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# *Title VI Implementation Plan*

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## ***ASSIST! to Independence Center for Independent Living***

*“Empowering American Indians with disabilities to live in Harmony.”*

P.O. Box 4133

[www.assistti.org](http://www.assistti.org)

Ph: 928-283-6261

Tuba City, AZ 86045

Fx: 928.283.6284

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# *ASSIST! to Independence*

## *Executive Summary*

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Mission Statement: Empowering American Indians with disabilities to live in Harmony.

ASSIST! to Independence is an Indian owned community based non-profit agency. The organization was established by and for Native Americans with disabilities to help fill some gaps in service delivery. The agency serves as a consumer driven program to facilitate general awareness of disability related issues that are culturally appropriate and relevant for Native Americans with disabilities. Program staff work to provide the tools necessary for individuals to make informed choices to maintain a maximum level of independent living.

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

- 5310
- 5311
- Other (please explain)\_\_\_\_\_

**Type of Funding Requests? (Select all that apply)**

- Vehicle Funds
- Operating Funds
- Other (please explain)\_\_\_\_\_

## **Board Approval for the Title VI Program**

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Adopted by a resolution of the Board of Directors on January 27, 2018. Below are the Board Minutes for the resolution that adopted the Title VI Implementation Plan.

BOARD MINUTES for January 2018

ATI Board of Directors supports ATI staff in implementing Title VI Program Policies. ATI operates under Title VII and some things do not apply to us.

Judy Talawyma motions to approve Title VI Implementation Plan, Sophia Quotskuvya 2<sup>nds</sup>, and motion passes unanimously.

The date and signature lines below will be used when this Title VI policy is updated or changed.

I, the undersigned have the authority to change organizational doctrine and have read and understood the updates to the Non-Discrimination policy. I will ensure these updates to the policy go into effect on the date this document is signed. Subsequent revisions will require that this document be resigned and resubmitted to ADOT.

  
Ela Yazzie-King, Board President

# Non Discrimination Notice to the Public

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## Notifying the Public of Rights under Title VI and ADA **ASSIST! to Independence**

The **ASSIST! to Independence (ATI)** operates its programs and services without regard to race, color, national origin or disability in accordance with Non-Discrimination 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 Non-Discrimination may file a complaint with the **ASSIST! to Independence Center**.

For more information on the **ATI's** civil rights program, and the procedures to file a complaint, contact **Eileen Tohonnie, 928.283.6261**, email [etohonnie@assistti.org](mailto:etohonnie@assistti.org); or visit our administrative office at **4133 East Cedar Ave. Tuba City, AZ 86045**. Deaf or hard of hearing consumers may call the 711 system. For more information, visit [www.assistti.org](http://www.assistti.org)

A complainant may file a complaint directly with the Arizona Department of Transportation (ADOT) or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: **ADOT**: ATTN: Title VI Program Manager 206 S. 17<sup>TH</sup> Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA**: ATTN: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact **ASSIST! to Independence 928.283.6261**

# Non Discrimination Notice to the Public - Spanish

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## Aviso Público Sobre los Derechos Bajo el Título VI Y ADA ASSIST! to Independence

**ASSIST! to Independence** (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 ATI's programa de derechos civiles, y los procedimientos para presentar una queja, contacte **Eileen Tohonn** (928) 283-6261; sordos o con problemas de los consumidores auditiva puen llamar al sistema 711; o visite nuestra oficina administrativa en **4133 East Cedar Ave., Tuba City, AZ 86045**. Para obtener más información, visite **[www.assistti.org](http://www.assistti.org)**

El puede presentar una queja directamente con Arizona Department of Transportation (ADOT) o Federal Transit Administration (FTA) mediante la presentación de una queja directamente con las oficinas correspondientes de Civil Rights: ADOT: ATTN Title VI Program Manager 206 S. 17th Ave MD 155A Phoenix AZ, 85007 FTA: ATTN Title VI Program Coordinator, East Building, 5th Floor  
–TCR 1200 New Jersey Ave., SE Washington DC 20590

*The above notice is posted in the administrative office of the ASSIST! to Independence's transportation department located at 4133 E Cedar Ave., Tuba City, AZ 86045 as well as our center's lobby at the same address.*

*This notice is posted online at [www.assistti.org](http://www.assistti.org)*

# Non Discrimination Complaint Procedures

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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 ASSIST! to Independence 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 **ASSIST! to Independence** 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 **ASSIST! to Independence** or submitted to the State or Federal authority for guidance.
- (7) **ASSIST! to Independence** 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](mailto:civilrightsoffice@azdot.gov).

- (8) **ASSIST! to Independence** has **10 business** days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has **10** 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 **10** 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 **ASSIST! to Independence** 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. 17<sup>TH</sup> Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA**: Attention Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (12) A copy of these procedures can be found online at: **[www.assistti.org](http://www.assistti.org)**



# Discrimination Complaint Form

<b>Section I:</b>		
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
<b>Section II:</b>		
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 <b>Section III</b>.</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
<b>Section III:</b>		
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): _____		
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.		
_____		
_____		
_____		
<b>Section VI:</b>		
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.

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**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:

**ASSIST! to Independence**

**4133 East Cedar Ave.**

**TubaCity, AZ 86045**

**928.283.6261**

**etohonnie@assistti.org**

A copy of this form can be found online at **www.assistti.org**

# Discrimination Investigations, Complaints, and Lawsuits

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This form will be submitted annually. If no investigations, lawsuits, or complaints were filed, a blank form will be submitted.

Description/Name	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, national origin or disability)	Status	Action(s) Taken (Final findings?)
<b>Investigations</b>				
1)				
2)				
<b>Lawsuits</b>				
1)				
2)				
<b>Complaints</b>				
1)				
2)				

X **ASSIST! to Independence** does not have any current Non-Discrimination complaints, investigations, or lawsuits in 2017/2018.

# *Public Participation Plan*

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## ***ASSIST! to Independence Center for Independent Living***

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ASSIST! to Independence mission to empower American Indians with disabilities to live in harmony. Our vision is to promote culturally appropriate services to enhance the quality of Independent living among American Indians with disabilities. ASSIST! to Independence 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, ASSIST! to Independence made the following community outreach efforts:

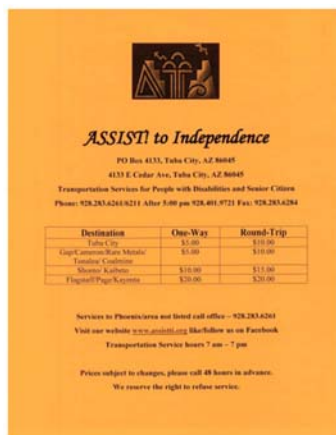
- Attended various community meetings regarding public transportation needs.
- Inter-agency sharing of information with a focus on transportation.

In the upcoming year ATI will continue community outreach efforts in a similar fashion.

**Public Meetings:**

ASSIST! to Independence (ATI) is a Center for Independent Living under the auspices of Title VII of the Rehabilitation Act. We are a human service organization with a variety of programs and services designed to meet the needs of people with disabilities. Our consumers are exclusively people with disabilities, including elderly folks with medically generated constrains. We offer transportation series as one of our services because of the great need in the local and surrounding areas. ATI have no need to perform public meetings but rather disseminates ATI news via website, and Facebook page. Additionally, we conduct peer support groups and social events where information is shared and input is received. If at any point in time we propose a change that will affect the general population, we will conduct public meetings to garner public comment.

Flyers are posted in community/online and given out at community events/health fairs



# Limited English Proficiency Plan

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## *Limited English Proficiency Plan*

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## ***ASSIST! to Independence*** ***Center for Independent Living***

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**ASSIST! to Independence** 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 **ASSIST! to Independence** 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 **ASSIST! to Independence's** extent of obligation to provide LEP services, the **ASSIST! to Independence** undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

Every effort will be made to provide vital information to LEP individuals in the language requested. ATI will, to the maximum extent feasible in its official deliberations and communications, community outreach and related notifications, provide appropriate alternative non-English formats for persons with LEP to access information and services provided, if requested.

#### **Safe Harbor Provision**

**ASSIST! to Independence** 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) 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

# Monitoring for Subrecipient Title VI Compliance

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DESCRIBE HOW YOU MONITOR YOUR SUBRECIPIENTS. This can be through site visits, submissions of Title VI Plans annually, or training and surveys.

X **ASSIST! to Independence** does NOT monitor subrecipients for Title VI compliance.



# Title VI Training

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ASSIST! to Independence has a three tiered process that incorporates non-discrimination training for the organization.

Hiring process: During the hiring of new employee's, ASSIST! to Independence hiring staff does not discriminate against race, sex, age, orientation or any other variant of the human disposition. Potential employees are assessed based on their capabilities, resume, experience, and how they present themselves during the interview process. Background checks are conducted upon a hiring decision to ensure that selected individuals will be quality employees. ASSIST! to Independence has a no-tolerance policy for discrimination of any sort and new employees are training about this during the first week of work.

Initial Training: When new employees are hired, they go through a vigorous amount of trainings that is tailored to what position they have been hired for. This includes non-discrimination training which constitutes a review and signing of this implementation plan. All transportation employees must complete the following courses to be qualifies to drive:

- Basic First Aid
- CPR with AED
- Article IX
- Non-Discrimination Training / Sexual Harassment Training
- P.A.S.S. training
- Defensive Driving

Retraining: All employees of ASSIST! to Independence conduct refresher training when their qualification laps. Each of the training listed above qualify our drivers for an extended period of time that can be between six months to a year.

## Board Approval for the Title VI Program

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BOARD MINUTES for January 2018

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Executive Director



Date

# Organizational Chart

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## ASSIST! To Independence Organization Chart 2018

