

# *Title VI Implementation Plan*

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# Title VI Policy Statement

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The **United Cerebral Palsy Association of Central Arizona** policy assures full compliance with Title VI of the Civil Rights act of 1964 and related statutes and regulations in all programs and activities. Title VI states that "no person shall on the grounds of race, color, national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination" under any **United Cerebral Palsy Association of Central Arizona** sponsored program or activity. There is no distinction between the sources of funding.

**United Cerebral Palsy Association of Central Arizona** also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies, and activities on minority and low-income populations. Furthermore, **United Cerebral Palsy Association of Central Arizona** will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When **United Cerebral Palsy Association of Central Arizona** distributes Federal-aid funds to another entity/person, the **United Cerebral Palsy Association of Central Arizona** will ensure all sub-recipients fully comply with **United Cerebral Association of Central Arizona** Title VI Nondiscrimination Program requirements. The **Chief Executive Officer** has delegated the authority to Dionne Hackett, Vice President of Human Resources, to oversee and implement FTA Title VI requirements.



[Kentay Garvin \(Oct 17, 2024 14:29 PDT\)](#)

Kentay Garvin, President & CEO

# Title VI Notice to the Public

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## Notifying the Public of Rights Under Title VI **UNITED CEREBRAL PALSY ASSOCIATION OF CENTRAL ARIZONA**

The **UNITED CEREBRAL PALSY ASSOCIATION OF CENTRAL ARIZONA** operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the **UNITED CEREBRAL PALSY ASSOCIATION OF CENTRAL ARIZONA**.

For more information on the **UNITED CEREBRAL PALSY ASSOCIATION OF CENTRAL ARIZONA** civil rights program, and the procedures to file a complaint, contact T **Dionne Hackett, 602-943-5472**, email [dhackett@ucpofcentralaz.org](mailto:dhackett@ucpofcentralaz.org), or visit our administrative office at **1802 West Parkside Lane, Phoenix, Arizona 85027**. For more information, visit [www.ucpofcentralaz.org](http://www.ucpofcentralaz.org).

A complainant may file a complaint directly with the City of Phoenix Public Transit Department or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: **City of Phoenix Public Transit Department**: ATTN: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix AZ 85003 **FTA**: ATTN: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor- TCR 1200 New Jersey Ave., SE Washington DC 20590.

If information is needed in another language, contact Dionne Hackett at 602-695-6150  
Para informaci6n en Espanol llame a: Dionne Hackett al 602-695-6150

*The above notice is posted in the following locations:*

**1802 WEST PARKSIDE LANE, PHOENIX, ARIZONA 85027**

**5025 E. Washington St Suite 108, PHOENIX, ARIZONA 85034**

*This notice is posted online at [WWW.UCPOFCENTRALAZ.ORG](http://WWW.UCPOFCENTRALAZ.ORG)*

# Titulo VI Aviso al Público

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## Notificación al público de los derechos en virtud del título VI **UNITED CEREBRAL PALSY ASSOCIATION OF CENTRAL ARIZONA**

**UNITED CEREBRAL PALSY ASSOCIATION OF CENTRAL ARIZONA** (y sus contratistas, si cualquiera) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964. 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 **UNITED CEREBRAL PALSY ASSOCIATION OF CENTRAL ARIZONA** programa de derechos civiles, y los procedimientos para presentar una queja, contacte **Dionne Hackett**, 602-943-5472; correo electrónico [dhackett@ucpofcentralaz.org](mailto:dhackett@ucpofcentralaz.org), o visite nuestra oficina administrativa en **1802 West Parkside Lane, Phoenix, Arizona 85027**. Para obtener más información, visite [www.ucpofcentralaz.org](http://www.ucpofcentralaz.org)

El puede presentar una queja directamente con City of Phoenix Public Transit Department o Federal Transit Administration (FTA) mediante la presentación de una queja directamente con las oficinas correspondientes de Civil Rights: City of Phoenix Public Transit Department: ATTN Title VI Coordinator 302 N. 1<sup>st</sup> Ave., Suite 900, Phoenix AZ 85003 FTA: ATTN Title VI Program Coordinator, East Building, 5th Floor –TCR 1200 New Jersey Ave., SE Washington DC 20590

Para información en español llame a: Dionne Hackett al 602-695-6150.

*El aviso anterior está publicado en las siguientes ubicaciones:*

**1802 WEST PARKSIDE LANE, PHOENIX, ARIZONA 85027**

**5025 E. Washington St Suite 108, PHOENIX, ARIZONA 85034**

*Este aviso está publicado en línea en [WWW.UCPOFCENTRALAZ.ORG](http://WWW.UCPOFCENTRALAZ.ORG)*

# Title VI Complaint Procedures

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## UNITED CEREBRAL PALSY OF CENTRAL ARIZONA Complaint Procedure

Any person who believes that he or she has been excluded from participation in, been denied the benefits of, or otherwise subjected to unlawful discrimination. under any United Cerebral Palsy Association of Central Arizona (UCP of Central AZ) program or activity, and believes the discrimination is based upon race, color or national origin may file a complaint with the UCP of Central AZ Title VI Coordinator. This anti- discrimination protection also extends to the activities and programs of UCP of Central AZ third-party contractors.

Any such complaint must be filed within 180 days of the alleged discriminatory act (or latest occurrence).

Passengers using federally funded public transportation are entitled to equal access, seating, and treatment. Under Title VI of the Civil Rights Act of 1964 (as amended) and related statutes, UCP of Central AZ must ensure 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 federally funded program, activity or service it administers.

Complaints about alleged non-compliance with Title VI and related statutes may be lodged with the UCP of Central AZ Title VI Coordinator. Any such complaint must be filed within 180 days of the alleged discriminatory act (or latest occurrence). A complainant is dissatisfied with a UCP of Central AZ decision may file a complaint with the COP or FTA office of civil rights: City of Phoenix: ATTN Title IV Program Coordinator 302 Nth 1<sup>st</sup> Ave Suite 900 Phoenix 85003 or FTA ATTN Title IV Coordinator E Bldg. 5<sup>th</sup> floor New Jersey Ave, SE Washington, DC, 20590

To submit a claim by mail or in person, please fill out the printable complaint form and mail, email or hand-deliver to:

United Cerebral Palsy of Central Arizona 1802  
West Parkside Lane  
Phoenix, Arizona 85027  
Email: [dhackett@ucpofcentralaz.org](mailto:dhackett@ucpofcentralaz.org)  
Phone: 602-943-5472

Complaints received by the UCP of Central AZ Title VI coordinator will be investigated by Federal standards (28CFR Part 35 and FTA Circular 4702.18). After the complaint is processed UCP of Central AZ will respond to the complainant and, if warranted by the investigation, take appropriate action. The City of Phoenix, as the designated recipient of federal funds for the region, is responsible for monitoring this process.

A complainant dissatisfied with UCP of Central AZ's decision may file a complaint with the City of Phoenix, or the Federal Transit Administration (FTA) offices of Civil Rights: City of Phoenix: ATTN Title VI Program Coordinator, 302 N. 1st Avenue, Suite 900, Phoenix, AZ, 85003; FTA: ATTN Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Avenue, SE Washington, DC, 20590.

# Title VI Complaint Form

## TITLE VI COMPLAINT FORM

Any person who believes that he or she has been discriminated against by Valley Metro or City of Phoenix or any of its service providers and believes the discrimination was based upon race, color or national origin, may file a formal complaint with Valley Metro Customer Service.

Please provide the following information to process your complaint. Alternative formats and languages are available upon request. You can reach Customer Service at 802.253.5000 (TTY: 802.251.2039) or via email at [csr@valleymetro.org](mailto:csr@valleymetro.org).

### SECTION 1: CUSTOMER INFORMATION

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_  
Email: \_\_\_\_\_ Preferred method of contact:  Phone  Email

### SECTION 2: INCIDENT INFORMATION

Date of Incident: \_\_\_\_\_ Time of Incident: \_\_\_\_\_  AM  PM City: \_\_\_\_\_  
Incident Location: \_\_\_\_\_ Direction of Travel: \_\_\_\_\_  
Route #: \_\_\_\_\_ Bus/Light Rail/Streetcar #: \_\_\_\_\_  
Service Type:  Local Bus  Express/RAPID  Circulator/Connector  Light Rail  Streetcar  Dial-a-Ride  
Operator Name: \_\_\_\_\_  
Operator Description: \_\_\_\_\_  
What was the discrimination based on (Check all that apply):  Race  Color  National Origin  Other

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. You may also attach any written materials or other information relevant to your complaint.

Have you filed this complaint with the Federal Transit Administration (FTA)?  Yes  No

If yes, please provide information about a contact person at the FTA where the complaint was filed:

Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Have you previously filed a Title VI complaint with this agency?  Yes  No

Signature and date required below:

Signature \_\_\_\_\_  
Date \_\_\_\_\_





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

**United Cerebral Palsy Association of Central Arizona**

**1802 West Parkside Lane**

**Phoenix, Arizona 85027**

**602-943-5472**

**[dhackett@ucpofcentralaz.org](mailto:dhackett@ucpofcentralaz.org)**

A copy of this form can be found online at **[www.ucpofcentralaz.org](http://www.ucpofcentralaz.org)**

# Title VI Forma de Quejas

## FORMA DE RECLAMACIÓN BAJO EL TÍTULO VI

Cualquier persona que crea que ha sido discriminada por Valley Metro o la Ciudad de Phoenix o por cualquiera de sus proveedores de servicios y cree que la discriminación fue basada en su raza, color u origen nacional, puede registrar una queja formal ante el Servicio al Cliente de Valley Metro.

Por favor provea la siguiente información para procesar su queja. Hay formatos e idiomas alternativos disponibles si se solicitan. Usted se puede comunicar con el Servicio al Cliente llamando al 602.253.5000 (TTY: 602.251.2039) o por correo electrónico a [csr@valleymetro.org](mailto:csr@valleymetro.org).

### SECCION 1: INFORMACIÓN DEL CLIENTE

Nombre: \_\_\_\_\_ Apellido: \_\_\_\_\_  
Domicilio: \_\_\_\_\_  
Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Código Postal: \_\_\_\_\_  
Teléfono del Hogar: \_\_\_\_\_ Teléfono Celular: \_\_\_\_\_  
Correo Electrónico: \_\_\_\_\_ Método preferido de contacto:  Teléfono  Correo Electrónico

### SECCION 2: INFORMACIÓN SOBRE EL INCIDENTE

Fecha del Incidente: \_\_\_\_\_ Hora del Incidente: \_\_\_\_\_  AM  PM Ciudad: \_\_\_\_\_  
Ubicación del Incidente: \_\_\_\_\_ Dirección del Viaje: \_\_\_\_\_  
Ruta #: \_\_\_\_\_ Autobús/Tren Ligero/Tranvía #: \_\_\_\_\_  
Tipo de Servicio  Autobús Local  Express/RAPID  Circulador/Conector  Tren Ligero  Tranvía  Dial-a-Ride **ADA**  
Nombre del/la Operador/a: \_\_\_\_\_  
Descripción del/la Operador/a: \_\_\_\_\_  
¿En qué se basó la discriminación? (Marque todo lo que sea aplicable):  
 Raza  Color  Origen Nacional  Otro \_\_\_\_\_

Explique lo más claramente posible lo que sucedió y por qué cree usted que se le discriminó. Describa a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la/s persona/s que le discriminó/aron (si los conoce), así como los nombres y la información de contacto de cualquier testigo. Si se necesita más espacio, por favor use el reverso de esta forma. Usted también puede adjuntar cualquier material por escrito u otra información relevante a su queja.

¿Ha usted registrado esta queja ante la Administración Federal de Transporte (FTA por sus siglas en inglés)?  Sí  No  
Si contestó Sí, por favor provea información sobre una persona de contacto en la administración FTA donde se registró la queja:

Nombre: \_\_\_\_\_ Título: \_\_\_\_\_  
Domicilio: \_\_\_\_\_ Teléfono: \_\_\_\_\_

¿Ha usted registrado previamente una queja bajo el Título VI ante esta agencia?  Sí  No

Firma y fecha requeridas abajo:

Firma \_\_\_\_\_  
Fecha \_\_\_\_\_



Por favor, envíe este formulario en persona a la dirección indicada más abajo, o por correo:

**United Cerebral Palsy Association of Central Arizona: Bianca Rodriguez**

**1802 West Parkside Lane**

**Phoenix, Arizona 85027**

**602-943-5472**

[dhackett@ucpofcentralaz.org](mailto:dhackett@ucpofcentralaz.org)

Una copia de este formulario se puede encontrar en: [www.ucpofcentralaz.org](http://www.ucpofcentralaz.org)

# Title VI Investigations, Complaints, and Lawsuits

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A separate Annual Title VI Report must be submitted each year by October 15<sup>th</sup> as a part of the Milestone Progress Reporting (MPR) data.

<b>Name and/or Case Number</b>	<b>Date Case Filed (Month, Day, Year)</b>	<b>Case Summary (include basis of complaint: ex. race, color, national origin)</b>	<b>Case Status/Response</b>	<b>Case Resolution Action</b>
<b>Investigations</b>				
<b>Lawsuits</b>				
<b>Complaints</b>				

United Cerebral Palsy Association of Central Arizona has **not** had any Title VI complaints, investigations, or lawsuits from 2018 to 2023.

# Public Participation Plan

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*UNITED CEREBRAL PALSY  
ASSOC/ACTION OF  
CENTRAL ARIZONA  
Public Participation Plan*

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This policy establishes a process for obtaining input from and providing information to the public concerning agency programs, projects, and program funding in order to ensure the public is informed and has the opportunity to provide United Cerebral Palsy Association of Central Arizona (UCP of Central AZ) with input so plans can reflect the public's desire. UCP of Central AZ will review and update its Public Participation Plan and this policy periodically as required by law, but no less often than every five years. Various federal and state laws and regulations require that an agency such as UCP of Central AZ conduct and establish a Public Participation Plan to ensure that the public is involved and that community concerns are addressed.

**United Cerebral Palsy Association of Central Arizona** engages the public in its planning and decision-making processes when assessing services and opportunities provided, as well as its marketing and outreach activities. UCP of Central AZ ensures that the public has access to their mission, processes, and initiatives through the organization's website. As an agency receiving federal financial assistance, UCP of Central AZ has the following community outreach efforts:

- **UCP OF CENTRAL ARIZONA CONDUCTS AN ANNUAL MEMBER SURVEY**
- **UCP OF CENTRAL ARIZONA HOSTS EVENTS FOR COMMUNITY AND MEMBERS**

In the upcoming year, UCP of Central AZ will make the following community outreach efforts:

- **CONTINUED ADMINISTRATION OF THE ANNUAL MEMBER SURVEY**
- **UCP OF CENTRAL ARIZONA PUBLISHES A QUARTERLY COMMUNITY NEWSLETTER**

**Public Meetings:**

1. Public meetings are scheduled to increase the opportunity for attendance by stakeholders and the general public. This may require scheduling meetings during non-traditional business hours, holding more than one meeting at different times of the day or on different days, and by checking other community activities to avoid conflicts
2. When a public meeting is focused on a program related to a specific geographic area or jurisdiction within the region, the meeting is held within that geographic area or jurisdiction.
3. Public meetings are held in locations accessible to people with disabilities and are located near a transit route when possible

**UNITED CEREBRAL PALSY ASSOCIATION OF CENTRAL ARIZONA** submits to the City of Phoenix annually a funding application. Part of the annual application is a public notice that is distributed by the Maricopa Association of Governments, which includes a 30-day public comment period.

When there is a service disruption, UCP of Central AZ notifies the public via website, phone, and email communications. UCP of Central AZ has a Business Continuity Plan that specifies instructions for each kind of disruption. Members can reach UCP of Central AZ with questions about disruptions or any other concerns at 602-943-5472. UCP of Central AZ will hold meetings as needed for the public that will be published on the website and through flyers.

# Limited English Proficiency Plan

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UNITED CEREBRAL PALSY ASSOCIATION OF  
CENTRAL ARIZONA

## *Limited English Proficiency Plan*

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of Central Arizona

*Life without limits for people with disabilities*

**UNITED CEREBRAL PALSY ASSOCIATION OF CENTRAL ARIZONA** 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 **UNITED CEREBRAL PALSY ASSOCIATION OF CENTRAL ARIZONA** services as required by Executive Order 13166. A Limited English Proficiency person does not speak English as their primary language and has a limited ability to read, speak, write, or understand English.

The plan details procedures on how to identify a person who may need language assistance, how assistance may be provided, staff training, notification to LEP persons that assistance is available, and information for plan updates. In developing the plan while determining the **UNITED CEREBRAL PALSY ASSOCIATION OF CENTRAL ARIZONA'S** extent of the obligation to provide LEP services, the **UNITED CEREBRAL PALSY ASSOCIATION OF CENTRAL ARIZONA** undertook the U.S.

Department of Transportation four-factor LEP analysis which considers the following:

- 1) The number or proportion of LEP persons eligible in the UNITED CEREBRAL PALSY ASSOCIATION OF CENTRAL ARIZONA'S service area who may be served or likely to encounter by UNITED CEREBRAL PALSY ASSOCIATION program, activities, or services;
- 2) The frequency with which LEP individuals come in contact with THE UNITED CEREBRAL PALSY ASSOCIATION;
- 3) The nature and importance of the program, activities, or services provided by the UNITED CEREBRAL PALSY ASSOCIATION to the LEP population; and
- 4) There are resources available to UNITED CEREBRAL PALSY ASSOCIATION OF CENTRAL ARIZONA and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

Every effort will be made to provide vital information to LEP individuals in the language requested.

#### **Safe Harbor Provision**

UNITED CEREBRAL PALSY ASSOCIATION complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. Concerning Title VI information, the following shall be made available in Spanish:

- (1) Title VI Notice
- (2) Complaint Procedures
- (3) Complaint Form



Vital Platforms include the following:

- (1) Organization's company website
- (2) Internal and External database systems

**UNITED Cerebral Palsy of Central Arizona**, Adopt the City of Phoenix Valley Metro 201a plan, **see attached at the end of this document.**

# Non-elected Committees Membership Table

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A sub-recipient who selects the membership of transit-related, non-elected planning boards, advisory councils, or committees must provide a table depicting the membership of those organizations broken down by race. Sub recipients also must include a description of the efforts made to encourage the participation of minorities on these boards, councils, and committees.

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

Body	Caucasian	Latino	African American	Asian American	Native American
UCP Board of Directors	5			1	

The United Cerebral Palsy Association encourages the participation of minorities on the Board of Directors by strategically participating in community events, scheduling one-to-one meetings with likely candidates, and soliciting participation through publications, such as community newsletters.

# Monitoring for Sub Recipient Title VI Compliance

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UNITED CEREBRAL PALSY ASSOCIATION OF CENTRAL ARIZONA does NOT monitor sub recipients for Title VI compliance.

# Title VI Equity Analysis

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Sub-recipient planning to acquire land to construct certain types of facilities must not discriminate based on 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 before 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 sub-recipient organization receives any FTA dollars, it must comply with this requirement.*

No facilities covered by these requirements were developed since 2012.

## A. Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race, color, or national origin in programs and activities receiving Federal financial assistance. Per 49 CFR 21.9(b)(3), recipients may not select the size or location of facilities with the purpose or effect of excluding persons from, denying the benefits of, or subjecting them to discrimination based on race, color, or national origin. Additionally, the location of projects requiring land acquisition and the displacement of persons from their residences and business may not be determined based on race, color, or national origin.

# Board Approval for the Title VI Program

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United Cerebral Palsy Association of Central Arizona Board Minutes,  
February 22, 2022






# Konica Scanner MAIN ADMIN-20200120170508

Final Audit Report

2024-10-17

Created:	2024-10-17
By:	Lana Freiman (lfreiman@ucpofcentralaz.org)
Status:	Signed
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## "Konica Scanner MAIN ADMIN-20200120170508" History

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-  Document e-signed by Kentay Garvin (kgarvin@ucpofcentralaz.org)  
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