Title VI Plan and Procedures

Title VI of the Civil Rights Act of 1964

Chesterfield Community Services Board

Adopted July 1, 2012

Revised February 2016

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I. INTRODUCTION

The Civil Rights Restoration Act of 1987 clarified the intent of Title VI to include all programs and activities of Federal-aid recipients, sub-recipients, and contractors whether those programs and activities are federally funded or not.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. Section 2000d).

Recently, the Federal Transit Administration (FTA) has placed renewed emphasis on Title VI issues, including providing meaningful access to persons with Limited English Proficiency.

Recipients of public transportation funding from FTA and the Virginia Department of Rail and Public Transportation (DRPT) are required to develop policies, programs, and practices that ensure that federal and state transit dollars are used in a manner that is nondiscriminatory as required under Title VI.

This document details how Chesterfield Community Services Board incorporates nondiscrimination policies and practices in providing services to the public. Chesterfield Community Services Board Title VI policies and procedures are documented in this plan and its appendices and attachments. This plan will be updated periodically (at least every three years) to incorporate changes and additional responsibilities that arise.

II. OVERVIEW OF SERVICES

Chesterfield Community Services Board is the provider of mental health, intellectual disabilities, and substance abuse services for children and adults in Chesterfield County. Services are also available for very young children through our Prevention and Early Intervention Programs.

In ID (intellectual disability) Services, we provide flexible and individualized supports to children and adults with intellectual disabilities. These include Residential supports to adults, training/support to individuals (age 11– adult) with intellectual disabilities, among other services.

ID Residential provides residential supports to adults with intellectual disabilities based on individual needs. ID Residential provides three levels of support to those with intellectual disabilities:
Supported Living, 24-hour group homes and cluster programs.

- Supported Living develops support plans for individuals who are living in their own homes based on the individuals' needs and preferences.
- Group homes are staffed 24 hours a day, seven days a week. The homes are three to five bedrooms and are located within various Chesterfield County neighborhoods.

- Cluster programs are supported 24 hours a day, seven days a week. Cluster programs are located at various apartment complexes in Chesterfield County.

Day Support programs are center-based programs located in the community for adults with a primary diagnosis of intellectual disability. Program participants must be willing to participate in developing and implementing their individual service plan. The day support program has two sites. Both sites serve adults with intellectual disabilities, 18 and older.

The Day Support Program provides training and supports to individuals with intellectual disabilities and promotes activities that are leisure oriented, community based, and that enhance individual skill development. The program also engages individuals in recreational activities focused on socialization, music and art therapy, simple cooking instruction, sensory stimulation, personal care instruction, as well as, volunteer opportunities. The program has volunteer agreements with organizations such as Meals on Wheels and Thrifty Quaker where individuals can gain work experience.

Chesterfield Employment Services provides job seeking and job training support to Chesterfield County residents 18 or older with intellectual disabilities who are referred by a case manager and who want to work in the community.

Chesterfield Employment services assists people with finding and keeping jobs. Our staff, called job coaches, will help individuals decide what kind of job they would like and where to apply. The job coaches will go with them to the interview and will be at the job site to provide training and support while the employee learns all parts of the job. Once the employee can do the job without help, the job coach will gradually back out of the picture to let the person be independent at their job. The job coach periodically will stop in to see if the employee wants or needs further assistance, and to see if the employer is happy with the work the individual is doing.

III. POLICY STATEMENT AND AUTHORITIES

Title VI Policy Statement

Chesterfield Community Services Board is committed to ensuring that no person shall, on the grounds of race, color, national origin, as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 (PL 100.259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity, whether those programs and activities are federally funded or not.

The Chesterfield Community Services Board Title VI Manager is responsible for initiating and monitoring Title VI activities, preparing required reports, and other responsibilities as required by Title 23 Code of Federal Regulations (CFR) Part 200, and Title 49 CFR Part 21.

Deborah Buchanan — 9.19.16

Signature of Authorizing Official — Date

Approved as to form:

Tara A. McGee
Senior Assistant County Attorney

Authorities

Title VI of the 1964 Civil Rights Act provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance (refer to 49 CFR Part 21). The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of the terms "programs or activities" to include all programs or activities of Federal Aid recipients, sub recipients, and contractors, whether such programs and activities are federally assisted or not.

Additional authorities and citations include: Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d); Federal Transit Laws, as amended (49 U.S.C. Chapter 53 et seq.); Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended (42 U.S.C. 4601, et seq.); Department of Justice regulation, 28 CFR part 42, Subpart F, "Coordination of Enforcement of Nondiscrimination in Federally-Assisted Programs" (December 1, 1976, unless otherwise noted); U.S. DOT regulation, 49 CFR part 21, "Nondiscrimination in Federally-Assisted Programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act of 1964" (June 18, 1970, unless otherwise noted); Joint FTA/Federal Highway Administration (FHWA) regulation, 23 CFR part 771, "Environmental Impact and Related Procedures" (August 28, 1987); Joint FTA/FHWA regulation, 23 CFR part 450 and 49 CFR part 613, "Planning Assistance and Standards," (October 28, 1993, unless otherwise noted); U.S. DOT Order 5610.2, "U.S. DOT Order on Environmental Justice to Address Environmental Justice in Minority Populations and Low-Income Populations," (April 15, 1997); U.S. DOT Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons, (December 14, 2005), and Section 12 of FTA's Master Agreement, FTA MA 13 (October 1, 2006).

IV. NONDISCRIMINATION ASSURANCE TO DRPT

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from the Federal Transit Administration (FTA) must be accompanied by an assurance that the applicant will carry out the program in compliance with DOT's Title VI regulations. This requirement is fulfilled when the Virginia Department of Rail and Public Transportation (DRPT) submits its annual certifications and assurances to FTA. DRPT shall collect Title VI assurances from sub-recipients prior to passing through FTA funds.

As part of the Certifications and Assurances submitted to the DRPT with the Annual Grant Application and all Federal Transit Administration grants submitted to the VDRPT, Chesterfield Community Services Board submits a Nondiscrimination Assurance which addresses compliance with Title VI as well as nondiscrimination in hiring (EEO) and contracting (DBE), and nondiscrimination on the basis of disability (ADA). In signing and submitting this assurance, Chesterfield Community Services Board confirms to VDRPT the agency's commitment to nondiscrimination and compliance with federal and state requirements.

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DRPT the agency's commitment to nondiscrimination and compliance with federal and state requirements.

V. PLAN APPROVAL DOCUMENT

I hereby acknowledge the receipt of the Chesterfield Community Services Board's Title VI Implementation Plan 2015-2018. I have reviewed and approve the Plan. I am committed to ensuring that no person is excluded from participation in, or denied the benefits of transportation services on the basis of race, color, or national origin, as protected by Title VI according to Federal Transit Administration (FTA) Circular 4702.1B Title VI requirements and guidelines for FTA sub-recipients.

Debbie Burcham

Signature of Authorizing Official
Debbie Burcham, Executive Director
Chesterfield Community Services Board

9.19.16

DATE

Approved as to form

Tara A. McGee
Senior Assistant County Attorney

VI. ORGANIZATION AND TITLE VI PROGRAM RESPONSIBILITIES

The Chesterfield Community Services Board's David Meadows, Assistant Director (Title VI Manager), is responsible for ensuring implementation of the agency's Title VI program. Title VI program elements are interrelated and responsibilities may overlap. The specific areas of responsibility have been delineated below for purposes of clarity.

Overall Organization for Title VI

The Title VI Manager and Transit Manager are responsible for coordinating the overall administration of the Title VI program, plan, and assurances, including complaint handling, data collection and reporting, annual review and updates, and internal education.

Detailed Responsibilities of the Title VI Manager

The Title VI Manager is charged with the responsibility for supervising other staff assigned with Title VI responsibilities for implementing, monitoring, and ensuring compliance with Title VI regulations. Title VI responsibilities are as follows:

1. Process the disposition of Title VI complaints received.
2. Collect statistical data (race, color, or national origin) of participants in and beneficiaries of agency programs, (e.g., affected citizens, and impacted communities).
3. Conduct annual Title VI reviews of agency to determine the effectiveness of program activities at all levels.

4. Conduct Title VI reviews of construction contractors, consultant contractors, suppliers, and other recipients of federal-aid fund contracts administered through the agency.
5. Conduct training programs on Title VI and other related statutes for agency employees.
6. Prepare a yearly report of Title VI accomplishments and goals, as required.
7. Develop Title VI information for dissemination to the public and, where appropriate, in languages other than English.
8. Identify and eliminate discrimination in transportation service.
9. Establish procedures for promptly resolving deficiency status and writing the remedial action necessary, all within a period not to exceed 90 days.

General Title VI responsibilities of the agency

The Title VI Manager is responsible for substantiating that these elements of the plan are appropriately implemented and maintained, and for coordinating with those responsible for public outreach and involvement and transportation service planning and delivery.

1. Data collection

To ensure that Title VI reporting requirements are met, Chesterfield Community Services Board will maintain;

- A database or log of Title VI complaints received. The investigation of and response to each complaint is tracked within the database or log.
- A log of the public outreach and involvement activities undertaken to ensure that minority and low-income people had a meaningful access to these activities.

2. Annual Report and Updates

As a sub-recipient of FTA funds, Chesterfield Community Services Board is required to submit a Quarterly Report Form to DRPT that documents any Title VI complaints received during the preceding quarter and for each year. Chesterfield Community Services Board will also maintain and provide to DRPT an annual basis, the log of public outreach and involvement activities undertaken to ensure that minority and low-income people had a meaningful access to these activities.

Further, Chesterfield Community Services Board will submit to DRPT updates to any of the following items since the previous submission, or a statement to the effect that these items have not been changed since the previous submission, indicating date:

- A copy of any compliance review report for reviews conducted in the last three years, along with the purpose or reason for the review, the name of the organization that performed the review, a summary of findings and recommendations, and a report on the status or disposition of the findings and recommendations
- Limited English Proficiency (LEP) plan
- Procedures for tracking and investigating Title VI complaints
- A list of Title VI investigations, complaints or lawsuits filed with the agency since the last submission
- A copy of the agency notice to the public that it complies with Title VI and instructions on how to file a discrimination complaint.

3. Annual Review of Title VI Program

Each year, in preparing for the Annual Report and Updates, the Title VI Manager and Liaison(s) will review the agency's Title VI program to assure implementation of the Title VI plan. In addition, they will review agency operational guidelines and publications, including those for contractors, to verify that Title VI language and provisions are incorporated, as appropriate.

4. Dissemination of information related to the Title VI program

Information on Chesterfield Community Services Board's Title VI program will be disseminated to agency employees, contractors, and beneficiaries, as well as to the public, as described in the "public outreach and involvement "section of this document, and in other languages when needed according to the LEP plan as well as federal and State laws/regulations.

5. Resolution of complaints

Any individual may exercise his or her right to file a complaint if that person believes that he, she, or any other program beneficiaries have been subjected to unequal treatment or discrimination in the receipt of transportation services or prohibited by non-discrimination requirements. Chesterfield Community Services Board will report the complaint to DRPT within three business days (per DRPT requirements), and make a concerted effort to resolve complaints locally, using the agency's Title VI Complaint Procedures. All Title VI complaints and their resolution will be logged as described under Section 1. Data collection and reported annually (in addition to immediately) to DRPT.

6. Written policies and procedures

Chesterfield Community Services Board's Title VI policies and procedures are documented in this plan and its appendices and attachments. This plan will be updated periodically to incorporate changes and additional responsibilities that arise. During the course of the Annual Title VI Program Review (item 3 above), the Title VI Manager will determine whether or not an update is needed.

7. Internal education

Chesterfield Community Services Board's employees will receive training on Title VI policies and procedures upon hiring and upon promotion. This training will include requirements of Title VI, obligations under Title VI (LEP requirements included), and required data that must be gathered and maintained. In addition, training will be provided when any Title VI-related policies or procedures change (agency-wide training), or when appropriate in resolving a complaint.

Title VI training is the responsibility of each Program Manager.

8. Title VI Clauses in Contracts

In all federal procurements requiring a written contract or Purchase Order (PO), Chesterfield Community Services Board contract/PO will include appropriate non-discrimination clauses. The Title VI Manager will work with the Transit Manager and Administrative Assistant, as well as Chesterfield County purchasing department who is/are responsible for procurement

contracts and PO's to ensure appropriate non-discrimination clauses are included.

Currently in the Chesterfield Community Services Board contracts/solicitations:

Employment Discrimination: (Code of Virginia 2.2-4311) this provision only applies to contracts valued in excess of $10,000:

1. During the performance of this contract, the Contractor agrees as follows:
    a. The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
    b. The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, will state that such is an equal opportunity employer.
    c. Notices, advertisements, and solicitations placed in accordance with federal law, rule, or regulation shall be deemed sufficient for meeting the requirements of this section.
2. The Contractor shall include the provisions of the foregoing paragraphs a, b, and c in every subcontract or purchase order of over $10,000, so that the provisions will be binding upon each subcontractor or vendor.

VII. PROCEDURES FOR NOTIFYING THE PUBLIC OF TITLE VI RIGHTS AND HOW TO FILE A COMPLAINT

Requirement to Provide a Title VI Public Notice

Title 49 CFR Section 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI. At a minimum, Chesterfield Community Services Board shall disseminate this information to the public by posting a Title VI notice on the agency's website and in public areas of the agency's office(s), including the reception desk, meeting rooms, in federally-funded vehicles, etc.

Title VI Complaint Procedures

Requirement to Develop Title VI Complaint Procedures and Complaint Form.

In order to comply with the reporting requirements established in 49 CFR Section 21.9(b), all recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public. Recipients must also develop a Title VI complaint form. The form and procedure for filing a complaint shall be available on the recipient's website and at their facilities.

Any individual may exercise his or her right to file a complaint with Chesterfield Community Services Board if that person believes that s/he or any other program beneficiaries have been subjected to unequal treatment or discrimination in the receipt of transportation services or prohibited by non-discrimination requirements. Chesterfield Community Services Board will report the complaint to DRPT within three business days (per DRPT requirements), and make a concerted effort to resolve complaints locally, using the agency's Nondiscrimination Complaint Procedures, as described below. All Title VI complaints and their resolution will be logged as described under "Data collection" and reported annually (in addition to immediately) to DRPT.

Chesterfield Community Services Board includes the following language on all printed materials related to transportation services, on the agency's website, in press releases, in public notices, in published documents, and on posters on the interior of each vehicle operated in passenger service:

The Chesterfield Community Services Board is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation services on the basis of race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1964.

For additional information on Chesterfield Community Services Board's nondiscrimination policies and procedures or to file a complaint, please visit the website at www.chesterfield.gov/csb or contact Karyn Carpenter, Human Resources Manager, PO Box 92, Chesterfield, VA 23832-0092.

Instructions for filing Title VI complaints are posted on the agency's website and in posters on the interior of each vehicle operated in passenger service, and are also included within Chesterfield Community Services Board passenger policies and brochure.

Procedures for Handling and Reporting Investigations/Complaints and Lawsuits

Should any Title VI investigations be initiated by FTA or DRPT, or any Title VI lawsuits be filed against Chesterfield Community Services Board, the agency will follow these procedures:

The process outlined in this document is meant establish the procedures to Title VI of the Civil Rights Act of 1964 as amended, and the Civil Rights Restoration Act of 1987, relating to any program or activity administered by Chesterfield Community Services Board, as well as to sub-recipients, consultants, and/or contractors. Intimidation or retaliation of any kind is prohibited by law. implement the Complaint Resolution Hearings, and Appeals Section of the DBHDS Human Rights Relations (12VAC35-115-150); to comply with Chesterfield Community Services Board (CCSB) Policy 3.03; to comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Section 164.530(d) regarding privacy complaints made to the Chesterfield County Department of Mental Health Support Services (CMHSS); to comply with the Title VI of the Civil Rights Act of 1964; and to assure and protect the rights of individuals receiving transportation services.

If you believe you have been subjected to discrimination under Title VI based on your race, color, national origin, or any aspect of this policy, you may file a complaint up to 180 days from the date of the alleged discrimination.

The complaint should include the following information:

- The complainant's name, address, and contact information (i.e., telephone number, email address, etc.)
- The date(s) of the alleged act of discrimination (if multiple days, include the date when the complainant(s) became aware of the alleged discrimination and the date on which the alleged discrimination was discontinued or the latest instance).
- a description of the alleged act of discrimination
- the location(s) of the alleged act of discrimination (include vehicle number if appropriate)
- an explanation of why the complainant believes the act to have been discriminatory on the basis of race, color, or national origin
- if known, the names and/or job titles of those individuals perceived as parties in the incident
- contact information for any witnesses
- Indication of any related complaint activity (i.e., was the complaint also submitted to DRPT or FTA?)

The complaint may be filed in writing to: Karyn Carpenter, Human Resource Manager, PO Box 92, Chesterfield, VA 23832-0092.

A person may also file a complaint directly with the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

A ***"complaint"*** is an expression of dissatisfaction, grievance, concern, or an allegation of a violation of the State human rights regulations or the provider's policies and procedures related to the State regulations. This includes all complaints that are brought to the attention of the provider, an employee of the provider, the State Human Rights Advocate, the Privacy Information Security Officer or the State protection and advocacy agency.

Individual/PASSENGER Complaints:

A. Any individual or anyone acting on his behalf, such as an Authorized Representative (AR) as determined by 12VAC35-115-145, who thinks that a provider has violated any of his rights under these regulations may make a complaint and get help in making the complaint.
B. Anyone who believes that a provider has violated an individual's rights under the State regulations may make a report to the Case Manager, Service Coordinator, Primary Therapist, Operational Manager, Individual Advocate, Executive Director or the State Human Rights Advocate for resolution.
C. All communication with the individual during the complaint resolution process shall be in the manner, format, and language most easily understood by the individual.
D. Anyone initiating a complaint is entitled to an impartial review of their allegation. This includes the right to appeal the results of a human rights violation decision to the Local Human Rights Committee (LHRC) and;

E. Upon the mutual agreement of all parties any complaint may be withdrawn by the individual or their AR, at any time.

WHEN A REVIEW OF A COMPLAINT IS UNDERTAKEN:

A. The information gathered or disclosed during the course of the review shall be confidential.
B. Such data shall not be disclosed to any person except to the extent necessary to conduct the review according to the procedures specified below, or as required by law.
C. Meetings, reviews, and hearings will generally be closed to other people unless the individual making the complaint requests that other people attend or if an open meeting is required by the Virginia Freedom of Information Act and;
D. The LHRC on the motion of any party or on its own motion may, for good cause, extend any of the following time periods either before or after the expiration of that time period.

EMPLOYEES SHALL, AS A CONDITION OF EMPLOYMENT:

A. Become familiar with these regulations, comply with them in all respects, and help individuals understand and assert their rights.
B. Protect individuals from any form of abuse, neglect, or exploitation
   1. by not abusing, neglecting or exploiting any individual;
   2. by not permitting or condoning anyone else abusing, neglecting, or exploiting any individual; and
   3. by reporting all suspected abuse, neglect, or exploitation to the director.
C. Protecting individuals receiving transportation services from abuse also includes using the minimum force necessary to restrain an individual and;
D. Cooperate with any investigation, meeting, hearing, or appeal held.

Overview

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964 as amended, and the Civil Rights Restoration Act of 1987, relating to any program or activity administered by Chesterfield Community Services Board, as well as to sub-recipients, consultants, and/or contractors. Intimidation or retaliation of any kind is prohibited by law. These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the Title VI Manager may be utilized for resolution. The Title VI Manager will make every effort to pursue a resolution to the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

Transportation-Related Title VI Investigations, Complaints, and Lawsuits

Background
All recipients shall prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin:

- Active investigations conducted by FTA and entities other than FTA;
- Lawsuits; and
- Complaints naming the recipient.

This list shall include the date that the transportation-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint. This list shall be included in the Title VI Program submitted to DRPT every three years and information shall be provided to DRPT quarterly and annually. (See Appendix D)

Public Outreach and Involvement

PUBLIC PARTICIPATION PLAN

Public outreach and involvement applies to and affects Chesterfield Community Services Board's mission and work program as a whole, particularly agency efforts and responsibilities related to Chesterfield Community Services Board's transportation service planning. The overall goal of Chesterfield Community Services Board's public outreach and involvement policy is to secure early and continuous public notification about, and participation in, major actions and decisions by Chesterfield Community Services Board. In seeking public comment and review, Chesterfield Community Services Board makes a concerted effort to reach all segments of the population, including people from minority and low-income communities, persons with limited English Proficiency and organizations representing these and other protected classes. Chesterfield Community Services Board utilizes a broad range of public outreach information and involvement opportunities, including a process for written comments, public meetings after effective notice, settings for open discussion, information services, and consideration of and response to public comments.

Public Outreach Activities

Chesterfield Community Services Board takes the following steps to ensure that minority, low-income, and LEP members of the community have meaningful access to public outreach and involvement activities, including those conducted as part of the planning process for proposed changes in transportation services, fares, and facilities development.

- Publishing public notices within local newspapers of general circulation as well as those targeted at minority, low income, and LEP persons and on the agency's website.

Public notices are issued to:

- announce opportunity to participate or provide input in planning for transportation service changes, fare changes, new transportation services, and new or improved transportation facilities (early in the process)
- announce the formal comment period on proposed major transportation service reductions and fare increases with instructions for submitting comments including a public hearing (or opportunity for a public hearing with instructions for requesting a hearing if this is the LOTS' local policy) (at the end of the planning process)
- announce impending transportation service and fare changes (after plan has been finalized)
- announce intent to apply for public transit funding from DRPT, and to announce the formal comment period on the proposed program of projects, with a public hearing (or opportunity for one) (annually in advance of submitting the ATP)

- Posting public notices as described above at major passenger/public facilities and in all vehicles.
- Sending news releases to news media (newspapers, radio, television, web media) of general interest as well as those targeted at minority and LEP persons, as well as community-based organizations that serve persons protected under Title VI and which publish newsletters.
- Conducting in-person outreach upon request at public meetings, community-based organizations, human service organizations which assist low income and LEP persons, places of worship, service organization meetings, cultural centers, and other places and events that reach out to persons protected under Title VI. The Chesterfield Community Services Board staff for such speaking engagements can be arranged by contacting Dawn Missory at 271-9451.
- Conducting periodic customer satisfaction surveys.

The above activities are the responsibility of Dawn Missory, Transit Manager.

VIII. LANGUAGE ASSISTANCE PLAN FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP)

CULTURAL COMPETENCY PLAN

Chesterfield Community Services Board recognizes the importance of continuously developing the cultural awareness and competency of all staff, in order to provide the most appropriate transportation service to all members of our diverse community. Chesterfield Community Services Board envisions being a culturally competent agency that treats all persons (internal and external) with dignity, respect, and sensitivity as evidenced in the physical environment; in communication; in services; in staff knowledge, skills, and abilities; and in the organization's commitment and support.

Cultural competence is defined as the willingness and ability of all people to recognize and value

the importance of differences (i.e., age, gender, family, friends, culture/ethnic background, sexual orientation, mental/physical disability, spiritual beliefs, and socio-economic class) through developing an understanding, awareness, and acceptance of these differences. Cultural sensitivity, which we strive for, is defined as "knowing cultural differences and similarities exist, without assigning them values, i.e., better or worse, right or wrong" (National Maternal and Child Health Center on Cultural Competency '97). Culturally competent organizations promote quality services, and encourage the continued development and integration of knowledge, information, and data. With this knowledge, the organization can then develop service delivery methods that are appropriate for the populations we serve.

Cultural competence extends as well into the area of linguistic competence. As an organization we understand that in order to communicate effectively, we need to have the linguistic capacity to do so in situations where there are persons with limited English proficiency, low or no literacy skills and those that are hearing impaired.

Chesterfield Community Services Board's promotes this cultural competency plan within the department strategic plan.

Cultural and Linguistically Appropriate Service standard that applies:

Standard 8. Health care organizations should develop, implement, and promote a written strategic plan that outlines clear goals, policies, operational plans, and management accountability/oversight mechanisms to provide culturally and linguistically appropriate services.

I. National Standards for Culturally and Linguistically Appropriate Service in Health Care

The National Standards for Culturally and Linguistically Appropriate Service (CLAS) are guidelines that have been established by the federal Health and Human Services Department, Office of Minority Health. These standards apply to all health care organizations that receive federal funds.

The standards help ensure that all people entering our system receive equitable and effective treatment in a culturally and linguistically appropriate manner. The standards are incorporated throughout our cultural competency plan.

There are 14 standards that are organized by themes:

Culturally Competent Care (Standards 1-3)

Language Access Services (Standards 4-7)

Organizational Supports for Cultural Competence (Standards 8-14).

They are further broken down by standards that are **mandated** (current Federal requirements for all recipients of Federal funds (Standards 4, 5, 6, and 7); **guidelines** (activities

recommended by OMH for adoption (Standards 1, 2, 3, 8, 9, 10, 11, 12, and 13); and **recommendations** (suggested by OMH for voluntary adoption by health care organizations (Standard 14).

II. Data/Demographics

Accurate information on our potential individual base, as well as the people we serve, is vital to ensure that we have the cultural competence and skill to serve those in need.

Demographic information on the Chesterfield County community that we serve is obtained through the county's "Demographic and Economic Profile". This information includes population data, age ranges, economic and income data, race and ethnicity and family characteristics (household trends). We can also access information on language preferences of county population.

The demographics gathered on the individuals we serve should include the following: ethnicity, race and Hispanic origin, age, gender, primary language and level of proficiency in English, physical abilities and limitations, family roles, community networks, literacy, employment and economic factors. This information should be drawn from individual records and assessments made by staff.

The department should also assess any existing resources such as the type and availability of housing, employment options, educational opportunities, language assistance for translation and interpreter services, and community-based organizations.

The data collected above will guide the department on the types of transportation services that will be needed to reach people who need assistance.

CLAS standards that apply:

Standard 9
Health care organizations should conduct initial and ongoing organizational self-assessments of CLAS-related activities and are encouraged to integrate cultural and linguistic competence-related measures into their internal audits, performance improvement programs, patient satisfaction assessments, and outcomes-based evaluations.

Standard 10
Health care organizations should ensure that data on the individual patient's/individual's race, ethnicity, and spoken and written language are collected in health records, integrated into the organization's management information systems, and periodically updated.

Standard 11
Health care organizations should maintain a current demographic, cultural, and epidemiological profile of the community as well as a needs assessment to accurately plan for and implement services that respond to the cultural and linguistic characteristics of the service area.

III. Staffing

The department's strategic plan supports the hiring of a diverse and competent workforce. To this end, all position vacancy information contains a statement that encourages qualified diverse and bilingual individuals to apply. The department also adheres to providing equal opportunities for advancement in the organization of qualified individuals.

Based on demographic information and input from both those we serve and our staff, a regular assessment can be made of the development needs of staff. The department will identify and set objectives on an on-going basis as to which areas need development. In addition, the department will provide the means for staff to obtain the training needed to increase cultural sensitivity, awareness and the ability to provide culturally relevant transportation services.

One resource for this training will be the Diversity Advisory Group. This team is made up of staff across programs who are committed to providing various cultural competency training opportunities to staff.

CLAS standards that apply:

Standard 2
Health care organizations should implement strategies to recruit, retain, and promote at all levels of the organization a diverse staff and leadership that are representative of the demographic characteristics of the service area.

Standard 3
Health care organizations should ensure that staff at all levels and across all disciplines receive ongoing education and training in culturally and linguistically appropriate service delivery.

IV. Communication

Being able to communicate with the individuals we serve is key to being able to assist the individual reach their service goals. Communication includes creating a welcoming environment that reflects the belief that people and their individual differences and contributions are valued. One way to achieve this is to ensure that the physical surroundings have information in languages that are reflective of those we serve and those seeking services.

One of the goals of the organization is to have linguistic competence. This is defined as having the capacity and staff who are able to communicate effectively in a way that is understood by diverse individuals. This includes those who have limited English proficiency, little or no literacy skills or those that are hearing impaired.

The demographics gathered on the community we serve will guide us on which languages we need to become competent in. If we do not have staff who are fluent in a specific language, we will need to use language assistance services to meet the needs of the community. Publishing a list of current staff who are bilingual and having that list available to service

providers is one resource. In addition a published list of language translation services (as well as interpreters for deaf individuals) shall be available as well. Vital information and documents should be translated into those languages most prevalent in our community. With the data collected on types and availability of community resources, we can further develop strategies to include and utilize these community resources in assisting with the individuals we serve. Communicating what these resources are to the community also serves as outreach to those in need.

CLAS standards that apply:

Standard 4
Health care organizations must offer and provide language assistance services, including bilingual staff and interpreter services, at no cost to each patient/individual with limited English proficiency at all points of contact, in a timely manner during all hours of operation.

Standard 5
Health care organizations must provide to patients/individuals in their preferred language both verbal offers and written notices informing them of their right to receive language assistance services.

Standard 6
Health care organizations must assure the competence of language assistance provided to limited English proficient patients/individuals by interpreters and bilingual staff. Family and friends should not be used to provide interpretation services (except on request by the patient/individual).

Standard 7
Health care organizations must make available easily understood patient-related materials and post signage in the languages of the commonly encountered groups and/or groups represented in the service area.

Standard 14
Health care organizations are encouraged to regularly make available to the public information about their progress and successful innovations in implementing the CLAS standards and to provide public notice in their communities about the availability of this information

V. Service Provision

Chesterfield Community Services Board is a culturally competent organization that incorporates the knowledge we have gained into the service provision arena. Service providers should utilize any cultural assessment information obtained from the individual when developing transportation service plans. Understanding the culture of the individuals we serve will assist in developing plans that are accepted by the individual and will have a better likelihood of compliance. The programs should research and implement best practice models that have proven successful across various cultures. The programs should also be

ready to address any barriers that develop when the expectations of the transportation service provider and the individual differ. We will utilize community resources and supports as appropriate, as well as consider individual preferences for therapists and service providers during intake and assessments.

CLAS standards that apply:

Standard 1

Health care organizations should ensure that patients/individuals receive from all staff member's effective, understandable, and respectful care that is provided in a manner compatible with their cultural health beliefs and practices and preferred language.

Standard 12
Health care organizations should develop participatory, collaborative partnerships with communities and utilize a variety of formal and informal mechanisms to facilitate community and patient/individual involvement in designing and implementing CLAS-related activities.

Standard 13
Health care organizations should ensure that conflict and grievance resolution processes are culturally and linguistically sensitive and capable of identifying, preventing, and resolving cross-cultural conflicts or complaints by patients/individuals.

VI. Accountability

Chesterfield Community Services Boards will support increasing cultural competence as evidenced by Agency commitment and accountability to all aspects of the Cultural Competency Plan. We recognize that various staff or teams will need to play an active role in order for this plan to be successful.

The managers will work together to develop a method for capturing information about the cultural competency needs of staff. Managers will be responsible for sharing this information with their staff requesting their input on developmental needs. These recommendations should be presented to Leadership Team for review and confirmation of training needs.

The identified training needs will be forwarded to the Diversity Advisory Group. This group will review the needs and determine which ones are within their means to provide. This group may also provide information on low or no cost training opportunities. Larger training efforts may need to be addressed at the leadership team level as funding will need to be identified for any of these efforts.

Program staff will be responsible for obtaining and entering all demographic data on individuals, once the new information system is in place. Reports on this data will be run quarterly by managers. The reports will be used to provide additional information needed to support training decisions.

Language translation/interpreter listings will be updated as needed and made available to all staff on our intranet site. Human Resources will continue efforts to recruit qualified diverse staff.

The Diversity Advisory Group will meet on a monthly basis to develop training opportunities, and will be the responsible group for reviewing and revising the Cultural Competency Plan annually. In addition, this group will conduct ongoing assessments of the organization's cultural competency.

IX. PROCEDURES FOR ENSURING EQUITY IN SERVICE PROVISION

Chesterfield Community Services Board is required to plan and deliver transportation services in an equitable manner. This means the distribution of transportation service levels and quality is to be equitable between minority and low income populations and the overall population. Since transportation services provided by this program are designed specifically for individuals with disabilities, there is no disparity in the equitable delivery of services.

Monitoring Title VI Complaints

As part of the complaint handling procedure, the Title VI Manager investigates possible inequities in transportation service delivery for the route(s) or transportation service(s) about which the complaint was filed. Depending on the nature of the complaint, the review examines span of transportation service (days and hours), frequency, routing directness, interconnectivity with other routes and/or fare policy. If inequities are discovered during this review, options for reducing the disparity are explored, and transportation service or fare changes are planned if needed.

In addition to the investigation following an individual complaint, the Title VI Manager periodically reviews all complaints received to determine if there may be a pattern. At a minimum, this review is conducted as part of preparing the Annual Report and Update for submission to the DRPT.

Transportation Fare and Service Changes

Chesterfield Community Services Board follows its adopted written policy for the public comment process for major transportation service reductions and fare increases. With each proposed transportation service or fare change, Chesterfield Community Services Board considers the relative impacts on, and benefits to, minority and low income populations, including LEP populations. All planning efforts for changes to existing transportation services or fares, as well as new transportation services, have a goal of providing equitable service.

X. DATA COLLECTION AND REPORTING PROCEDURES

Data collection

To ensure that Title VI reporting requirements are met, Chesterfield Community Services Board maintains:

- A log and database of Title VI complaints received. The investigation of and response to each complaint is tracked within the database.
- A log of the public outreach and involvement activities undertaken to ensure that minority and low-income people had a meaningful access to these activities. The agency maintains the following records related to public outreach and involvement:

  - Paper files with copies of materials published or distributed for each transportation planning project and transportation service/fare change, as well as all transportation news releases, public service announcements, surveys, and written summaries of in-person outreach events.
  - A log/database of public outreach and involvement activities, including dates, transportation planning project or transportation service/fare change supported (if applicable), type of activity, LEP assistance requested/provided, target audience, number of participants, and location of documentation within paper files.

Maintenance of these records is the responsibility of **Administrative Secretary to the Assistant Director of Community Services.**

Annual Report and Triennial Updates

Annual Reporting

As a sub recipient providing transportation service in an area with less than 400,000 population, Chesterfield Community Services Board submits an annual report to the DRPT that documents any Title VI investigations/complaints/lawsuits during the preceding 12 months.

Triennial Reporting

Every three years, the Chesterfield Community Services Board submits to DRPT, a complete list of the investigations/complaints/lawsuits received in the prior three years, a summary of the public outreach and involvement activities undertaken to ensure that minority and low-income people had a meaningful access to these activities, and any updates to this Title VI plan.

Updates to the Title VI Plan

As noted above, every three years, the Chesterfield Community Services Board submits

to DRPT an update to this Title VI Plan. The triennial Title VI update includes the following items, or a statement to the effect that these items have not been changed since the previous submission, indicating date.

- A copy of any compliance review report for reviews conducted in the previous three years, along with the purpose or reason for the review, the name of the organization that performed the review, a summary of findings and recommendations, and a report on the status or disposition of the findings and recommendations
- Chesterfield Community Services Board Limited English Proficiency (LEP) plan
- Chesterfield Community Services Board procedures for tracking and investigating Title VI complaints
- A complete list of Title VI investigations, complaints or lawsuits filed with the Chesterfield Community Services Board since the last submission
- A copy of Chesterfield Community Services Board agency's notice to the public that it complies with Title VI and instructions on how to file a discrimination complaint

XI. Environmental Justice (for All Construction Projects)

For new construction and major rehabilitation or renovation projects where National Environmental Policy Act (NEPA) documentation is required, Chesterfield Community Services Board will integrate an environmental justice analysis into the NEPA documentation for submission to DRPT. The development of environmental justice analyses is the responsibility of the Chesterfield County General Services Department.

APPENDIX A-Title VI Notice to the Public

PUBLIC NOTES

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

Chesterfield Community Services Board is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1B. If you feel you are being denied participation in or being denied benefits of the transportation services provided by Chesterfield Community Services Board or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, our contact information is:

W. David Meadows
Assistant Director
Chesterfield Community Services Board
PO Box 92
Chesterfield VA 23832
804-706-2561
meadowswi@chesterfield.gov

APPENDIX B - Title VI Notice to the Public List of Locations

Chesterfield County Website- www.chesterfield.gov
Roger's Building- 6801 Lucy Corr Boulevard, Chesterfield, VA 23832
Chester House-11814 Chester Road, Chester, VA 23831
Winchester Green Day Support-2752 Bensley Commons Boulevard, North Chesterfield, VA 23237
Best Choice Day Support- 9461 Amberdale Drive, North Chesterfield, VA 23236
Chesterfield Employment Services- 7321 Whitepine Road, North Chesterfield, VA 23237

Appendix C – Complaint Form

CHESTERFIELD MENTAL HEALTH SUPPORT SERVICES
INDIVIDUAL COMPLAINT FORM

Instructions: Complete this form to file a complaint. Seek the assistance of your case manager, or a supervisor. Three (3) copies of the completed form will be made. Copies should be distributed to the following: a) Complainant or AR, b) CMHSS staff named in the form and c) the program's Manager. **The original goes to the Quality Improvement Coordinator.**

Date of Complaint: _____

Individual's Name or AR: _____

Address: _____

City:_____ **State:**_____ **Zip:** _____

Phone: _____

Employee named in complaint: _____ **Program:** _____

Employee reporting the complaint: _____

Description of complaint:

_____

_____

_____

_____

_____

Please check general category:

☐ Service/Treatment	☐ Access	☐ Dignity	☐ Privacy
☐ Personnel/Staff	☐ Customer Service	☐ Risk Management	☐ Race
☐ Color	☐ National Origin	☐ Other	

Results of investigation and resolution:

_____

_____

_____

_____

_____

_____

_____ ___/___/___ _____ ___/___/___

Individual or AR Signature Date Staff Signature Date

FINDINGS:

- ☐ **INFORMAL COMPLAINT**
- ☐ **FORMAL COMPLAINT**
- ☐ Human Rights Violation
- ☐ No Human Rights Violation
- ☐ Civil Rights Violation
- ☐ No Civil Rights Violation

RESOLUTION:

- ☐ No Action Required
- ☐ Complaint Withdrawn
- ☐ Individual or AR Satisfied
- ☐ Other

POINT OF RESOLUTION:

- ☐ Direct Care Staff
- ☐ Program Manager
- ☐ Individual Advocate
- ☐ Privacy Officer
- ☐ Executive Director
- ☐ LHRC
- ☐ SHRC
- ☐ Commissioner

DATE OF RESOLVED WITH INDIVIDUAL: _____

☐ Unable to Notify

rev3/6/06

Procedures

PROCEDURE FOR PROCESSING A INDIVIDUAL'S COMPLAINT OR GRIEVANCE:

Situation/Responsible Person	Activity
NOTIFICATION	
CASE MANAGER, SERVICE COORDINATOR, OR FINANCIAL INTERVIEWER	**INFORM** each individual at admission and annually thereafter of: • The Rights and Responsibilities of Individuals. • Individual Complaint Procedure. **ASSURE** that the individual and/or their AR has received the above material, signs, and dates the Rights Notification Form.
INFORMAL COMPLAINT PROCESS	
INDIVIDUAL OR ANY AUTHORIZED REPRESENTATIVE	**NOTIFY** the Case Manager, Care Coordinator, Primary Therapist, Program Manager, or Individual Advocate of the desire to file a **Complaint**.
CASE MANAGER, SERVICE COORDINATOR, PRIMARY THERAPIST, OPERATIONAL MANAGER OR INDIVIDUAL ADVOCATE	**MEET** with the Individual and/or AR or contact by phone within 24 hours or later if requested by the individual and notify the individual of his right to pursue a complaint through the process established in the Human Rights Relations (12VAC35-115); • Maintain services at current status, and refrain from any action that might be perceived as punishment, retaliation, or an obstacle to the filing or resolution of an alleged complaint. **INVESTIGATE** with all concerned parties as directed by the individual, individual acting on behalf of the individual or AR. **ARRANGE** all interviews through the Case Manager. If the Case Manager is a principal of the complaint, interviews shall be arranged through the Case Manager's supervisor. **NEGOTIATE** with the Individual and/or their AR, if applicable, in an attempt to resolve the alleged complaint. If the complaint is resolved to the individual's or their AR's satisfaction resolved ***within five (5) working days***, no further action required.
THE EXECUTIVE DIRECTOR OR DESIGNEE	**REPORT** any complaint that is not resolved ***within five (5) working days*** to the DBHDS Regional Advocate. Title VI Complaints related to transportation are to be reported to DRPT within ***three (3) business days*** • The Individual or the AR may contact the DBHDS Regional Advocate or DPRT at any

Situation/Responsible Person	Activity
	time to pursue a **Formal Complaint**.
FORMAL COMPLAINT PROCESS ***(beyond five working days)***	
INDIVIDUAL OR ANY AUTHORIZED REPRESENTATIVE	**NOTIFY** the Executive Director or designee or the DBHDS Regional Advocate or DRPT of the desire to file a **Formal Complaint.**
THE EXECUTIVE DIRECTOR OR DESIGNEE	**NOTIFY** the DBHDS Regional Advocate or DRPT that a complaint has been filed if not already done. **NOTIFY** the CMHSS Privacy/Information Security Officer if a privacy complaint has been filed. **MEET** with the individual, any representative the individual chooses, and others as appropriate within 24 hours of receipt of the complaint or the next business day if that day is a weekend or holiday. • Maintain services at current status and refrain from any action that might be perceived as punishment, retaliation, or an obstacle to the filing or resolution of an alleged complaint or grievance. **COINVESTIGATE** with the CMHSS Privacy/Information Security Officer if a privacy complaint (suspected HIPAA violation) has been filed. **INVESTIGATE** if necessary, give the individual and his chosen representative a written preliminary decision and, where appropriate, an action plan for resolving the complaint within 10 working days of receiving the complaint. Along with the action plan, the director shall provide written notice to the individual about the time frame for the individual's response pursuant to Step 3 of this subdivision, information on how to contact the human rights advocate for assistance with the process, and a statement the complaint will be closed if the individual does not respond. **NEGOTIATE** with the individual and/or their AR, if applicable (privacy/information security complaints are not applicable), in an attempt to resolve the alleged complaint. If the complaint is resolved to the individual or AR satisfaction within ten (10) working days, no further action required. If resolved **COMPLETE** a Complaint Form (CSB0001): • Complete <u>all</u> items. • Include a description of any solution proposed (written decision) to the individual and/or AR.

Situation/Responsible Person	Activity
	DISTRIBUTE the completed Complaint Form • Send original to the Quality Coordinator. • Keep one (1) copy • Send one (1) copy to the CMHSS Privacy/Information Security Officer if it is a privacy complaint.
QUALITY CONTROL OFFICE (FOR COMPLAINTS THAT HAVE BEEN RESOLVED)	**FAX** a copy of the completed Complaint Form to DBHDS Regional Advocate or DRPT and send the individual or AR via Certified Mail of the US Postal Service.
PRIVACY INFORMATION SECURITY OFFICER	**FORWARD** a copy of a privacy complaint to the County Privacy Officer.
APPEAL THE EXECUTIVE DIRECTOR'S PRELIMINARY DECISION	
INDIVIDUAL OR ANY AUTHORIZED REPRESENTATIVE	**NOTIFY** the Executive Director of disagreement with preliminary decision within five (5) working days.
THE EXECUTIVE DIRECTOR	**MEET** with the individual and/or AR or contact by phone within 24 hours or later if requested by the individual: • Maintain services at current status and refrain from any action, which might be perceived as punishment, retaliation, or an obstacle to the filing or resolution of an alleged complaint or grievance. **INVESTIGATE** further as appropriate and make a final decision regarding the complaint. Forward a written copy of the final decision and action plan to the individual, his chosen representative, and the human rights advocate within five (5) working days after receiving the individual's written response. Along with the action plan, provide written notice to the individual about the time frame for the individual's response pursuant petition for a hearing by the LHRC, information about how to contact the human rights advocate for assistance with the process, and a statement that if the individual does not respond that the complaint will be closed. **NEGOTIATE** with the individual and/or their AR, if applicable (privacy/information security complaints are not applicable), in an attempt to resolve the alleged complaint. If the complaint is resolved to the individual or AR satisfaction within five (5) working days, no further action required. If resolved **COMPLETE** a Complaint Form

Situation/Responsible Person	Activity
	(CSB0001): • Complete <u>all</u> items. • Include a description of any solution proposed (written decision) to the individual and/or AR. **DISTRIBUTE** the completed Complaint Form • Send original to the Quality Coordinator. • Keep one (1) copy • Send one (1) copy to the CMHSS Privacy/Information Security Officer if it is a privacy complaint.
QUALITY CONTROL OFFICE (FOR COMPLAINTS THAT HAVE BEEN RESOLVED)	**FAX** a copy of the completed Complaint Form to DBHDS Regional Advocate or DRPT and send the individual or AR via Certified Mail of the US Postal Service.
PRIVACY INFORMATION SECURITY OFFICER	**FORWARD** a copy of a privacy complaint to the County Privacy Officer.
APPEAL TO LOCAL HUMAN RIGHTS COMMITTEE (LHRC)	
INDIVIDUAL OR ANY AUTHORIZED REPRESENTATIVE	If dissatisfied with the Executive Director's decision, file a written petition to APPEAL with the Chair of the LHRC within ten (10) working days of the decision. Any representative or the DBHDS Regional Advocate or DRPT staff may assist in the drafting of this appeal.
THE EXECUTIVE DIRECTOR OR DESIGNEE	**INFORM** the CSB Board Chair and DBHDS Regional Advocate or DRPT of the individual's appeal of the decision, on the day of receipt of the petition of intention to appeal **INFORM** the individual and any AR that they retain the right to present witnesses and other evidence and have the opportunity to be heard. **SUBMIT** a copy of the entire written record of the complaint <u>and</u> a written response to everything contained in the request to appeal to the LHRC within five (5) working days of the scheduled hearing.
LOCAL HUMAN RIGHTS COMMITTEE CHAIR	**ARRANGE** a hearing of the LHRC within twenty (20) working days of the petition. **NOTIFY** the parties of the hearing at least five (5) working days in advance of the hearing. • If at any time during the formal complaint process the human rights advocate concludes that there is substantial risk that serious or irreparable harm will result if the complaint is not resolved immediately, the human rights advocate shall inform the director, the provider,

Situation/Responsible Person	Activity
	the provider's governing body, and the LHRC. The LHRC shall conduct a hearing according to the special procedures for emergency hearings in 12VAC35-115-190.
LOCAL HUMAN RIGHTS COMMITTEE	**CONDUCT** a hearing in accordance with Section 12 VAC 35-115-180 of the Code of Virginia (2001) within twenty (20) days of receipt of the notice of appeal **DETERMINE** if a human right of a individual appears to have been violated by the conditions set forth in the complaint and appeal.
LOCAL HUMAN RIGHTS COMMITTEE CHAIR	**NOTIFY** in writing the findings of the LHRC of facts & recommendations to all parties within ten (10) working days after the hearing. • When appropriate, the LHRC shall identify information that it believes the Executive Director shall take into account in making decisions concerning discipline or termination of personnel.
EXECUTIVE DIRECTOR	**WRITE** an action plan to be taken in response to the decision of the LHRC, within five (5) working days of receipt of the report of the LHRC decision: • Describe how you intend to take to respond to the LHRC's findings and recommendations • The plan shall not be implemented for five (5) working days unless the individual agrees to its implementation sooner. **FORWARD** this written action plan to the LHRC, the DBHDS Regional Advocate or DRPT, the individual and/or AR & the governing body **IMPLEMENT** the action plan on the 6th working day after the plan was submitted, if there are no objections.
INDIVIDUAL OR ANY AUTHORIZED REPRESENTATIVE OR THE REGIONAL ADVOCATE	**NOTIFY** the Executive Director by telephone of the intent to submit a written objection to the implementation of the intended action within five (5) working days of receipt of the Executive Directors written action plan. **WRITE** an objection to the Executive Director's action plan. **SUBMIT** copies of the objection to all parties to the hearing
EXECUTIVE DIRECTOR	**RESOLVE** the objection to the action plan within two (2) working days of receiving the objection.
INDIVIDUAL OR AUTHORIZED	**APPEAL** to the State Human Rights Committee if

Situation/Responsible Person	Activity
REPRESENTATIVE OR ANY PARTY TO THE COMPLAINT	dissatisfied with the decision of the LHRC or Executive Director

APPENDIX D – Investigations, Lawsuits, and Compliants Document

Title VI Complaint Log

Date Received	Submission Method	Individual Submitting	Date of Incident	Description of Incident	Date Reported To DRPT	How Reported To DRPT	Investigation	Findings	Response to Individual	Changes Made