

**SENIOR CITIZENS
OF
HUMBOLDT COUNTY**



"Headed for another adventure"

Pleasant Senior Center

1480 Lay Street Winnemucca, NV

(775)623-6211

Pleasant Senior Center
TITLE VI Implementation Plan
December XX, 2020

Contents

Executive Summary	3
1. Jurisdiction and Authorities	4
2. Introduction to PLEASANT SENIOR CENTER	5
2.1 Organizational Structure.....	5
3. General Reporting Requirements	6
3.1 Annual Title VI Certification and Assurance.....	6
3.2 Title VI Program Plan	6
3.2. Policy Statement	6
3.2.2 Organization & Staffing	6
3.2.3 Program Area Reviews	7
3.2.4 Special Emphasis Program Areas	7
3.2.5 Contractor, Consultant, and Vendor Reviews	8
3.2.6 Data Collection.....	8
3.2.7 Training.....	8
3.2.8 Complaint Procedures.....	9
3.2.9 Dissemination of Title VI Information	9
3.2.10 Limited English Proficiency (LEP) and Language Assistance Plan (LAP).....	10
3.2.11 Environmental Justice (EJ).....	11
3.2.12 Public Participation.....	11
3.2.13 Review of Directives.....	11
3.2.14 Compliance & Enforcement Procedures.....	12
ATTACHMENT A.....	13
APPENDIX A.....	16
APPENDIX B.....	18
APPENDIX C	19
APPENDIX D	20
APPENDIX E.....	21
ATTACHMENT B - TITLE VI POLICY STATEMENT - TITULO VI DECLARACIÓN DE POLÍTICAS.....	22
ATTACHMENT C – ORG CHART.....	23
ATTACHMENT D – TITLE VI COMPLAINT PROCEDURES	24
PLEASANT SENIOR CENTER Title VI Complaint Form – English	26
PLEASANT SENIOR CENTER - Título Vi Denuncia Forma - Español.....	28
ATTACHMENT E – Notice to the Public.....	30
ATTACHMENT F – Four Factor Analysis.....	31

Executive Summary

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 grounds 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).

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

Executive Order 13166 placed renewed emphasis on Title VI issues, to ensure meaningful and equal access in programs and activities to persons with Limited English Proficiency (LEP).

Recipients of public transportation funding from Federal Transit Administration (FTA), and the Nevada Department of Transportation (NDOT), are required to develop policies, programs, and practices that ensure Federal Transit dollars are used in a manner that is nondiscriminatory as required under Title VI.

This document details how the PLEASANT SENIOR CENTER incorporates nondiscrimination policies and practices in providing services to the public.

1. Jurisdiction and Authorities

PLEASANT SENIOR CENTER is a recipient of US Department of Transportation (USDOT) funding through funding assistance and is therefore subject to the Title VI compliance conditions associated with the use of these funds pursuant to the following:

NONDISCRIMINATION STATUTES

- Title VI of the Civil Rights Act of 1964 (42 USC 2000d et seq);
- Section 162 (a) of the Federal-Aid Highway Act of 1973 (23 USC 324);
- Age Discrimination Act of 1975;
- Section 504 of the Rehabilitation Act of 1973;
- Americans With Disabilities Act of 1990;
- Civil Rights Restoration Act of 1987;
- 49 CFR Part 21;
- 23 CFR Part 200;
- USDOT Order 1050.2;
- Executive Order #12898 (Environmental Justice);
- Executive Order #13166 (Limited-English-Proficiency);
- The Americans with Disabilities Act (42 USC 126)
- Title II of the Americans with Disabilities Act Implementing Regulation (28 CFR 35)
- Section 504 of the Rehabilitation Act of 1973 (29 USC 794, et seq).
- Section 504 of the Rehabilitation Act of 1973 Implementing Regulation 49 CFR 27
- Americans with Disabilities Act Accessibility Guidelines (ADAAG)
- Public Rights-of-Way (PROWAG) Notice of Proposed Rule Making, July 26, 2011
- Uniform Federal Accessibility Standards (UFAS)
- Title VII of the Civil Rights Act of 1964, as amended (<http://www.eeoc.gov/laws/statutes/titlevii.cfm>)
- The Age Discrimination in Employment Act of 1967, as amended (<http://www.eeoc.gov/laws/statutes/adea.cfm>)
- The Equal Pay Act of 1963 (<http://www.eeoc.gov/laws/statutes/epa.cfm>)
- Sections 501 and 505 of the Rehabilitation Act of 1973, as amended (<http://www.eeoc.gov/laws/statutes/rehab.cfm>)
- The Genetic Information Nondiscrimination Act of 2008 (<http://www.eeoc.gov/laws/statutes/gina.cfm>)
- The Civil Rights Act of 1991 (<http://www.eeoc.gov/laws/statutes/cra-1991.cfm>)
- Title 29, Code of Federal Regulations, Part 1614 (<http://www.eeoc.gov/federal/directives/1614-final.cfm>)
- No Fear Act (<https://www.transportation.gov/civil-rights/civil-rights-awareness-enforcement/no-fear-act>)
- 23 CFR 230, Subpart C

2. Introduction to PLEASANT SENIOR CENTER

2.1 Organizational Structure

PLEASANT SENIOR CENTER, through the Nevada Department of Transportation (NDOT), and Humboldt County, provides public transportation for all members of the community. We offer a demand response transportation service. We currently have five (5), vehicles in operation, of which, all are American's with Disabilities Act (ADA), accessible.

PLEASANT SENIOR CENTER utilizes the Nevada Department of Transportation's (NDOT), transit funding passed through Humboldt County. PLEASANT SENIOR CENTER and Humboldt County worked to secure grant funding to implement the program and services.

The PLEASANT SENIOR CENTER is represented by a six (6) elected Board of Trustees. The ethnic percentage of Board of Trustees include: 100% Caucasian.

Board of Directors:

Seat 1	Member
Seat 2	Member
Seat 3	Member
Seat 4	Member
Seat 5	Member
Seat 6	Member

Our federally funded transportation program serves the PLEASANT SENIOR CENTER communities. The following transportation components are offered in each of the areas served:

PLEASANT SENIOR CENTER Public Transportation FTA funding through NDOT and Humboldt County provides public transportation for the communities of Humboldt County and Grass Valley (Pershing).

PLEASANT SENIOR CENTER's Title VI Coordinator 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.

3. General Reporting Requirements

3.1 Annual Title VI Certification and Assurance Requirement

Federally assisted subrecipients must submit an annual Title VI certification and assurance as part of their Annual Certifications and Assurances submission to NDOT 23 CFR § 200.9 (a).

Reporting

PLEASANT SENIOR CENTER has submitted the required annual Title VI certification and assurance and is attached as ATTACHMENT A.

3.2 Title VI Program Plan

Requirement

All subrecipients must document their compliance with DOT's Title VI regulations by submitting a Title VI Program Plan to NDOT annually, and/or upon request. For all recipients (including subrecipients), the Title VI Program Plan must be approved by the recipient's board of directors, appropriate governing entity, or officials responsible for policy decisions prior to submission.

Reporting

PLEASANT SENIOR CENTER has completed the required elements and documentation for the Title VI Program, has formalized the plan, included all attachments, and have submitted it to NDOT.

3.2. Policy Statement

Requirement

All subrecipients must include a Title VI policy statement as part of their Title VI Plan.

Reporting

PLEASANT SENIOR CENTER has submitted the required Title VI Policy Statement as part of their plan and is attached as ATTACHMENT B.

3.2.2 Organization & Staffing

Requirement

All subrecipients must include a description of their staffing and reporting structure, and an organizational chart as part of their Title VI Plan.

Reporting

Under the authority of PLEASANT SENIOR CENTER Board of Trustees, the PLEASANT SENIOR CENTER the Director, Patricia Tindall, will serve as the Title VI Coordinator and be responsible for ensuring implementation of the agency's Title VI program.

The Title VI Coordinator and staff 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.

Title VI Coordinators Responsibilities include but not limited to:

- Process the disposition of Title VI complaints received.
- Collect statistical data (race, color or national origin) of participants in and beneficiaries of agency programs, (e.g., affected citizens, and impacted communities).
- Conduct annual Title VI reviews of agency to determine the effectiveness of program activities at all levels.
- Conduct training programs on Title VI and other related statutes for agency employees.
- Prepare a yearly report of Title VI accomplishments and goals, as required.
- Develop Title VI information for dissemination to the general public and, where appropriate, in languages other than English.
- Identify and eliminate discrimination.
- Establish procedures for promptly resolving deficiency status and writing the remedial action necessary, all within a period not to exceed 90 days.

Patricia, Director, administers the Title VI Program and is the designated Title VI Coordinator. As the Title VI Coordinator, she oversees the day-to-day administrative requirements of PLEASANT SENIOR CENTER's Title VI Program. **The organizational chart does address to whom Patti reports to and shows she has access to the agency's highest authority and is attached as ATTACHMENT C.**

3.2.3 Program Area Reviews

Requirement

All subrecipients must include a description of their review/oversight process as part of their Title VI Plan.

Reporting

Each year the Title VI Coordinators will review the agency's Title VI program to ensure implementation of the Title VI plan in all areas of the organization to ensure nondiscrimination. 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.

3.2.4 Special Emphasis Program Areas

Requirement

All subrecipients must include a statement that all Special Emphasis Program Areas are designated by a USDOT Modal Agency as part of their Title VI Plan.

Reporting

Special Emphasis Program Areas are identified by the Federal Transit Administration. No such Special Emphasis Program Area has been identified by PLEASANT SENIOR CENTER.

3.2.5 Contractor, Consultant, and Vendor Reviews

Requirement

All subrecipients must include a process to review their contractors, consultants, or vendors as part of their Title VI Plan.

Reporting

PLEASANT SENIOR CENTER is committed to nondiscrimination in all forms. Currently we utilize contractors, consultants, or vendors to perform the required reviews. Department Directors and Supervisors in each service area are responsible for familiarizing themselves with the requirements of Title VI, E.O. 12898, and E.O. 13166, and for ensuring that departmental contractors, consultants, and vendors are complying with the requirements of Pleasant Senior Center's Title VI Program. They are responsible to promptly report issues or complaints concerning Title VI and related statutes to the Title VI Coordinator and for assisting the Title VI Coordinator in his efforts to implement all requirements, internally and externally. They are also responsible for coordinating with the Title VI Coordinator on any proposed changes to operating procedures, instructional memoranda, policies, and manuals, etc. that relate to Title VI.

3.2.6 Data Collection

Requirement

Federally assisted recipients, including subrecipients, are required to collect and maintain statistical data by race, color, national origin, and sex of affected communities, and participants and beneficiaries of federal aid. (49CFR 21.9 and 23 CFR 200.9)

Reporting

PLEASANT SENIOR CENTER is guided by the Federal regulations to collect statistical data on the race, color, and national origin of participants in and beneficiaries of its programs. As required, PLEASANT SENIOR CENTER will provide sign in sheets during Public Meetings and will include a space for participants to note race, color, and national origin. This information will be retained for one (1) year and made available to authorizing agencies during reviews.

3.2.7 Training

Requirement

23 CFR 200.9 (b) (9) States that STA's Title VI designee shall be responsible for conducting training programs on Title VI and related statutes. NDOT provides training in Title VI and related programs annually.

NDOT requires all subrecipients to have an approved Title VI Staff Awareness training program in place and given annually. The training must cover Title VI regulations, Title VI elements, and Title VI authorities.

Reporting

Title VI Staff Awareness training program by means of in person/electronic/ combination) was approved by NDOT. Supporting data of Title VI Staff Awareness annual training, such as sign in sheets, handouts, and content approval by the Nevada Department of Transportation is attached to this document as Attachment (). Title VI Staff Awareness training will be held every year from inception on ()2021.

3.2.8 Complaint Procedures

Requirement

Federally assisted recipients and subrecipients must 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 upon request. Recipients must also develop a Title VI complaint form, and the form and procedure for filing a complaint shall be available on the recipient's website.

Reporting

PLEASANT SENIOR CENTER is committed to ensuring all its programs and activities are operated in a nondiscriminatory manner and uses a general discrimination complaint form which covers the Title VI requirements of race, color, and national origin. PLEASANT SENIOR CENTER does not have any Title VI complaints or lawsuits during the reporting period.

Any person who believes that they have been discriminated against on the basis of race, color, or national origin by PLEASANT SENIOR CENTER, may file a Title VI complaint with the PLEASANT SENIOR CENTER, the Nevada Department of Transportation, or the Federal Transit Administration by completing and submitting the Title VI Complaint Form. The Complaint Form is available at www.hcnv.us or at our office and are available in English and Spanish. Complaint Procedures and Complaint Forms are attached to this document as **ATTACHMENT D.**

All Title VI complaints are forwarded to NDOT or to FTA for investigation within twenty-one (21) days of receipt of complaint.

Title VI Coordinator	Civil Rights Officer	Civil Right Program Mngr
PLEASANT SENIOR CENTER	NDOT	U.S. DOT FTA
1480 Lay Street	123 E. Washington Ave, Bldg G	1200 New Jersey Ave, SE
Winnemucca, NV 89445	Las Vegas, NV 89101	Washington, DC 20590
(P) (775) 623-6211	(P) 702-730-3301	(P) (202) 366-1783
(F) (775) 623-6290	(F) 702-486-0487	
hcsc@winnemucca.net	jboyster@dot.nv.gov	

3.2.9 Dissemination of Title VI Information

Requirement

Primary recipients must assist their subrecipients in complying with DOT's Title VI regulations, including public posting requirements.

All advertising policies and practices must assure free and open competition. This also relates to requirements and practices involving the following:

- Licensing, bonding, prequalification, and bidding
- Title VI, and nondiscrimination assurances regarding race, color, and national origin

Reporting

Information on PLEASANT SENIOR CENTER's Title VI program will be disseminated on the agency's website, <http://www.hcnv.us>, in the lobby of any of PLEASANT SENIOR CENTER's buildings open to the public, to agency employees, contractors, and beneficiaries, available inside of any vehicle operated by PLEASANT SENIOR CENTER, as well as to the public, at large, according to federal and state laws/regulations. The Title VI program will be available in other languages when needed.

In addition to language access measures, other major components of the Public Participation Plan include public participation design factors; a range of public participation methods to provide information, to invite participation and/or to seek input; examples to demonstrate how population-appropriate outreach methods can be and were identified and utilized; and performance measures and objectives to ensure accountability and a means for improving over time. Notice to the Public of their Title VI rights **is attached as ATTACHMENT E.**

3.2.10 Limited English Proficiency (LEP) and Language Assistance Plan (LAP)

Requirement

Federally assisted recipients must take responsible steps to ensure meaningful access to benefits, services, information, and other important portions of its programs and activities for individuals who are Limited English Proficient (LEP). Recipients must use the information obtained in their Four-Factor Analysis to determine the specific language services that are appropriate to provide.

Reporting

PLEASANT SENIOR CENTER is committed to assisting people who do not speak English or do not speak English well. Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English are limited English proficient, or LEP. These individuals may be entitled to language assistance with respect to a particular type of program, service, or activity. This section outlines the LEP protections and plans for compliance. Title VI and Executive Order 13166 prohibit recipients of federal financial assistance from discrimination based on national origin.

It is the policy of PLEASANT SENIOR CENTER to take reasonable steps to provide Limited English Proficient individuals with meaningful access to all programs, services, or activities. PLEASANT SENIOR CENTER shall take reasonable steps to effectively inform the public of the availability of language accessible programs, services, and activities.

All vital documents will be translated into Spanish and all other languages will be translated upon request.

Following federal guidance, a “four factor analysis” has been completed to understand language need and allocate resources appropriately. **It is attached as ATTACHMENT F.**

3.2.11 Environmental Justice (EJ)

Requirement

All subrecipients must include an Environmental Justice process as part of their Title VI Plan.

Reporting

23 C.F.R 771, sets forth the policy of environmental analyses in a single process. It defines the roles and responsibilities of FTA and its grant applicants. In conjunction with EO 12898, the FTA outlines the consideration of EJ issues must be considered using an Environmental Impact Statement (EIS). The principles outline the identification of minority or low-income populations, and/or disproportionately high and adverse human health or environmental effects on these populations.

PLEASANT SENIOR CENTER is committed to Environmental Justice and ensuring meaningful access in our programs and services.

3.2.12 Public Participation

Requirement

All subrecipients must include a public participation plan as part of their Title VI Plan.

Federally assisted recipients must also provide information to the public regarding their Title VI obligations and apprise members of the public of the protections against discrimination afforded to them by Title VI.

At a minimum, recipients must disseminate this information to the public through measures including a posting on its website, and in public areas of the agency’s office. Furthermore, notices will detail a recipient’s Title VI obligations in languages other than English, as needed and consistent with the DOT LEP Guidance and the recipient’s LAP.

Reporting

The public outreach strategies employed by PLEASANT SENIOR CENTER are often determined by the circumstances unique to individual projects and typically include a mix of public hearings and stakeholder meetings or as applicable. Information is distributed via the PLEASANT SENIOR CENTER website or social media websites, surveys, advertising, media outreach, community events, and targeted presentations PLEASANT SENIOR CENTER’s commitment to public participation is based firmly on the belief that public involvement fosters an open decision-making process that elicits active participation from affected individuals, groups, communities, and other public agencies.

3.2.13 Review of Directives

Requirement

All subrecipients must include a process to review internal directives, policies, and procedures for potential Title VI impacts as part of their Title VI Plan.

Reporting

PLEASANT SENIOR CENTER has submitted a review of agency directives as part of their Title VI plan. This consisted of review logs outlining the Directives the Title VI Coordinator reviewed, and took action, if necessary, to ensure that discriminatory language or implications were absent from any changes in policy, procedures, or new directives.

3.2.14 Compliance & Enforcement Procedures

Requirement

All subrecipients must include compliance and enforcement procedures as part of their Title VI Plan.

Reporting

Pleasant Senior Center is committed to ensure the required Compliance and Enforcement Procedures. At this time, Humboldt County does have contractors, vendors, or consultants. Department Directors and Supervisors in each service area are responsible for familiarizing themselves with the requirements of Title VI, E.O. 12898, and E.O. 13166, and for complying with the requirements of Pleasant Senior Center's Title VI Program. They have promptly reported any issues or complaints concerning Title VI and related statutes to the Title VI Coordinator. As of this reporting period, no compliance or enforcement procedures have been enacted by the Pleasant Senior Center on any of its consultants, contractors, or vendors. Pleasant Senior Center expects and addresses all nondiscrimination efforts in all business relations. Should noncompliance be found, Pleasant Senior Center shall work with the contactor, consultant, or vendor to come into voluntary compliance. If that is unsuccessful, Pleasant Senior Center shall take additional action to ensure compliance. All procedures for compliance and enforcement outline the agency's commitment to compliance in all Title VI and other non-discrimination areas, such as ADA, DBE, and Contract Compliance.

ATTACHMENT A

The United States Department of Transportation (USDOT) Standard Title VI/Non-Discrimination Assurances

DOT Order No. 1050.2A

The PLEASANT SENIOR CENTER (herein referred to as the "Recipient"), **HEREBY AGREES THAT**, as a condition to receiving any Federal financial assistance from the U.S. Department of Transportation (DOT), through the Federal Transit Administration, is subject to and will comply with the following:

Statutory/Regulatory Authorities

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
- 49 C.F.R. Part 21 (entitled Non-discrimination In Federally Assisted Programs Of The Department Of Transportation-Effectuation Of Title VI Of The Civil Rights Act Of 1964);
- 28 C.F.R. section 50.3 (U.S. Department of Justice Guidelines for Enforcement of Title VI of the Civil Rights Act of 1964);

The preceding statutory and regulatory cites hereinafter are referred to as the "Acts" and "Regulations," respectively.

General Assurances

In accordance with the Acts, the Regulations, and other pertinent directives, circulars, policy, memoranda, and/or guidance, the Recipient hereby gives assurance that it will promptly take any measures necessary to ensure 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, for which the Recipient receives Federal financial assistance from DOT, including the Federal Highway Administration.

The Civil Rights Restoration Act of 1987 clarified the original intent of Congress, with respect to Title VI and other Non-discrimination requirements (The Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973), by restoring the broad, institutional-wide scope and coverage of these non-discrimination statutes and requirements to include all programs and activities of the Recipient, so long as any portion of the program is Federally assisted.

Specific Assurances

More specifically, and without limiting the above general Assurance, the Recipient agrees with and gives the following Assurances with respect to its Federally assisted Title VI Program:

1. The Recipient agrees that each "activity," "facility," or "program," as defined in §§ 21.23(b) and 21.23(e) of 49 C.F.R. § 21 will be (with regard to an "activity") facilitated, or will be (with regard to a "facility") operated, or will be (with regard to a "program") conducted in compliance with all requirements imposed by, or pursuant to the Acts and the Regulations.

2. The Recipient will insert the following notification in all solicitations for bids, Requests For Proposals for work, or material subject to the Acts and the Regulations made in connection with all Title VI and, in adapted form, in all proposals for negotiated agreements regardless of funding source:

"PLEASANT SENIOR CENTER, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award."
3. The Recipient will insert the clauses of Appendix A and E of this Assurance in every contract or agreement subject to the Acts and the Regulations.
4. The Recipient will insert the clauses of Appendix B of this Assurance, as a covenant running with the land, in any deed from the United States effecting or recording a transfer of real property, structures, use, or improvements thereon or interest therein to a Recipient.
5. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the Assurance will extend to the entire facility and facilities operated in connection therewith.
6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the Assurance will extend to rights to space on, over, or under such property.
7. That the Recipient will include the clauses set forth in Appendix C and Appendix D of this Assurance, as a covenant running with the land, in any future deeds, leases, licenses, permits, or similar instruments entered into by the Recipient with other parties:
 - a. for the subsequent transfer of real property acquired or improved under the applicable activity, project, or program; and
 - b. for the construction or use of, or access to, space on, over, or under real property acquired or improved under the applicable activity, project, or program.
8. That this Assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property, or interest therein, or structures or improvements thereon, in which case the Assurance obligates the Recipient, or any transferee for the longer of the following periods:
 - a. the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or
 - b. the period during which the Recipient retains ownership or possession of the property.
9. The Recipient will provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, sub-recipients, sub-grantees, contractors, subcontractors, consultants, transferees, successors in interest, and other participants of

Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Acts, the Regulations, and this Assurance.

10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Acts, the Regulations, and this Assurance.

By signing this ASSURANCE, PLEASANT SENIOR CENTER also agrees to comply (and require any sub-recipients, sub-grantees, contractors, successors, transferees, and/or assignees to comply) with all applicable provisions governing the Federal Transit Administration access to records, accounts, documents, information, facilities, and staff. You also recognize that you must comply with any program or compliance reviews, and/or complaint investigations conducted by the Federal Transit Administration. You must keep records, reports, and submit the material for review upon request to Federal Transit Administration, or its designee in a timely, complete, and accurate way. Additionally, you must comply with all other reporting, data collection, and evaluation requirements, as prescribed by law or detailed in program guidance.

PLEASANT SENIOR CENTER gives this ASSURANCE in consideration of and for obtaining any Federal grants, loans, contracts, agreements, property, and/or discounts, or other Federal-aid and Federal financial assistance extended after the date hereof to the recipients by the U.S. Department of Transportation under the Title VI Program. This ASSURANCE is binding on Nevada, other recipients, sub-recipients, sub-grantees, contractors, subcontractors and their subcontractors', transferees, successors in interest, and any other participants in the Title VI Program. The person(s) signing below is authorized to sign this ASSURANCE on behalf of the Recipient.

PLEASANT SENIOR CENTER


by _____
Signed by highest authority in Agency

DATED _____

APPENDIX A

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees as follows:

1. **Compliance with Regulations:** The contractor (hereinafter includes consultants) will comply with the Acts and the Regulations relative to Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation, Federal Highway Administration, as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.
2. **Non-discrimination:** The contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR Part 21.
3. **Solicitations for Subcontracts, Including Procurements of Materials and Equipment:** In all solicitations, either by competitive bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor's obligations under this contract and the Acts and the Regulations relative to Non-discrimination on the grounds of race, color, or national origin.
4. **Information and Reports:** The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Recipient or the Federal Highway Administration to be pertinent to ascertain compliance with such Acts, Regulations, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the Recipient or the Federal Highway Administration, as appropriate, and will set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of a contractor's noncompliance with the Non-discrimination provisions of this contract, the Recipient will impose such contract sanctions as it or the Federal Highway Administration may determine to be appropriate, including, but not limited to:
 - a. withholding payments to the contractor under the contract until the contractor complies; and/or
 - b. cancelling, terminating, or suspending a contract, in whole or in part.
6. **Incorporation of Provisions:** The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with respect to any subcontract or procurement as the Recipient or the Federal Highway Administration may direct as a means of enforcing such provisions



including sanctions for noncompliance. Provided, that if the contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the contractor may request the Recipient to enter into any litigation to protect the interests of the Recipient. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

APPENDIX B

CLAUSES FOR DEEDS TRANSFERRING UNITED STATES PROPERTY

The following clauses will be included in deeds effecting or recording the transfer of real property, structures, or improvements thereon, or granting interest therein from the United States pursuant to the provisions of Assurance 4:

NOW, THEREFORE, the U.S. Department of Transportation as authorized by law and upon the condition that the PLEASANT SENIOR CENTER will accept title to the lands and maintain the project constructed thereon in accordance with Title 23, U.S.C, the Regulations for the Administration of Title VI Program, and the policies and procedures prescribed by the Federal Highway Administration of the U.S. Department of Transportation in accordance and in compliance with all requirements imposed by Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Non-discrimination in Federally-assisted programs of the U.S Department of Transportation pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252; 42 U.S.C. § 2000d to 2000d-4), does hereby remise, release, quitclaim and convey unto the PLEASANT SENIOR CENTER all the right, title and interest of the U.S. Department of Transportation in and to said lands described in Exhibit A attached hereto and made a part hereof.

(HABENDUM CLAUSE)

TO HAVE AND TO HOLD said lands and interests therein unto PLEASANT SENIOR CENTER and its successors forever, subject, however, to the covenants, conditions, restrictions and reservations herein contained as follows, which will remain in effect for the period during which the real property or structures are used for a purpose for which Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits and will be binding on the PLEASANT SENIOR CENTER, its successors and assigns.

PLEASANT SENIOR CENTER, in consideration of the conveyance of said lands and interests in lands, does hereby covenant and agree as a covenant running with the land for itself, its successors and assigns, that (1) no person will 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 with regard to any facility located wholly or in part on, over, or under such lands hereby conveyed [,] [and]* (2) that the PLEASANT SENIOR CENTER will use the lands and interests in lands and interests in lands so conveyed, in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation, Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations and Acts may be amended [, and (3) that in the event of breach of any of the above-mentioned non-discrimination conditions, the Pleasant Senior Center Here will have a right to enter or re-enter said lands and facilities on said land, and that above described land and facilities will thereon revert to and vest in and become the absolute property of the U.S. Department of Transportation and its assigns as such interest existed prior to this instruction].*

(*Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to make clear the purpose of Title VI.)

APPENDIX C

CLAUSES FOR TRANSFER OF REAL PROPERTY ACQUIRED OR IMPROVED UNDER THE ACTIVITY, FACILITY, OR PROGRAM

The following clauses will be included in deeds, licenses, leases, permits, or similar instruments entered into by the PLEASANT SENIOR CENTER pursuant to the provisions of Assurance 7(a):

- A. The (grantee, lessee, permittee, etc. as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree [in the case of deeds and leases add "as a covenant running with the land"] that:
 1. In the event facilities are constructed, maintained, or otherwise operated on the property described in this (deed, license, lease, permit, etc.) for a purpose for which a U.S. Department of Transportation activity, facility, or program is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee, lessee, permittee, etc.) will maintain and operate such facilities and services in compliance with all requirements imposed by the Acts and Regulations (as may be amended) such that no person on the grounds of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities.
- B. With respect to licenses, leases, permits, etc., in the event of breach of any of the above Non-discrimination covenants, Pleasant Senior Center Here will have the right to terminate the (lease, license, permit, etc.) and to enter, re-enter, and repossess said lands and facilities thereon, and hold the same as if the (lease, license, permit, etc.) had never been made or issued.*
- C. With respect to a deed, in the event of breach of any of the above Non-discrimination covenants, the Pleasant Senior Center Here will have the right to enter or re-enter the lands and facilities thereon, and the above described lands and facilities will there upon revert to and vest in and become the absolute property of the Pleasant Senior Center Here and its assigns.*

(*Reverter clause and related language to be used only when it is determined that such a clause is necessary to make clear the purpose of Title VI.)

APPENDIX D

CLAUSES FOR CONSTRUCTION/USE/ACCESS TO REAL PROPERTY ACQUIRED UNDER THE ACTIVITY, FACILITY OR PROGRAM

The following clauses will be included in deeds, licenses, permits, or similar instruments/agreements entered into by Pleasant Senior Center Here pursuant to the provisions of Assurance 7(b):

- A. The (grantee, licensee, permittee, etc., as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in the case of deeds and leases add, "as a covenant running with the land") that (1) no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities, (2) that in the construction of any improvements on, over, or under such land, and the furnishing of services thereon, no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination, (3) that the (grantee, licensee, lessee, permittee, etc.) will use the premises in compliance with all other requirements imposed by or pursuant to the Acts and Regulations, as amended, set forth in this Assurance.
- B. With respect to (licenses, leases, permits, etc.), in the event of breach of any of the above Non-discrimination covenants, Pleasant Senior Center Here will have the right to terminate the (license, permit, etc., as appropriate) and to enter or re-enter and repossess said land and the facilities thereon, and hold the same as if said (license, permit, etc., as appropriate) had never been made or issued.*
- C. With respect to deeds, in the event of breach of any of the above Non-discrimination covenants, Pleasant Senior Center Here will there upon revert to and vest in and become the absolute property of Pleasant Senior Center Here and its assigns. *

(*Reverter clause and related language to be used only when it is determined that such a clause is necessary to make clear the purpose of Title VI.)

APPENDIX E

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees to comply with the following non-discrimination statutes and authorities; including but not limited to:

Pertinent Non-Discrimination Authorities:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), (prohibits discrimination on the basis of sex);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38;
- The Federal Aviation Administration's Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures Non-discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations.
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of Limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);

Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq)

ATTACHMENT B - TITLE VI POLICY STATEMENT - TITULO VI DECLARACIÓN DE POLÍTICAS

Title VI of the Civil Rights Act of 1964 states:

"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 subjected to discrimination under any program or activity receiving Federal financial assistance." The PLEASANT SENIOR CENTER is committed to complying with the requirements of Title VI in all of its federally funded programs and activities. For additional information about the PLEASANT SENIOR CENTER's Title VI obligations, please contact (775)623-6211 or visit our website at www.hcnv.us.

Segùn el Título VI de los Derechos Civiles de 1964 se exige que:

"Ninguna persona dentro de los Estados Unidos, por motivos de raza, color de la piel ó país de origen le sea excluido de, de o negados los beneficios de, o ser sujeto de discriminación, bajo cualquier programa ó actividad en donde se reciba subvención del gobierno federal". El PLEASANT SENIOR CENTER se compromete a cumplir con los requisitos del Título VI en todas sus programas y financiados el gobierno federal. Para información adicional sobre la obligación de Título VI de la PLEASANT SENIOR CENTER, por favor llámenos al (775)623-6211 ó nuestro sitio web www.hcnv.us.

Making a Title VI Complaint

Any person who believes he or she has been aggrieved by an unlawful discriminatory practice under Title VI may file a complaint with PLEASANT SENIOR CENTER. Any such complaint must be in writing and filed with the PLEASANT SENIOR CENTER within 180 days following the date of the alleged discriminatory occurrence. For information on how to file a complaint, please contact:

Remitlr Una Queja del Titulo VI

Cualquier persona quien considere que haya sido subject de discriminación puede presentar una queja por queja escrito ante el PLEASANT SENIOR CENTER. La queja debe ser remitida por escrito a PLEASANT SENIOR CENTER dentro de ciento-ochenta (180) días posteriors al ultimo supuesto el incidente. Para información en cómo remitir una queja, por favor en contactar a:

Title VI Coordinator
PLEASANT SENIOR CENTER
1480 Lay Street
Winnemucca, NV 89445

by 
Signed by highest authority in Agency

DATED 12-15-2020

ATTACHMENT E – Notice to the Public

PLEASANT SENIOR CENTER'S NONDISCRIMINATION NOTICE TO THE PUBLIC The PLEASANT SENIOR CENTER hereby gives public notice that it is the Agency's policy to assure full compliance with Title VI of the Civil Rights Act of 1964, Title II of the Americans with Disabilities Act of 1990 (ADA), and other related authorities in all of its programs and activities. PLEASANT SENIOR CENTER's Title VI and ADA Programs require 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 program or activity. Any person, who believes his/her Title VI or ADA rights have been violated, may file a complaint. Any such complaint must be in writing and filed with PLEASANT SENIOR CENTER's Civil Rights Office within one hundred eighty (180) days following the date of the alleged discriminatory occurrence. For additional information about PLEASANT SENIOR CENTER's Civil Rights programs and the procedures to file a complaint contact the PLEASANT SENIOR CENTER's Civil Rights Office via the information listed below:

PLEASANT SENIOR CENTER'S NONDISCRIMINATION NOTICE TO THE PUBLIC The PLEASANT SENIOR CENTER por la presente notifica públicamente que es política de la Agencia asegurar el pleno cumplimiento del Título VI de la Ley de Derechos Civiles de 1964, Título II de la Ley de Estadounidenses con Discapacidades de 1990 (ADA), y otras autoridades relacionadas en todos sus programas y actividades. Los Programas De Título VI y ADA de PLEASANT SENIOR CENTER requieren que ninguna persona, por motivos de raza, color, origen nacional o discapacidad, sea excluida de la participación, se le nieguen los beneficios de cualquier programa o actividad o se le oirán de otra manera de discriminación en virtud de cualquier programa o actividad. Cualquier persona, que crea que sus derechos de Título VI o ADA han sido violados, puede presentar una queja. Dicha queja debe presentarse por escrito y presentarse ante la Oficina de Derechos Civiles de PLEASANT SENIOR CENTER dentro de los ciento ochenta (180) días siguientes a la fecha de la supuesta ocurrencia discriminatoria. Para obtener información adicional sobre los programas de derechos civiles de PLEASANT SENIOR CENTER y los procedimientos para presentar una queja, póngase en contacto con la Oficina de Derechos Civiles de PLEASANT SENIOR CENTER a través de la información que se indica a continuación:

Title VI Coordinator
Pleasant Senior Center
1480 Lay Street
Winnemucca, NV 89445
775-623-6211
hcsc@winnemucca.net

3. Describir cómo fueron discriminados. ¿Lo que pasó y quién fue el responsable? Para espacio adicional, adjuntar hojas adicionales de papel o la parte posterior del formulario.

4. ¿Presentó esta denuncia con otro federal, estatal o agencia local; o ante un tribunal federal o estatal. (Compruebe el espacio correspondiente) Sí No

Si tu respuesta es Sí, compruebe cada agencia que una denuncia con:

- | | | |
|--|--|--|
| <input type="checkbox"/> Agencia Federal | <input type="checkbox"/> Corte Federal Court | <input type="checkbox"/> Agencia Estatal |
| <input type="checkbox"/> Corte Estatal | <input type="checkbox"/> Agencia Local | <input type="checkbox"/> Otro |

5. Proporcionar la información de contacto para la agencia que también presentó la denuncia ante:

Nombre: _____

Domicilio: _____

Cuidad: _____ Estado : _____ Codigo Postal: _____

Fecha de archivo: _____

Firmar a continuación y asegúrese de fijar o proporcionar cualquier información de apoyo que usted cree puede apoyar su reclamo.

Firma del Querellante

Fecha

PLEASANT SENIOR CENTER - Título Vi Denuncia Forma - Español

Título VI de la ley de derechos civiles de 1964 Estados "ninguna persona en los Estados Unidos, por razón de raza, color u origen nacional, excluida de la participación en, ser negada los beneficios de o ser objeto de discriminación bajo cualquier programa o actividad recibiendo asistencia financiera federal". Dos órdenes ejecutivas extender las protecciones del título VI a la justicia ambiental, que también protege a las personas de bajos ingresos y habilidad limitada de inglés (LEP). Por favor proporcione la siguiente información necesaria para procesar su queja. Asistencia está disponible a petición. Complete este formulario y correo o entregar: PLEASANT SENIOR CENTER, Patricia Tindall, 1480 Lay Street, Winnemucca, NV 89445.

El nombre del Querellante (por favor imprima): _____

Domicillio: _____

Ciudad: _____ Estado: _____ Codigo Postal: _____

Numero de telefono (Casa): _____ (Cell): _____

Persona discriminada (si no es querellante)

Nombre (por favor imprima): _____

Domicillio: _____

Ciudad: _____ Estado: _____ Codigo Postal: _____

Numero de telefono (Home): _____ (Cell): _____

1. ¿Qué se basa la discriminación? (Marque todas las que apliquen):

Raze

Color de Piel

Pais de Origen

2. Fecha de incidente dando lugar a la discriminación: ____/____/____.

PLEASANT SENIOR CENTER Title VI Complaint Form – English

Title VI of the Civil Rights Act of 1964 states "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."

Please provide the following information necessary in order to process your complaint. Assistance is available upon request. Complete this form and mail or deliver to: PLEASANT SENIOR CENTER, Patricia Tindall, 1480 Lay Street, Winnemucca, NV 89445.

Complainant's Name (please print): _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No. (Home): _____ (Cell): _____

Person discriminated against (if other than complainant)

Name (please print): _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No. (Home): _____ (Cell): _____

1. What was the discrimination based on? (Check all that apply):

Race

Color

National Origin

2. Date of incident resulting in discrimination: / /

Upon receipt of a completed complaint, the CRO will determine jurisdiction, acceptability or need for additional information and, within five days, acknowledge receipt of the complaint and the intended course of action.

- NDOT has sole authority for and will adjudicate all complaints filed against NDOT sub-recipients;
- Complaints against PLEASANT SENIOR CENTER in USDOT funded programs will be referred to NDOT and/or USDOT for processing; and
- Complaints under all other federally funded programs fall under NDOT's authority and jurisdiction.

For acceptance, a complaint must be:

- Timely filed;
- Involve a covered basis (i.e., race, color, or national origin); and

Complaints may be dismissed if the complainant:

- Requests the withdrawal of the complaint;
- Fails to respond to repeated requests for additional information;
- Fails to cooperate in the investigation; or
- Cannot be located after reasonable attempts to reach the complainant have been made.

Complaints that fall under the jurisdiction of USDOT – NDOT Civil Rights Officer, will forward a copy of the complaint and preliminary finding to USDOT-HCR within 60 days. Once USDOT-HCR issues its final decision, it will notify NDOT and, NDOT will notify all parties involved.

All allegations of discrimination will be taken seriously, and every effort will be made to provide a fair and unbiased determination. In instances where there is dissatisfaction with NDOT's determination, the complainant may file a complaint directly with the appropriate USDOT modality:

- US Department of Transportation, Federal Highway Administration, Nevada Division 705 Plaza Street #220, Ste. 220, Carson City, NV 89701;
- US Department of Transportation, Federal Highway Administration, Office of Civil Rights 1200 New Jersey Ave. SE, Washington, DC 20590;
- US Department of Transportation, Federal Transit Administration FTA Office of Civil Rights, 1200 New Jersey Ave. SE, Washington, DC 20590

ATTACHMENT D – TITLE VI COMPLAINT PROCEDURES

The complaint procedures are available on PLEASANT SENIOR CENTER's website and cover the following:

- Title VI of the Civil Rights Act of 1964
- Section 504 of the Rehabilitation Act of 1973
- Civil Rights Restoration Act of 1973
- Civil Rights Restoration Act of 1987
- Americans with Disabilities Act of 1990
- Executive Order 12898
- Executive Order 13166

Any person, specific class of persons or entity that believes they have been subjected to discrimination as prohibited by the legal provisions of Title VI on the basis of race, color, or national origin status may file a formal complaint with PLEASANT SENIOR CENTER's Civil Rights Office. A copy of the Complaint Form is available on PLEASANT SENIOR CENTER's website and may be accessed electronically at: www.hcnv.us

Title VI Complaint Reporting

The complaint must be filed within 180 days of the alleged discrimination and include the date the alleged discrimination became known to the complainant or the last date of the incident.

The complaint must be written and signed by the complainant and shall include:

The Complainant(s) name, address, and phone number;

- A detailed description of the alleged incident that led the complainant to believe discrimination occurred;
- The date of the alleged act of discrimination, the date when the complainant(s) became aware of the alleged discrimination, the last date of the conduct or the date or the date the conduct was discontinued;
- The names and job titles of those parties involved in the complaint;
- The facts and circumstances surrounding the alleged discrimination and the basis of the complaint (i.e., race, color, national origin, sex, age, disability, income status or retaliation);
- Names and contact information of persons whom the investigator can contact for additional information to support or clarify the allegations; and
- The corrective action being sought by the complainant. Complaints may be filed by one of the following methods:
 - By completing and signing the Complaint Form and delivering it in person or by mail;
 - By emailing or faxing the Complaint Form and sending the signed original to the Civil Rights Officer (CRO); and
 - For the disabled, by calling the CRO where information obtained will be used to complete the Complaint Form and, subsequently, forwarded to the complainant for review, signature, and return.

ATTACHMENT C – ORG CHART

