

Title VI Notice to the Public

TITLE VI NOTICE TO THE PUBLIC **Intermountain Centers for Human Development**

Intermountain Centers for Human Development operates its programs and services without regard to race, color, national origin, sex, age 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 his/her Title VI protection has been violated or any discriminatory practice has occurred under Title VI may file a complaint with Intermountain Centers for Human Development.

For more information on Intermountain Centers for Human Development's civil rights program, and the obligations and procedures to file a complaint, contact Tyson Gillespie at 520-721-1887; email tysong@ichd.net; or, visit our administrative office at 994 S. Harrison Road, Tucson AZ 85748. For more information, visit www.ichd.net

A complainant may file a complaint directly with the Arizona Department of Transportation (ADOT) or the Federal Transit Administration (FTA) by filing directly with the corresponding offices of Civil Rights: ADOT : ATTN: Title VI Program Manager; 206 S. 17th Avenue, MD 155A, Room 183; Phoenix, AZ 85007 FTA: ATTN: Title VI Program Coordinator; East Building, 5th Floor – TCR; 1200 New Jersey Avenue, SE; Washington, DC 20590. If information is needed in another language, call 520-721-1887. Para informacion en Español, llame: 520-721-1887

Title VI Notice to the Public -Spanish

AVISO PUBLICO SOBRE LOS DERECHOS BAJO EL TITULO VI Intermountain Centers for Human Development

Intermountain Centers for Human Development asegura cumplir en cumplimiento total 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, país de origen, sexo, edad o discapacidad.

Para obtener mas información sobre el programa de Derechos Civiles de Intermountain Centers for Human Development y los procedimientos para presenta una queja, contacte Tyson Gillespie a 520-721-1887; email tysong@ichd.net; o visite nuestra oficina administrativa en 994 S. Harrison Road; Tucson AZ 85748. Para obtener mas información, visite www.ichd.net

Se 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 Derechos Civiles: ADOT: Title VI Program Manager; 206 S. 17th Avenue, MD 155^a; Room 183; Phoenix, AZ 85007; FTA: Attn: Title VI Program Coordinator; East Building, 5th Floor-TCR; 1200 New Jersey Avenue, SE; Washington, DC 20590.

Para recibir mas información en Espanol, llame 520-721-1887.

Tyson Gillespie
Title VI Program Manager
Intermountain Centers for Human Development
994 S. Harrison Road
Tucson, AZ 85748
520-721-1887

This notice is posted online at www.ichd.net

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 Intermountain Centers for Human Development (Intermountain), 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 Title VI complaint by completing and submitting Intermountain'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 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 Intermountain Centers for Human Development 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 Intermountain or submitted to the State or Federal authority for guidance.
- (7) Intermountain Centers for Human Development will notify the ADOT Civil Rights Office of ALL Title VI complaints within 72 hours via telephone at 602-712-8946; email at civilrightsoffice@azdot.gov.

- (8) Intermountain has 30 days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 30 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 30 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 Title VI 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. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.
- (10) A complainant dissatisfied with Intermountain's decision may file a complaint with the Arizona Department of Transportation (ADOT) or the Federal Transit Administration (FTA) offices of Civil Rights: ADOT: ATTN Title VI Program Manager 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
- (11) A copy of these procedures can be found online at: www.ichd.net

Intermountain Centers for Human Development will investigate Title VI complaints against its sub-recipients; all other Title VI complaints filed against Intermountain will be investigated by the Arizona Department of Transportation.

- (7) For Title VI complaints filed against Intermountain: Within seven (7) calendar days of receipt, Intermountain will notify ADOT of the Title VI complaint being filed. The complaint will then be logged identifying its basis of discrimination, the status, and the next steps. ADOT then will assume jurisdiction and follow the ADOT's complaint procedures for investigating the complaint.
- (8) For Title VI complaints filed against Intermountain's sub-recipients (ie, consultants, vendors, and contractors) Intermountain will assume jurisdiction and will investigate and adjudicate the case.
- (9) Intermountain Centers for Human Development has 30 days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 30 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 30 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.

(10) 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 Title VI 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. If the complainant wishes to appeal the decision, she/he has 10 days after the date of the letter or the LOF to do so.

(11) A complainant dissatisfied with Intermountain's decision may file a complaint with the Arizona Department of Transportation (ADOT) or the Federal Transit Administration (FTA) offices of Civil Rights: **ADOT:** ATTN Title VI Program Manager 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.ichd.net

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): _____		
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.		

Section VI:		
Have you previously filed a Title VI 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:

Intermountain Centers for Human Development Title VI Program Manager
994 S. Harrison Road
Tucson, AZ 85748

A copy of this form can be found online at www.ichd.net