ Hosted public information meetings and or hearings (Please insert the dates these meetings occurred below)
- ☒ Added public interactive content to the agency's webpage for the public e.g. social media, to communicate schedule changes or activities (Please provide a web link here)
- ☒ Hosted an information booth at a community event (Please insert the date of the event below)
Nov. 14, 2018 Jan 17, 2019
- ☒ Updated agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures
- ☒ List other Create new rack cards _____

VERDE VALLEY CAREGIVERS COALITION will make the following community outreach efforts for the upcoming year:

- ☒ Expand the distribution of agency brochures
- ☒ Advertise public announcements through newspapers, fliers, or radio
- ☒ Post the Nondiscrimination Public Notices to the following locations:
 - ☒ Within transportation vehicles
 - ☒ Lobby of agency
- ☒ Partner with other local agencies to advertise services provided.
- ☒ Host public information meetings and or hearings.
- ☒ Add public interactive content to the agency's webpage for the public e.g. social media, to communicate schedule changes or activities.
- ☒ Host an information booth at a community event
- ☒ Update agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures.

VVCC Facts



- In 1992, VVCC began providing volunteers, programs, and services to older adults and adults with disabilities to help them maintain their independence and quality of life at home.
- In the first year of service, 50 volunteers provided transportation and visitation to 80 adults in need.
- In 2018, over 300 volunteers provided services to 2,400 adults in need.
- 50% of the older adults we serve are living at or below the poverty level.
- 65% of the older adults we serve are 85 years and older.
- VVCC continuously recruits new volunteers to help assist our growing older adult population.

To Volunteer

- Serve when, where, and how often
- Pick the service or services you'd like to provide

Service Opportunities

- Transport neighbors to medical and other appointments
- Answer phones in the Call Center
- Install and maintain Guardian Angel Emergency alert units
- Handy person help
- Interview new neighbors
- Friendly phone calling
- Shop with/for neighbors
- Provide business help
- Patient scribe
- Dog walking
- Friendly visiting
- Respite assistance
- Assist customers in our Silver Linings Thrift Shop

To Volunteer
Call:
(928) 204-1238
Or visit our website:
www.vvccaregivers.org

Neighbor Services



Mobility Management -

Transporting neighbors to medical and other appointments and the grocery store.

Pets Count Too! -

Assisting neighbors' pets with veterinarian services, food, and medication.

Guardian Angel Emergency Alert Units -

Helping neighbors stay connected in case of an emergency.

Assistive Services -

- Friendly visits
- Friendly phoning
- E-mail buddy
- Handy person help
- Business assistance
- Respite assistance
- Patient scribe
- Pet assistance

To Get Help Call
(928) 204-1238

Call Center books services



Serving Neighbors in YOUR community:

- ♦ Camp Verde
- ♦ Clarkdale
- ♦ Cornville
- ♦ Cottonwood
- ♦ Jerome
- ♦ Lake Montezuma
- ♦ McGuireville
- ♦ Rimrock
- ♦ Sedona
- ♦ Village of Oak Creek

What our volunteers are saying . . .

"I have met the most wonderful, interesting people through this program."

"Giving always means receiving. Each person I have assisted has given me more than I gave."

Board of Directors

Mary Jane Thompson, RN—*President*
John A. Steinbrunner, FSA—*Vice President*
Jeannette Sasmor, Ed.D.—*Treasurer*
Barbara Breitbart, Ph.D.—*Secretary*
Harvey Bershader
Lori Green, MSN
William Hawkins
Matias Sandoval, AAMS
Karen Scott, MBA

Kent Ellsworth
Executive Director

Mission

Verde Valley Caregivers Coalition provides accessible transportation and programs, through volunteer services, to support adults in need of assistance in maintaining their independence and quality of life at home.

Verde Valley Caregivers
299 Van Deren, Suite 2
Sedona, AZ 86336
(928) 204-1238

www.vvccaregivers.org

Verde Valley Caregivers Coalition is a 501 (c) (3) non-profit organization. To donate please visit our website at www.vvccaregivers.org/donate

VVCC complies with Title VI. Services are provided without regard to race, color, national origin, age, sex, or disability.



Turn Your Caring into Action

Help ensure no senior is left alone or isolated



Call Center Successes

26 Years
Caring for
those who need it most

- All starts here: Connecting neighbors to volunteers
- Averaged 1,000 calls week
- Averaged 10 new neighbors each week
- 480 new neighbors enrolled



Transportation Successes

26 Years
Caring for
those who need it most

- Call Center had 99% fulfillment rate for rides
- Volunteers provided 30,000 trips
- Volunteers drove over 300,000 miles



VVCC Van - Getting Neighbors to Appts

26 Years
Caring for
those who need it most

- Traveled 40,000 miles
- Made 3,200 trips
- 85% to medical appts, dialysis, pre-op, post-op, physical therapy, primary care
- ADOT approval for 2nd vehicle



Limited English Proficiency Plan

VERDE VALLEY CAREGIVERS COALITION 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 **VERDE VALLEY CAREGIVERS COALITION** 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. In developing the plan while determining the **VERDE VALLEY CAREGIVERS COALITION**'s extent of obligation to provide LEP services, the **VERDE VALLEY CAREGIVERS COALITION** undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

- 1) The number or proportion of LEP persons eligible in the **VERDE VALLEY CAREGIVERS COALITION** service area who may be served or likely to encounter by **VERDE VALLEY CAREGIVERS COALITION** program, activities, or services;

Versions of this table are available for the following years:

2015 ▶
2014
2013
2012
2011
2010
2009

	Sedona city, Arizona	
	Estimate	Margin of Error
Total:	9,865	+/-133
Speak only English	7,997	+/-630
Spanish or Spanish Creole:	1,163	+/-525
Speak English "very well"	612	+/-296
Speak English less than "very well"	551	+/-301
French (incl. Patois, Cajun):	125	+/-121
Speak English "very well"	125	+/-121
Speak English less than "very well"	0	+/-19
French Creole:	0	+/-19
Speak English "very well"	0	+/-19
Speak English less than "very well"	0	+/-19
Italian:	69	+/-60
Speak English "very well"	37	+/-35
Speak English less than "very well"	32	+/-48
Portuguese or Portuguese Creole:	0	+/-19
Speak English "very well"	0	+/-19
Speak English less than "very well"	0	+/-19
German:	172	+/-129
Speak English "very well"	139	+/-122
Speak English less than "very well"	33	+/-37
Yiddish:	0	+/-19
Speak English "very well"	0	+/-19
Speak English less than "very well"	0	+/-19
Other West Germanic languages:	27	+/-40
Speak English "very well"	27	+/-40
Speak English less than "very well"	0	+/-19
Scandinavian languages:	16	+/-31
Speak English "very well"	8	+/-16
Speak English less than "very well"	8	+/-15
Greek:	73	+/-93
Speak English "very well"	73	+/-93
Speak English less than "very well"	0	+/-19
Russian:	0	+/-19
Speak English "very well"	0	+/-19
Speak English less than "very well"	0	+/-19
Polish:	16	+/-25
Speak English "very well"	16	+/-25
Speak English less than "very well"	0	+/-19
Serbo-Croatian:	0	+/-19
Speak English "very well"	0	+/-19
Speak English less than "very well"	0	+/-19
Other Slavic languages:	0	+/-19
Speak English "very well"	0	+/-19
Speak English less than "very well"	0	+/-19
Armenian:	0	+/-19
Speak English "very well"	0	+/-19
Speak English less than "very well"	0	+/-19
Persian:	16	+/-25
Speak English "very well"	16	+/-25
Speak English less than "very well"	0	+/-19

- 2) The frequency with which LEP individuals come in contact with an **VERDE VALLEY CAREGIVERS COALITION** services;

VERDE VALLEY CAREGIVERS COALITION's staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons for **2018** . **VERDE VALLEY CAREGIVERS COALITION** averages **6-7** contacts per year.

- 3) The nature and importance of the program, activities or services provided by the **VERDE VALLEY CAREGIVERS COALITION** to the LEP population.

VVCC's LEP population are primarily seniors who are unable to drive and our Spanish speaking volunteers are able to work with them when driving them to medical appointments, grocery shopping and other errands. Without our LEP services and transit options, these individuals would not have access to health care services, shopping and other services in their community.

- 4) The resources available to **VERDE VALLEY CAREGIVERS COALITION** and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

VERDE VALLEY CAREGIVERS COALITION provides a statement in Spanish and will for additional languages specific to the LEP community make up that 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 for written translations

VERDE VALLEY CAREGIVERS COALITION 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) Non Discrimination Notice
- (2) Discrimination Complaint Procedures
- (3) Discrimination 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

1) **VERDE VALLEY CAREGIVERS COALITION** provides language assistance services through the below methods:

- ☒ Staff is provided a list of what written and oral language assistance products and methods the agency has implemented and how agency staff can obtain those services.
- ☒ Instructions are provided to customer service staff and other **VERDE VALLEY CAREGIVERS COALITION** staff who regularly take phone calls from the general public on how to respond to an LEP caller.
- ☒ Instructions are provided to customer service staff and others who regularly respond to written communication from the public on how to respond to written communication from an LEP person.
- ☒ Instructions are provided to vehicle operators, station managers, and others who regularly interact with the public on how to respond to an LEP customer.

2) **VERDE VALLEY CAREGIVERS COALITION** has a process to ensure the competency of interpreters and translation service through the following methods:

VERDE VALLEY CAREGIVERS COALITION will ask the interpreter or translator to demonstrate that he or she can communicate or translate information accurately in both English and the other language. **VERDE VALLEY CAREGIVERS COALITION** will train the interpreter or translator in specialized terms and concepts associated with the agency's policies and activities. **VERDE VALLEY CAREGIVERS COALITION** will instruct the interpreter or translator that he or she should not deviate into a role as counselor, legal advisor, or any other role aside from interpreting or translator. **VERDE VALLEY CAREGIVERS COALITION** will ask the interpreter or translator to attest that he or she does not have a conflict of interest on the issues that they would be providing interpretation services.

3) **VERDE VALLEY CAREGIVERS COALITION** provides notice to LEP persons about the availability of language assistance through the following methods:

- ☒ Statements in outreach documents that language services are available from the agency.
- ☒ Working with community-based organizations and other stakeholders to inform LEP individuals of the Recipients' services, including the availability of language assistance services
- ☒ Announcements at community meetings
- ☒ Information tables at local events
- ☒ Signs and handouts available in vehicles and at stations
- ☒ Announcements in vehicles and at stations
- ☒ Agency websites
- ☒ List other Home Visits

4) **VERDE VALLEY CAREGIVERS COALITION** monitors, evaluates and updates the LEP plan through the following process:

VERDE VALLEY CAREGIVERS COALITION will monitor the LEP plan by conducting an annual Four-Factor analysis, establishing a process to obtain feedback from internal staff and members of the public and conducting internal evaluations to determine whether the language assistance measures are working for staff. **VERDE VALLEY CAREGIVERS COALITION** will make changes to the language assistance plan based on feedback received. **VERDE VALLEY CAREGIVERS COALITION** may take into account the cost of proposed changes and the resources available to them. Depending on the evaluation, **VERDE VALLEY CAREGIVERS COALITION** may choose to disseminate more widely those language assistance measures that are particularly effective or modify or eliminate those measures that have not been effective. **VERDE VALLEY CAREGIVERS COALITION** will consider new language assistance needs when expanding transit service into areas with high concentrations of LEP persons will consider modifying their implementation plan to provide language assistance measures to areas not previously served by the agency.

5) **VERDE VALLEY CAREGIVERS COALITION** trains employees to know their obligations to provide meaningful access to information and services for LEP persons and all employees in public contact positions will be properly trained to work effectively with in-person and telephone interpreters. **VERDE VALLEY CAREGIVERS COALITION** will implement processes for training of staff through the following procedures:

VERDE VALLEY CAREGIVERS COALITION will identify staff that are likely to come into contact with LEP persons as well as management staff that have frequent contact with LEP persons in order to target training to the appropriate staff. **VERDE VALLEY CAREGIVERS COALITION** will identify existing staff

training opportunities, as it may be cost-effective to integrate training on their responsibilities to persons with limited English proficiency into agency training that occurs on an ongoing basis. **VERDE VALLEY CAREGIVERS COALITION** will include this training as part of the orientation for new employees. Existing employees, especially managers and those who work with the public may periodically take part in re-training or new training sessions to keep up to date on their responsibilities to LEP persons. **VERDE VALLEY CAREGIVERS COALITION** will implement LEP training to be provided for agency staff. **VERDE VALLEY CAREGIVERS COALITION** staff training for LEP to include:

- A summary of the **VERDE VALLEY CAREGIVERS COALITION** responsibilities under the DOT LEP Guidance;
- A summary of the **VERDE VALLEY CAREGIVERS COALITION** language assistance plan;
- A summary of the number and proportion of LEP persons in the **VERDE VALLEY CAREGIVERS COALITION** service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population;
- A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and
- A description of the **VERDE VALLEY CAREGIVERS COALITION** cultural sensitivity policies and practices.

Servicios de vecino

Gestión de la movilidad -

Transporte de vecinos a médicos y otros nombramientos y la tienda de comestibles.

Emergencia de Ángel de la guarda Unidades de alerta-

Ayudar a vecinos a mantenerse con conectarse en caso de emergencia.

Servicios asistenciales-

- Amistoso visitas y llamadas
- Ayuda de la mano de la persona
- Asistencia a negocios
- Asistencia de relevo
- Paciente Escriba
- Asistencia mascotas

Para obtener ayuda llamada
(928) 204-1238

Vecinos de la porción en TU comunidad:

- Camp Verde
- Clarkdale
- Cornville
- Cottonwood
- Jerome
- Lake Montezuma
- McGuireville
- Rimrock
- Sedona
- Pueblo de Oak Creek

Board of Directors

Mary Jane Thompson - *President*
John A. Steinbrunner—*Vice President*
Barbara Breitbart - *Secretary*
Jeannette Sasnor - *Treasurer*
Harvey Bershader
Lori Green, MSN
William J. Hawkins, J.D.
Matias Sandoval, AAMS
Karen Scott, MBA

Kent Ellsworth
Executive Director

Misión

Coalición de los cuidadores de valle verde proporciona transporte accesible y programas, a través de servicios de voluntarios, para adultos en necesidad de asistencia en el mantenimiento de su independencia y calidad de la vida en el hogar.

Cuidadores de valle verde

299 van Deren, Suite 2
Sedona, AZ 86336
(928) 204-1238

www.vvcaregivers.org

Verde valle de cuidadores es un 501 (c) (3) organización sin fines de lucro. Para donar por favor visite nuestro sitio web en www.vvcaregivers.org/ways-to-donate

VVCC cumple con el Título VI. Los servicios son siempre sin distinción de raza, color, origen nacional, edad, sexo o discapacidad.



¿Qué título VI
y a ¿qué sig-
nifica para
usted?



Título VI hechos

- **Título VI** afirma que "ninguna persona por motivos de raza, color, origen nacional, o discapacidad serán excluidos de la participación en, ser negado los beneficios de, o de lo contrario ser objeto de discriminación" en cualquier **Coalición de cuidadores de Valle Verde** patrocinado por programa o actividad.
- La política **Verde Valle cuidadores coalición** asegura el pleno cumplimiento de **Título VI** de la ley de derechos civiles de 1964, la ley de restauración de 1987, la sección 504 de la ley de rehabilitación de 1973, los americanos con acto de discapacidades de 1990 (ADA).
- **Coalición de los cuidadores de valle verde** también asegura que se hará todo lo posible para prevenir la discriminación a través de los impactos de sus programas, políticas y actividades sobre las minorías y las poblaciones de bajos ingresos. **Verde valle cuidadores coalición** tomará medidas razonables para proporcionar acceso significativo a los servicios para personas con dominio limitado del inglés.

VVCC título VI Cumplimiento de normas

- **Coalición de los cuidadores de valle verde** opera sus programas y servicios sin importar raza, color, origen nacional o incapacidad con arreglo al título VI. Cualquier persona que cree que él o ella ha sido agraviado por cualquier práctica discriminatoria ilegal bajo el título VI puede presentar una queja con la **Coalición de los cuidadores de Valle Verde**.
- Para más información sobre el programa derechos civiles de la **Coalición de los cuidadores de Valle Verde** los procedimientos para presentar una queja, póngase en contacto con **Kent Ellsworth, Director Ejecutivo de (928)204-1238**, (TTY (928-204-1255); correo electrónico: kentellsworth@vvcaregivers.org;
- o visite nuestra oficina administrativa en 299 Van Deren Rd. #2, Sedona, AZ 86336. Para obtener más información, visite www.vvcaregivers.org

Aviso al Público Sobre los Derechos Bajo el Título VI Verde Valley Caregivers Coalition

- **Verde Valley Caregivers Coalition** (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 **Verde Valley Caregivers Coalition's** programa de derechos civiles, y los procedimientos para presentar una queja, contacte **Kent Ellsworth, Executive Director at (928) 204-1238**, (TTY (928-204-1255); o visite nuestra oficina administrativa en 299 Van Deren Rd. #2, Sedona, AZ 86336. Para obtener más información, visite www.vvcaregivers.org

Non-elected Committees Membership Table

Subrecipients who select 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.

☒ **VERDE VALLEY CAREGIVERS COALITION** does not select the membership of any transit-related committees, planning boards, or advisory councils.

Monitoring for Subrecipient Title VI Compliance

Describe how you monitor your subrecipients. This can be through site visits, submissions of Title VI Plans annually, or training and surveys.

☒ **VERDE VALLEY CAREGIVERS COALITION** does not monitor subrecipients 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.

☒ **VERDE VALLEY CAREGIVERS COALITION** has no current or anticipated plans to develop new transit facilities covered by these requirements

Fixed Route Transit Provider Analysis

Fixed Route: Public transit service (other than by aircraft) provided on a repetitive, fixed-schedule basis along a specific route, with vehicles stopping to pick up passengers.

A subrecipient providing fixed route service, as defined above, must determine the distribution of transit amenities or the vehicle assignments for each mode in a non-discriminatory manner. The subrecipient must develop policies to ensure service is not distributed on the basis of race, color, or national origin.

Effective practices to fulfill the Service Standards requirements include developing written policies covering each of the following service indicators: (can be expressed in writing or in table format – see Circular Appendix G & H pp. 87-91)

☒ **VERDE VALLEY CAREGIVERS COALITION** is not a Fixed Route Transit Provider

Board Approval for the Title VI Plan



Board of Directors

Mary Jane Thompson, RN
President

John A. Steinbrunner, FSA
Vice President

Barbara Breitbart, Ph.D.
Secretary

Jeannette Sasmor, Ed.D.
Treasurer

Harvey Bershader

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Kent Ellsworth
Executive Director

Verde Valley
Caregivers Coalition

299 Van Deren, Ste 2
Sedona, AZ 86336

Ph: (928) 204-1238
Fax: (928) 203-9503

info@vvcaregivers.org
www.vvcaregivers.org

Verde Valley Caregivers Coalition
Minutes of the Regular Meeting of the Board of Directors
May 23, 2019
3:00 to 5:00 p.m.
Verde Valley Caregivers Coalition
Van Deren Rd, Suite 2, Sedona, AZ 86336

Present: Harvey Bershader, Lori Green, Matias Sandoval (phone), Jeannette Sasmor, John Steinbrunner, Mary Jane Thompson (phone). **Staff:** Kent Ellsworth, Linda Clark. **Absent:** Barbara Breitbart, Bill Hawkins & Karen Scott. **Guests:** Janice Hudson, Sedona City Council, and Annagreta Jacobson, grant writer.

I. Welcome: Meeting called to order by Vice President John Steinbrunner at 3:02 p.m.

II. Reading of the Mission Statement: Harvey Bershader

III. Approval of Minutes of the Regular Meeting on March 28, 2019: Motion was made by Jeannette Sasmor to approve the minutes. Motion seconded by Mary Jane Thompson with the correction that her title in the Welcome should be President. **Motion passed unanimously.**

VII. Program and Grants Report: Kent Ellsworth

a. **Approval of 2019 Title VI Plan for ADOT:** Kent presented the updated 2019 Title VI Plan to be submitted to ADOT after board approval. **Motion** made by John Steinbrunner to approve the 2019 Title VI Plan. **Motion seconded** by Jeannette Sasmor. **Motion passed unanimously.**


Jeannette Sasmor, Treasurer

5/29/19
Date


Kent Ellsworth, Executive Director

5/29/19
Date

Creating a caring community for older adults in need