Title VI Implementation Plan

ACHIEVE Human Services, Inc.
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Executive Summary

ACHIEVE Human Services, Inc. is a community rehabilitation program that serves individuals with the most significant disabilities. Through its quality programs and services, ACHIEVE recognizes the ABILITY within a disABILITY and develops opportunities that enhance lives through vocational training and employment. ACHIEVE provides transportation services to our clients to various employment locations with Capital Vehicle requests through the 5310 Grant Funds. ACHIEVE has been a grantee since 2005. It is the 5310 Grant Funds that enables ACHIEVE to continue to grow and provide services to the most vulnerable population.

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) _______________________________________________________

3 Executive Summary | Title VI Implementation Plan
Title VI Policy Statement

The ACHIEVE Human Services, Inc. policy assures full compliance with Title VI of the Civil Rights act of 1964, the Restoration Act of 1987, section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), 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, or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination” under any ACHIEVE Human Services, Inc. sponsored program or activity. There is no distinction between the sources of funding.

ACHIEVE Human Services, Inc. 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, ACHIEVE Human Services, Inc. will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When ACHIEVE Human Services, Inc. distributes Federal-aid funds to another entity/person, ACHIEVE Human Services, Inc. will ensure all subrecipients fully comply with ACHIEVE Human Services, Inc. Title VI Nondiscrimination Program requirements. The President/Chief Executive Officer has delegated the authority to Human Resources Manager, Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.

Carol A. Carr, M.B.A., President/CEO
Non Discrimination Notice to the Public

Notifying the Public of Rights Under Title VI and ADA
Achieve Human Services

The Achieve Human Services 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 Achieve Human Services, Inc.

For more information on the Achieve Human Services, Inc. civil rights program, and the procedures to file a complaint, contact Shariyu Preston 928-341-0335 x4119 (TTY 928-341-4132); email spreston@achievehs.org; or visit our administrative office at 3250-A East 40th Street, Yuma, AZ 85365. For more information, visit www.achievehs.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. 17th Ave MD 155A RM: 183 Phoenix AZ, 85007 FTA: ATTN: Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact 928-341-0335. Para información en Español llame: Alba Rodriguez
Aviso Público Sobre los Derechos Bajo el Título VI Y ADA
Achieve Human Services

Achieve Human Services (y sus subcontratistas, si cualquiera) asegura complir 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 ACHIEVE Human Services programa de derechos civiles, y los procedimientos para presentar una queja, contacte Shariyu Preston 928-341-0335 x4119, (TTY 928-341-4132); o visite nuestra oficina administrativa en 3250-A East 40th Street, Yuma, AZ 85365. Para obtener más información, visite www.achievehs.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 following locations: Online, in all transit vehicles, all public areas of each provider office.

This notice is posted online at www.achievehs.org
Non Discrimination 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 ACHIEVE Human Services, Inc. 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 ACHIEVE Human Services, Inc. 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 ACHIEVE Human Services, Inc. or submitted to the State or Federal authority for guidance.

7. ACHIEVE Human Services, Inc. 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) ACHIEVE Human Services, Inc. has 60 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 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 ACHIEVE Human Services, Inc. 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.achievehs.org](http://www.achievehs.org)

If information is needed in another language, contact **928-341-0335**. Para información en Español llame: **Alba Rodriguez 928-341-0335**.
# Discrimination Complaint Form

## Section I:

<table>
<thead>
<tr>
<th>Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
</tr>
<tr>
<td>Telephone (Home):</td>
</tr>
<tr>
<td>Electronic Mail Address:</td>
</tr>
</tbody>
</table>

## Section II:

| Accessible Format Requirements? | ☐ Large Print | ☐ Audio Tape | ☐ TDD | ☐ Other |

Are you filing this complaint on your own behalf?  ☐ Yes*  ☐ No

*If you answered “yes” to this question, go to Section III.

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.  ☐ Yes  ☐ No

## Section III:

I believe the discrimination I experienced was based on (check all that apply):

☐ Race  ☐ Color  ☐ National Origin  ☐ 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 Discrimination complaint with this agency? | ☐ Yes | ☐ 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:

ACHIEVE Human Services, Inc. Shariyu Preston, Human Resources Manager  
3250-A East 40th Street

Yuma, AZ 85365

928-341-0335

A copy of this form can be found online at [www.achievehs.org](http://www.achievehs.org)
Discrimination Investigations, Complaints, and Lawsuits

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

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

**ACHIEVE Human Services, Inc.** has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in 2016.
Public Participation Plan

ACHIEVE Human Services, Inc.
Public Participation Plan
ACHIEVE Human Services, Inc. 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, ACHIEVE Human Services, Inc. made the following community outreach efforts:

ACHIEVE Human Services forms part of the Yuma Metropolitan Organization (YMPO) Plan. The Yuma Regional Transportation Coordination Plan defines a set of strategies to advance local efforts in meeting the mobility needs of transportation disadvantaged individuals in the Yuma region. For the purposes of this plan, transportation disadvantaged individuals are defined as older adults aged 65 and over, persons living in poverty, persons with disabilities, and veterans. The plan analyzes the demographics of the transportation disadvantaged populations within the Yuma region, identifies destinations throughout the extents of the region, and inventories mobility resources available to the general public and targeted populations. Through public outreach and analysis, the plan then identifies mobility needs and strategies to resolve those needs. These meetings are held quarterly.

ACHIEVE Human Services forms part of the Western Arizona Council of Government (WACOG) Plan. A minimum of five (5) public meetings shall be held; One (1) public meeting in each of the following jurisdictions, combining where and when feasible; after draft findings are determined: (1) Arizona Strip (Inc. Colorado City) covering northern Mohave County, (2) Bullhead City and western Mohave County, (3) Kingman and central Mohave County, (4) Quartzite and central/southern La Paz, (5) Parker and northern La Paz. Meetings should be held at a time that caters to working and nonworking individuals/businesses. All public meetings shall include invites to local tribal agencies, • Display boards and/or Power Point presentation and handouts • Notification by flyers, newspaper ads, email, Social Media • Present draft study to WACOG Technical Advisory Committee • Present Final Study to WACOG Executive Board.

ACHIEVE Human Services, Inc. forms part of the Lake Havasu Metropolitan Organization (LHMOPO) Plan. The goals are to enhance regional transportation mobility and accessibility. Plan, design and implement a coordinated transportation system so that improvements are consistent with regional development and infrastructure. Preserve and improve the function of the existing transportation system and public involvement.

The ACHIEVE Human Services, Inc. Board of Directors meetings are held six times per year at the ACHIEVE Corporate office, 3250A East 40th Street, Yuma, AZ 85365. The public is invited to attend through word-of-mouth campaigns.

In the upcoming year ACHIEVE Human Services, Inc. will make the following community outreach efforts:

-Job/hiring/transition fairs offer ACHIEVE the opportunity to share marketing materials with the public and to speak about the services offered throughout the community to include transportation service. These fairs occur periodically throughout the year, sometimes monthly, in Yuma, Mohave, La Paz, Pinal and Gila counties at various locations—schools, churches, civic centers or hiring centers.
- AHS will continue to conduct public tours of our facilities.

  ACHIEVE welcomes the public to tour our recycling facility and campus areas during normal business hours. This open-tour policy is advertised to the public through word-of-mouth and ongoing community mixers/socials. Tours should be coordinated in advance to ensure adequate staff will be able to accommodate the request. ACHIEVE is open Monday-Friday, 8 a.m. to 5 p.m.

- Billboard marketing campaign to advertise services throughout Yuma, Mohave, La Paz, Pinal and Gila counties.

  ACHIEVE advertises year-round through billboard advertisements that publicly advertise our services and contact information.

- Chief Executive Officer (CEO) memorandums published monthly for staff and employee distribution.

- CEO participation in local, national and international agencies to advocate for individuals with disabilities.

  The President/CEO is a member of, and a chair for, numerous agencies designed to raise awareness of, and petition the government for, better programs, services, and funding for people with disabilities.

- Print and digital publications via the local Chamber of Commerce

  AHS advertises and incorporates articles and flyers in the local Yuma Chamber of Commerce print and online marketing campaigns monthly.

- ACHIEVE partners with other local agencies to provide Safe Affordable Reliable Accessible (SARA) Rides to people with disabilities in the local community.

- Transportation services are publicly offered during Individual Support Plan meetings with various providers throughout the community.

- ACHIEVE's plethora of services are offered during marketing campaigns like ACHIEVE Enterprise Services' Pay it Forward program as a means to give back to the local community.

In the event of a route or rate change:

  If a route or rate change occurs, ACHIEVE will ensure every possible communication method is utilized to inform its stakeholders of the changes. This communication will be provided by email, in a hard-copy letter, and ACHIEVE will publish the change on our website to ensure that all affected parties are notified in a timely manner. The information on the route and/or rate change will also be communicated in Spanish as well as English.
Limited English Proficiency Plan

ACHIEVE Human Services, Inc.

Limited English Proficiency Plan

ACHIEVE Human Services
ACHIEVE Human Services, Inc. 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 ACHIEVE Human Services, Inc. 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 procedure 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 ACHIEVE Human Services, Inc.’s extent of obligation to provide LEP services, the ACHIEVE Human Services, Inc. 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 ACHIEVE Human Services, Inc. service area who maybe served or likely to encounter by ACHIEVE Human Services, Inc. program, activities, or services;
2) The frequency with which LEP individuals come in contact with an ACHIEVE Human Services, Inc. services;
3) The nature and importance of the program, activities or services provided by the ACHIEVE Human Services, Inc. to the LEP population; and
4) The resources available to ACHIEVE Human Services, Inc. and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

The diverse nature of the services offered by ACHIEVE provides constant networking with countless individuals in a variety of environments. As evidenced by the EPA’s demographic chart of each of ACHIEVE’s service locations, ACHIEVE Human Services, Inc. offers services in diverse communities; thereby, fostering daily interaction with LEP individuals.

The mission of ACHIEVE Human Services, Inc.is, “To empower the individuals we serve to live their lives to their greatest potential.” The variety of services and programs offered by ACHIEVE provides employment opportunities and job skills training to people with disabilities inclusive of Wounded Warriors. In Yuma County alone, ACHIEVE serves a multi-faceted underserved population—adults with disabilities in a highly concentrated Hispanic/Latino demographic area. In this underserved population, providing transportation to and from the individual’s residence to their place of employment is often the only limiting factor to individuals obtaining and maintaining employment. Because ACHIEVE can provide transportation, many unemployed adults with disabilities now have employment, a steady income and an opportunity for community integration where once there was none.

ACHIEVE Human Services, Inc. employs bilingual staff members who interface daily with LEP individuals and provide LEP assistance as necessary. In addition, all public outreach notices are provided in Spanish. Billboard marketing campaigns in targeted areas also feature Spanish advertisements. Every effort will continue to be made to ensure vital information is provided to LEP individuals in the language requested.

A statement in Spanish will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested through bilingual staff, billboard marketing campaigns provided in Spanish and notices also posted in Spanish.
<table>
<thead>
<tr>
<th>Location</th>
<th>Population Age 5+ Years by Ability to Speak English</th>
<th>Linguistically Isolated Households</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Yuma</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>6,719</td>
<td>90</td>
</tr>
<tr>
<td>Speak only English</td>
<td>2,473</td>
<td>399</td>
</tr>
<tr>
<td>Non-English at Home</td>
<td>4,246</td>
<td>100%</td>
</tr>
<tr>
<td>&quot;Speak English &quot;very well&quot;</td>
<td>73</td>
<td>100%</td>
</tr>
<tr>
<td>&quot;Speak English &quot;well&quot;</td>
<td>322</td>
<td>100%</td>
</tr>
<tr>
<td>&quot;Speak English &quot;not well&quot;</td>
<td>160</td>
<td>100%</td>
</tr>
<tr>
<td>&quot;Speak English &quot;not at all&quot;</td>
<td>160</td>
<td>100%</td>
</tr>
<tr>
<td>&quot;Speak English &quot;less than very well&quot;</td>
<td>160</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Lake Havasu City</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>7,141</td>
<td>90</td>
</tr>
<tr>
<td>Speak only English</td>
<td>2,950</td>
<td>399</td>
</tr>
<tr>
<td>Non-English at Home</td>
<td>4,191</td>
<td>100%</td>
</tr>
<tr>
<td>&quot;Speak English &quot;very well&quot;</td>
<td>216</td>
<td>100%</td>
</tr>
<tr>
<td>&quot;Speak English &quot;well&quot;</td>
<td>155</td>
<td>100%</td>
</tr>
<tr>
<td>&quot;Speak English &quot;not well&quot;</td>
<td>88</td>
<td>100%</td>
</tr>
<tr>
<td>&quot;Speak English &quot;not at all&quot;</td>
<td>26</td>
<td>100%</td>
</tr>
<tr>
<td>&quot;Speak English &quot;less than very well&quot;</td>
<td>26</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Casa Grande</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>7,544</td>
<td>90</td>
</tr>
<tr>
<td>Speak only English</td>
<td>3,942</td>
<td>100%</td>
</tr>
<tr>
<td>Non-English at Home</td>
<td>3,602</td>
<td>100%</td>
</tr>
<tr>
<td>&quot;Speak English &quot;very well&quot;</td>
<td>407</td>
<td>100%</td>
</tr>
<tr>
<td>&quot;Speak English &quot;well&quot;</td>
<td>79</td>
<td>100%</td>
</tr>
<tr>
<td>&quot;Speak English &quot;not well&quot;</td>
<td>90</td>
<td>100%</td>
</tr>
<tr>
<td>&quot;Speak English &quot;not at all&quot;</td>
<td>63</td>
<td>100%</td>
</tr>
<tr>
<td>&quot;Speak English &quot;less than very well&quot;</td>
<td>90</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Parker</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>3,920</td>
<td>90</td>
</tr>
<tr>
<td>Speak only English</td>
<td>2,423</td>
<td>100%</td>
</tr>
<tr>
<td>Non-English at Home</td>
<td>1,497</td>
<td>100%</td>
</tr>
<tr>
<td>&quot;Speak English &quot;very well&quot;</td>
<td>407</td>
<td>100%</td>
</tr>
<tr>
<td>&quot;Speak English &quot;well&quot;</td>
<td>43</td>
<td>100%</td>
</tr>
<tr>
<td>&quot;Speak English &quot;not well&quot;</td>
<td>67</td>
<td>100%</td>
</tr>
<tr>
<td>&quot;Speak English &quot;not at all&quot;</td>
<td>32</td>
<td>100%</td>
</tr>
<tr>
<td>&quot;Speak English &quot;less than very well&quot;</td>
<td>32</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Kingman</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>2,602</td>
<td>90</td>
</tr>
<tr>
<td>Speak only English</td>
<td>2,602</td>
<td>100%</td>
</tr>
<tr>
<td>Non-English at Home</td>
<td>314</td>
<td>100%</td>
</tr>
<tr>
<td>&quot;Speak English &quot;very well&quot;</td>
<td>226</td>
<td>100%</td>
</tr>
<tr>
<td>&quot;Speak English &quot;well&quot;</td>
<td>64</td>
<td>100%</td>
</tr>
<tr>
<td>&quot;Speak English &quot;not well&quot;</td>
<td>64</td>
<td>100%</td>
</tr>
<tr>
<td>&quot;Speak English &quot;not at all&quot;</td>
<td>31</td>
<td>100%</td>
</tr>
<tr>
<td>&quot;Speak English &quot;less than very well&quot;</td>
<td>31</td>
<td>100%</td>
</tr>
</tbody>
</table>

*Demographic data in chart extracted from [https://www.epa.gov/eiscreen](https://www.epa.gov/eiscreen)
Safe Harbor Provision

ACHIEVE Human Services, Inc. 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) Discrimination Complaint Form
(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
(4) Bus Schedules
(5) Route Changes
(6) Public Hearings
Non-elected Committees Membership Table

A subrecipient 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. Subrecipients also must include a description of the efforts made to encourage participation of minorities on these boards, councils, and committees.

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

<table>
<thead>
<tr>
<th>Body</th>
<th>Caucasian</th>
<th>Latino</th>
<th>African American</th>
<th>Asian American</th>
<th>Native American</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Board of Directors</td>
<td>78%</td>
<td>22%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

ACHIEVE Human Services, Inc. ensures that the Board of Directors is representative of the demographic populace by accepting nominations from the public for the all-volunteer Board. ACHIEVE is governed by policies that ensure selection is open to everyone, and that Board selection complies with local and federal laws.

*ACHIEVE Human Services, Inc. does NOT select the membership of any transit-related committees, planning boards, or advisory councils.*
ACHIEVE Human Services, Inc. does NOT monitor subrecipients for Title VI compliance.
Title VI Training

On February 25, 2016 ACHIEVE staff members attended the mandatory Title VI ADOT training in Phoenix Arizona. Key staff will attend the next mandatory Title VI training once a date and venue has been selected. Also in February, ACHIEVE presented to the WACOG in Lake Havasu City about the services provided to people with disabilities. Partnering with other nonprofit agencies in Yuma, ACHIEVE hosted a mixer for people with disabilities and their parents/guardians to learn more about the services provided by ACHIEVE. On May 5, 2016 the ACHIEVE management team was trained on the Title VI plan in a management meeting attended by all managers.

In addition, ACHIEVE Human Services attends all 5310 Grant workshops and webinars pertaining to the Title VI requirements. The training is then conducted in our Bi-monthly Management meetings by the Title VI coordinator/Human Resource Manager, Shariyu Preston. ACHIEVE employees are then trained by a member of the management team or designee. The Title VI procedures and all associated forms are also posted on our website and are updated routinely when changes are made to the documents or forms.
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.

The ACHIEVE Human Services, Inc. has no current or anticipated plans to develop new transit facilities covered by these requirements. No facilities covered by these requirements were developed since June 30, 2000.
Resolution of the Board of Directors
ACHIEVE Human Services, Inc.

Be it resolved, that the Board of Directors of ACHIEVE Human Services, Inc. electronically approved via email a resolution to authorize current and future revisions to the Arizona Department of Transportation Title VI Implementation Plan. Any future revisions to the Title VI Implementation Plan will be provided in writing to the Board of Directors at the next scheduled Board of Directors meeting.

IT IS SO APPROVED AND EFFECTIVE THIS DATE: 8/22, 2017.

Susan Gleason, Board Chair

[Signature of Board Member]
Nuestra Misión
Habitar a las personas que servimos para que vivan sus vidas a su máximo potencial.

Nuestra Visión
Somos líderes en el desarrollo y entrega de programas innovadores diseñados para fortalecer a las personas y para construir comunidades fuertes.

Declaración de Valores
Nosotros tratamos a todas las personas con dignidad y respeto en un ambiente seguro y confiable. A los clientes se les anima a aspirar a lograr su máximo potencial por medio de un personal dedicado, comprometido y compasivo para el bienestar de aquellos a los que brindan sus servicios. Nosotros valoramos y respaldamos las contribuciones y participación de nuestra comunidad diversa y las partes interesadas. Nosotros acogemos el optimismo.

Nosotros ejercemos un gobierno ejemplar y aseguramos una administración adecuada de los recursos en el mantenimiento de la supervisión de las actividades de la agencia. Somos abiertos y honestos en nuestra comunicación, y comprometidos a vivir según nuestros valores. Nosotros asumimos responsabilidad de las acciones de mantenimiento de políticas coherentes, proceso y toma de decisiones con un firme compromiso hacia el bien general de todos los interesados. Nuestros pensamientos, palabras y acciones son claramente paralelos con los principios establecidos de ética que radica en integridad y excelencia.
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Nuestra Visión
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Declaración de Valores
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Nosotros ejercemos un gobierno ejemplar y aseguramos una administración adecuada de los recursos en el mantenimiento de la supervisión de las actividades de la agencia. Somos abiertos y honestos en nuestra comunicación, y comprometidos a vivir según nuestros valores. Nosotros aseguramos consistencia de acciones en mantener políticas coherentes, proceso y toma de decisiones con un firme compromiso hacia el bien general de todos los interesados. Nuestros pensamientos, palabras y acciones son claramente paralelos con los principios establecidos de ética que radica en integridad y excelencia.

SERVICIOS de VIVIENDA

Individuales Unicos, Soluciones que Capacitan

ACHIEVE Human Services, Inc.
www.achievehumanservices.org
3220 C E. 40th Street
Yuma, AZ 85365
928.341.4142 | Toll Free 855.231.8385
TDD 928.726.1865 | Fax 928.329.8950
Acreditada por CARF
una agencia no lucrativa 501(c)(3)
Ahora Abierto

ASPIRE Deli
Lunch & Catering
Localizado en:
3220-C East 40th Street
Yuma, AZ 85365
Horas de Operación:
Lunes - viernes
10:00AM - 2:00PM

BLOSSOM CAR WASH
Localizado en:
3220-D East 40th Street
Yuma, AZ 85365
Horas de Operación:
Lunes - viernes
8:00AM - 2:00PM

928.341.4126

Individuos Únicos, Soluciones que Capacitan

ACHIEVE Human Services, Inc.
www.achievehumanservices.org
Oficina Corporativa
3250-A E. 40th Street
Yuma, AZ 85365
928.341.0335

Acreditada por CARF
una agencia no lucrativa 501(c)3
YOU ARE CORDIALLY INVITED TO A MIXER

Yuma's newest civic organization, the Desert Sun Civitan Club is reorganizing and is attempting to increase awareness of activities designed to help those in the developmentally disabled community.

The world-wide organization, Civitan will be introduced and we will show what the organization does in all parts of the world to make it a better place for those affected with disabilities and what the local club hopes to accomplish within this community.

Friday evening, March 18, we will be hosting a mixer in partnership with the Saguaro Foundation, ACHIEVE Human Services, Inc and Rise Services at the Achieve complex at 3220-B East 40th Street.
Activities start at 5:00 pm and end at 7:00 pm.

Any non-profit agencies attending with at least three members accompanied by their parent(s) or guardian(s) will receive a refurbished computer from ACHIEVE Enterprise Services! Must RSVP in advance.

Dinner will be served.

Please RSVP to one of the following:
kema1981@twc.com
MCopeland@Achievehs.org
# Coordinated Council Agenda

**Date:** February 9, 2016  
**Time:** 10:00 AM to Noon

**Place:** 900 London Bridge Rd. Lake Havasu City

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**Call In Number:** 1-888-740-4219 PIN # 228210

**Members**

| Chaz Martinez, Southwest Behavioral  
| Health Services (Chair)  
| Michael Peluso, BATS (Co-Chair)  
| Janet Collier, Quartzsite  
| John Andoh, Quartzsite  
| Connie Mathewson, La Paz Co.  
| Karan Turk, La Paz Co.  
| Kathy Long, Dolan Springs  
| Darla Tilley, Parker Sr. Ctr.  
| Lydia Lara, Parker Sr. Ctr.  
| Janet Tomlin, WestCare  
| Cheryl Debatt, WestCare  
| Steve Neildinger, Solo  

| Erin Kruse, NAU  
| Nancy Rutherford, NAU  
| Terry Delia, New Horizons  
| Stephanie Leonard, New Horizons  
| Elizabeth Whitlock, Kaibab  
| Laura Savala, Kaibab  
| Patrick Cipres, Havasu Mobility  
| Susan Betts, 5311 BATS  
| Sheri Furr 5311, KART  
| Kelly Thomas, ACHIEVE  
| Lisa Abbott, ACHIEVE  
| Deanna Nelson, Mohave ARC  
| Sandra Irwin, Hualapai  

| Ruby Steele, Hualapai  
| Dale S. Reynolds, PVTA  
| George Colangelo, PVTA  
| Jean Knight, LHC/MPO  
| Jeanette Buckley, LHC/MPO  
| Charla Glendening, ADOT  
| Jaclyn Meli, ADOT  
| Felicia Mondragon, WACOG

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<table>
<thead>
<tr>
<th>Item</th>
<th>Agenda Item</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Call to order and Introductions (New Members)</td>
<td>Chair/Co-Chair</td>
</tr>
<tr>
<td></td>
<td>Review of minutes</td>
<td>Chair/Co-Chair</td>
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<td>2</td>
<td>ADOT</td>
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<td></td>
<td>a ADOT News/Updates</td>
<td>Jaclyn Meli</td>
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<td>WACOG</td>
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<td></td>
<td>a WACOG News/Updates</td>
<td>Felicia Mondragon</td>
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<td>b Quarterly Reporting</td>
<td>Felicia Mondragon</td>
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<td>c Program Visits</td>
<td>Felicia Mondragon</td>
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<td>d RTAP Resource - Training</td>
<td>Felicia Mondragon</td>
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<td>e AZTA/ADOT Conference</td>
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<td>f ADOT 5310/5311 Workshops</td>
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<td>g Approval 2016 WACOG Human Services Transportation Coordination Plan - Draft</td>
<td>Felicia Mondragon</td>
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<tr>
<td>4</td>
<td>Coordination Council Topics</td>
<td></td>
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<tr>
<td></td>
<td>a Annual Nomination/Election of Coordinated Council Officers</td>
<td>Michael Peluso</td>
</tr>
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<td></td>
<td>b Discussion: Door-to-door client pick up drive way limitations</td>
<td>Felicia M/Patrick Cipres</td>
</tr>
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<td></td>
<td>c Agency Presentations: Town of Quartzsite</td>
<td>Janet Collier/John Andoh</td>
</tr>
<tr>
<td></td>
<td>d Agency Presentations: Achieve Human Services</td>
<td>Kelly Thomas</td>
</tr>
</tbody>
</table>

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29 Organizational Chart | Title VI Implementation Plan