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# *Title VI Implementation Plan*

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## ***Horizon Health and Wellness***

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# Executive Summary

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Horizon Health and Wellness is a private, not-for-profit agency that provides quality psychiatric and medical services and programming to disabled individuals and families in Pinal, Gila, Yuma, Cochise, Santa Cruz, and Maricopa counties. The agency provides transportation services to eligible registered participants to access medically-necessary services. Agency services include: Primary medical care; psychiatric services; individual and group therapy; inpatient services; residential treatment for individuals with a serious mental illness; substance abuse residential treatment; vocational and educational services. Transportation is also provided to individuals with developmental disabilities enrolled in the agency's day treatment programs and group homes.

The agency has been a 5310 grantee since 1985. The Risk Management Director oversees the Transportation Department, which includes a Fleet Manager and Transportation Supervisors.

**What type of program fund(s) did you apply for?**

- ☒ 5310
- ☐ 5311
- ☐ Other (please explain) \_\_\_\_\_

**Type of Funding Requests? (Select all that apply)**

- ☒ Vehicle Funds
- ☐ Operating Funds
- ☐ Other (please explain) \_\_\_\_\_

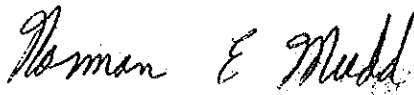
# Non Discrimination Policy Statement

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Horizon Health and Wellness' policy assures full compliance with Title VI of the Civil Rights act of 1964, the Restoration Act of 1987, section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), and related statutes and regulations in all programs and activities. Title VI states that "no person shall on the grounds of race, color, national origin, or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination" under any Horizon Health and Wellness sponsored program or activity. There is no distinction between the sources of funding.

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

When Horizon Health and Wellness distributes Federal-aid funds to another entity/person, Horizon Health and Wellness will ensure all subrecipients fully comply with Horizon Health and Wellness' Title VI Nondiscrimination Program requirements. The CEO has delegated the authority to Marsha Ashcroft, Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.



Norman E. Mudd, CEO

May 3, 2017

Date

# Non Discrimination Notice to the Public

## Notifying the Public of Rights Under Title VI and ADA Horizon Health and Wellness

Horizon Health and Wellness operates its programs and services without regard to race, color, national origin or disability in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Horizon Health and Wellness.

For more information on Horizon Health and Wellness' civil rights program, and the procedures to file a complaint, contact Marsha Ashcroft, 520-836-1688, (TTY 1-800-367-8939); email [marsha.ashcroft@hhwaz.org](mailto:marsha.ashcroft@hhwaz.org); or visit our administrative office at 210 E. Cottonwood Lane, Casa Grande, AZ 85122. For more information, visit [www.hhwaz.org](http://www.hhwaz.org).

A complainant may file a complaint directly with the Arizona Department of Transportation (ADOT) or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: ADOT: ATTN: Title VI Program Manager 206 S. 17<sup>TH</sup> Ave MD 155A RM: 183 Phoenix AZ, 85007 FTA: ATTN: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact 520-836-1688. Para información en Español llame: 520-836-1688.

*The above notice is posted in the following locations: 210 E. Cottonwood Lane, Casa Grande, AZ 85122; 120 W. Main Street, Casa Grande, AZ 85122; 415 W. Baseline Spur, Globe, AZ 85501; 160 W. University Dr., Mesa, AZ 85201; 791 S. 4<sup>th</sup> Ave., Suite A, Yuma, AZ 85364; 412 N. Morley Ave., Nogales, AZ 85621; 1939 S. Frontage Rd., Suite A, Sierra Vista, AZ 85635; 625 N. Plaza Drive, Apache Junction, AZ 85120; 477 E. Broadway Rd., Apache Junction, AZ 85120; 22713 S. Ellsworth Rd., Bldg. A, Queen Creek, AZ 85142; 980 E. Mt. Lemmon Rd., Bldgs. 1 & 2, Oracle, AZ 85623; 374 Alden Rd., Kearny, AZ 85137; and all transit vehicles.*

*This notice is posted online at [www.hhwaz.org](http://www.hhwaz.org).*

# Non Discrimination Notice to the Public - Spanish

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## Aviso Público Sobre los Derechos Bajo el Título VI Y ADA Horizon Health and Wellness

Horizon Health and Wellness (*y sus subcontratistas, si cualquiera*) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964, Sección 504 de la Ley de Rehabilitación de 1973 y La Ley de ciudadanos Americanos con Discapacidades de 1990 (ADA). El nivel y la calidad de servicios de transporte serán provehidos sin consideración a su raza, color, o país de origen.

Para obtener más información sobre la Horizon Health and Wellness' programa de derechos civiles, y los procedimientos para presentar una queja, contacte Marsha Ashcroft, 520-836-1688, (TTY 1-800-367-8939); o visite nuestra oficina administrativa en 210 E. Cottonwood Lane, Casa Grande, AZ 85122. Para obtener más información, visite [www.hhwaz.org](http://www.hhwaz.org).

El puede presentar una queja directamente con Arizona Department of Transportation (ADOT) o Federal Transit Administration (FTA) mediante la presentación de una queja directamente con las oficinas correspondientes de Civil Rights: ADOT: ATTN Title VI Program Manager 206 S. 17th Ave MD 155A Phoenix AZ, 85007 FTA: ATTN Title VI Program Coordinator, East Building, 5th Floor –TCR 1200 New Jersey Ave., SE Washington DC 20590

*The above notice is posted in the following locations: 210 E. Cottonwood Lane, Casa Grande, AZ 85122; 120 W. Main Street, Casa Grande, AZ 85122; 415 W. Baseline Spur, Globe, AZ 85501; 160 W. University Dr., Mesa, AZ 85201; 791 S. 4<sup>th</sup> Ave., Suite A, Yuma, AZ 85364; 412 N. Morley Ave., Nogales, AZ 85621; 1939 S. Frontage Rd., Suite A, Sierra Vista, AZ 85635; 625 N. Plaza Drive, Apache Junction, AZ 85120; 477 E. Broadway Rd., Apache Junction, AZ 85120; 22713 S. Ellsworth Rd., Bldg. A, Queen Creek, AZ 85142; 980 E. Mt. Lemmon Rd., Bldgs. 1 & 2, Oracle, AZ 85623; 374 Alden Rd., Kearny, AZ 85137; and all transit vehicles.*

*This notice is posted online at [www.hhwaz.org](http://www.hhwaz.org).*

# Non Discrimination Complaint Procedures

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These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA) as they relate to any program or activity that is administered by Horizon Health and Wellness, including consultants, contractors and vendors. Intimidation or retaliation as a result of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

- (1) Any person who believes he and/or she has been discriminated against on the basis of race, color, national origin, or disability may file a Discrimination complaint by completing and submitting the agency's Title VI Complaint Form.
- (2) Formal complaints must be filed within 180 calendar days of the last date of the alleged act of discrimination or the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.
- (3) Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number. The ADA/Title VI contact person will assist the complainant with documenting the issues if necessary.
- (4) Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or email transmittal for the complaint to be processed.
- (5) Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return for processing.
- (6) Once submitted Horizon Health and Wellness will review the complaint form to determine jurisdiction. All complaints will receive an acknowledgement letter informing her/him whether the complaint will be investigated by Horizon Health and Wellness or submitted to the State or Federal authority for guidance.

- (7) Horizon Health and Wellness will notify the ADOT Civil Rights Office of ALL Discrimination complaints within 72 hours via telephone at 602-712-8946; or email at [civilrightsoffice@azdot.gov](mailto:civilrightsoffice@azdot.gov).
- (8) Horizon Health and Wellness has 60 days to investigate the complaint.  
If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
- (9) After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Discrimination violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.
- (10) A copy of either the closure letter or LOF must be also be submitted to ADOT within 72 hours of that decision. Letters may be submitted by hardcopy or email.
- (11) A complainant dissatisfied with Horizon Health and Wellness' decision may file a complaint with the Arizona Department of Transportation (ADOT) or the Federal Transit Administration (FTA) offices of Civil Rights: **ADOT:** ATTN ADA/Title VI Program Coordinator 206 S. 17<sup>TH</sup> Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA:** Attention Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (12) A copy of these procedures can be found online at [www.hhwaz.org](http://www.hhwaz.org).



# Discrimination Complaint Form

<b>Section I:</b>		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
<b>Section II:</b>		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes*	<input type="checkbox"/> No
<i>*If you answered "yes" to this question, go to Section III.</i>		
If not, please supply the name and relationship of the person for whom you are complaining.		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>Section III:</b>		
I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/> Disability		
Date of Alleged Discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		
<hr/> <hr/> <hr/>		
<b>Section VI:</b>		
Have you previously filed a Discrimination complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If yes, please provide any reference information regarding your previous complaint.

**Section V:**

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

☐ Yes ☐ No

If yes, check all that apply:

☐ Federal Agency: \_\_\_\_\_

☐ Federal Court: \_\_\_\_\_

☐ State Agency: \_\_\_\_\_

☐ State Court : \_\_\_\_\_

☐ Local Agency: \_\_\_\_\_

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

**Section VI:**

Name of agency complaint is against:

Name of person complaint is against:

Title:

Location:

Telephone Number (if available):

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are required below

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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

Horizon Health and Wellness, Title VI Coordinator

210 E. Cottonwood Lane

Casa Grande, AZ 85122

520-836-1688

marsha.ashcroft@hhwaz.org

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

# Discrimination Investigations, Complaints, and Lawsuits

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

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

☒ Horizon Health and Wellness has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in 2016.

# **HORIZON HEALTH AND WELLNESS**

## *Public Participation Plan*

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Horizon Health and Wellness is engaging the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public will be invited to participate in the process whether through public meetings or surveys. As an agency receiving federal financial assistance, Horizon Health and Wellness made the following community outreach efforts:

1) Public Meetings:

- a. Horizon Health and Wellness conducts Peer and Family Advisory Council meetings on a monthly basis. These meetings involve attendance by stakeholders and the general public to discuss issues and concerns related to services provided by the Agency, including transportation.
- b. Horizon Health and Wellness conducts Board Meetings on a monthly basis. These meetings involve attendance by members of the Board and the general public for planning and decision-making purposes.

2) Horizon Health and Wellness provides brochures to the general public that describe services available to the public, including transportation.

In the upcoming year Horizon Health and Wellness will make the following community outreach efforts:

1) Public Meetings:

- a. Horizon Health and Wellness will conduct Peer and Family Advisory Council meetings on a monthly basis. These meetings will involve attendance by stakeholders and the general public to discuss issues and concerns related to services provided by the Agency, including transportation.
- b. Horizon Health and Wellness will conduct Board Meetings on a monthly basis. These meetings will involve attendance by members of the Board and the general public for planning and decision-making purposes.

2) Public meetings are held in locations accessible to people with disabilities.

3) Horizon Health and Wellness will provide brochures to the general public that describe services available to the public, including transportation.

NOTICES ATTACHED



Please join us!  
Your thoughts, ideas, and suggestions are very  
important to us to help improve our quality of  
services.

**HHW**

**Client and Family Advisory  
Council Meeting**

Wednesday, January 18, 2017

1:00pm to 3:00p.m.

Location: 120 W. Main Street

Casa Grande, AZ 85122

RSVP/ Refreshments will be served!

(520) 870-9454

Transportation provided for clients and a family  
member upon request.



Please join us!  
Your thoughts, ideas, and suggestions are very  
important to us to help improve our quality of  
services.

**HHW**

**Client and Family Advisory  
Council Meeting**

Wednesday, February 15, 2017  
1:00pm to 3:00p.m.

Location: 120 W. Main Street  
Casa Grande, AZ 85122

RSVP/ Refreshments will be served!  
(520) 870-9454

Transportation provided for clients and a family  
member upon request.



Please join us!  
Your thoughts, ideas, and suggestions are very  
important to us to help improve our quality of  
services.

**HHW**

**Client and Family Advisory  
Council Meeting**

Wednesday, March 15, 2017

1:00pm to 3:00p.m.

Location: 120 W. Main Street

Casa Grande, AZ 85122

RSVP/ Refreshments will be served!

(520) 870-9454

Transportation provided for clients and a family  
member upon request.





Please join us!  
Your thoughts, ideas, and suggestions are very  
important to us to help improve our quality of  
services.

**HHW**

**Client and Family Advisory  
Council Meeting**

Wednesday, May 17, 2017

1:00pm to 3:00p.m.

Location: 120 W. Main Street

Casa Grande, AZ 85122

RSVP/ Refreshments will be served!

(520) 870-9454

Transportation provided for clients and a family  
member upon request.



Please join us!  
Your thoughts, ideas, and suggestions are very  
important to us to help improve our quality of  
services.

**HHW**

**Client and Family Advisory  
Council Meeting**

**Wednesday, June 21, 2017**

**1:00pm to 3:00p.m.**

**Location: 120 W. Main Street**

**Casa Grande, AZ 85122**

(PLEASE, RSVP for refreshment purposes)

(If you have any questions, please contact Rebecca)

**(520) 870-9454**

**Transportation provided for clients and family  
members upon request.**



## ***Peer and Family Advisory Council Meeting***

Please join us at the meeting.  
We welcome your thoughts, ideas, and  
suggestions to help improve our quality of services.

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**Location:** Superstition House  
525 E. Broadway Ave  
Apache Junction, AZ 85119

**Time:** 1:00 pm – 3:00 pm

**Meeting Dates for 2017:**

- January 17
- February 21
- March 21
- April 18
- May 16
- June 20
- July 18
- August 15
- September 19
- October 17
- November 21
- December 19

*Meetings are held on the 3<sup>rd</sup> Tuesday of each month*

*Snacks will be served*

*For further information please contact: Mauro 480-474-5644*



Norman E. Mudd, MA, LMFT  
Chief Executive Officer

Board Meeting  
Casa Grande  
January 11, 2017  
7:00 PM

**Board of Directors**

Sarah Garland  
President  
Casa Grande, AZ

Bill Pearlman  
President-Elect  
Mesa, AZ

Lou Miranda  
Treasurer  
Casa Grande, AZ

Carolyn Fairall  
Secretary  
Apache Junction, AZ

Clark Smithson  
Apache Junction, AZ

Robert Huddleston  
Casa Grande, AZ

Mike Farber  
Gold Canyon, AZ

W. James Hartfield  
Casa Grande, AZ

Randall Holyoak  
Mesa, AZ

Quindia A. Palmer  
Casa Grande, AZ

Jared Richardson  
Apache Junction, AZ

**I. CALL TO ORDER:**

Ms. Garland

**II. PRESIDENT'S REPORT:**

Ms. Garland

**A. Approval of Minutes:**

1. December 14, 2016 Meeting Minutes
2. Ticket Drawing: Phoenix Suns vs Utah Jazz, Monday January 16<sup>th</sup> at 7pm

**B. Committee Reports:**

**1. Finance Committee**

Mr. Miranda

- a. Statement of Activities September 2016
- b. Statement of Financial Position November 2016
- c. Statement of Activities November 2016

**2. Services and Planning Committee:**

**1. Credentialing and Privileging**

- a. Kelly Keys, NP
- b. Michelle Rickman, NP
- c. JoAnn Sciacca, NP

**2. Policies**

- a. HR 210: Cultural Competency Plan
- b. IM 302: Record Retention, Retrieval, and Disposal
- c. PC 211: Court Ordered Treatment – Title 36
- d. PI 100: Quality Improvement and Assurance Plan
- e. RI 122: Informed Consent / Consent to Treat
- f. RI 164: Accommodating Disabilities / Explaining Participant's Rights

**3. Board Retreat**

**C. FQHC:**

1. AAHC Workshop for Board Members
2. Annual PCP Visit
3. HRSA Site Visit in August

Dr. Karst

**D. General Business:**

1. ACA Letter to Governor / AZ Congress
2. Homelessness Coalition Article
3. Outreach Article
4. Florence Project Update

Mr. Mudd

**III. CEO REPORT:** Mr. Mudd  
1. HR Staff Changes Report  
2. Director's Report

**IV. EXECUTIVE SESSION:** Mr. Mudd  
1. Proposition 206 Ramifications

**V. ACTION ITEMS:** Vote  
1. Approve December 2016 Board Minutes  
2. Approve December 2016 Executive Session Minutes  
3. Approve November 2016 Financial Statements  
4. Approve Credentialing  
a. Kelly Keys, NP  
b. Michelle Rickman, NP  
c. JoAnn Sciacca, NP  
5. Approve Policies  
a. HR 210: Cultural Competency Plan  
b. IM 302: Record Retention, Retrieval, and Disposal  
c. PC 211: Court Ordered Treatment – Title 36  
d. PI 100: Quality Improvement and Assurance Plan  
e. RI 122: Informed Consent / Consent to Treat  
f. RI 164: Accommodating Disabilities / Explaining Participant's Rights  
6. Approve Director's Report

**VI. ADJOURN:** Vote

**Attachments:**

Board Minutes December 2016  
Executive Session Minutes December 2016  
Statement of Activities September 2016  
Statement of Financial Position November 2016  
Statement of Activities November 2016  
HR 210: Cultural Competency Plan  
IM 302: Record Retention, Retrieval, and Disposal  
PC 211: Court Ordered Treatment – Title 36  
PI 100: Quality Improvement and Assurance Plan  
RI 122: Informed Consent / Consent to Treat  
RI 164: Accommodating Disabilities / Explaining Participant's Rights  
AAHC Conference Information  
ACA Letter to Governor / AZ Congress  
Homelessness Coalition Article  
Outreach Article  
HR Staff Changes Report  
Director's Report  
Proposition 206 Summary



Norman E. Mudd, MA, LMFT  
Chief Executive Officer

Board Meeting  
Apache Junction  
February 8, 2017  
7:00 PM

## Board of Directors

Sarah Garland  
President  
Casa Grande, AZ

Bill Pearlman  
President-Elect  
Mesa, AZ

Lou Miranda  
Treasurer  
Casa Grande, AZ

Carolyn Fairall  
Secretary  
Apache Junction, AZ

Clark Smithson  
Apache Junction, AZ

Robert Huddleston  
Casa Grande, AZ

Mike Farber  
Gold Canyon, AZ

W. James Hartfield  
Casa Grande, AZ

Randall Holyoak  
Mesa, AZ

Quindia A. Palmer  
Casa Grande, AZ

Jared Richardson  
Apache Junction, AZ

### I. CALL TO ORDER:

Ms. Garland

### II. PRESIDENT'S REPORT:

Ms. Garland

#### A. Approval of Minutes:

1. January 11, 2017 Meeting Minutes
2. Ticket Drawing: Phoenix Suns vs New Orleans Pelicans, Monday February 13<sup>th</sup> at 7 pm

#### B. Committee Reports:

1. Finance Committee  
a. Statement of Financial Position December 2016  
b. Statement of Activities December 2016

Mr. Miranda

#### 2. Services and Planning Committee:

1. Credentialing and Privileging
  - a. Mary Tulinnye, NP
  - b. Yolanda Beltran, LISAC
2. Policies
  - a. HR 306: Fingerprinting of Personnel
  - b. HR 615: Leave Donation
  - c. RI 130: Services To Persons Who Are Terminally Ill
  - d. RI 170: Appeals Procedure for Participants with Serious Mental Illness

#### C. Board Retreat

#### D. General Business:

1. Queen Creek Grand Opening 2/16/17
2. Earth Day Celebration 4/1/17
3. Letters of Recognition for Horizon Health and Wellness

Mr. Mudd

### III. CEO REPORT:

Mr. Mudd

1. HR Staff Changes Report
2. Director's Report

### IV. EXECUTIVE SESSION:

Mr. Mudd

1. Diann Lesueur, Board Applicant (referred by Mr. Pearlman)
2. Proposition 206 Update

**V. ACTION ITEMS:**

Vote

1. Approve January 2017 Board Minutes
2. Approve January 2017 Executive Session Minutes
3. Approve December 2016 Financial Statements
4. Approve Credentialing
  - a. Mary Tulinnye, NP
  - b. Yolanda Beltran, LISAC
5. Approve Policies
  - a. HR 306: Fingerprinting of Personnel
  - b. HR 615: Leave Donation
  - c. RI 130: Services To Persons Who Are Terminally Ill
  - d. RI 170: Appeals Procedure for Participants with Serious Mental Illness
6. Approve Director's Report

**VI. ADJOURN:**

Vote

**Attachments:**

Board Agenda

Board Minutes January 2016

Executive Session Minutes January 2016

Statement of Financial Position December 2016

Statement of Activities December 2016

HR 306: Fingerprinting of Personnel

HR 615: Leave Donation

RI 130: Services To Persons Who Are Terminally Ill

RI 170: Appeals Procedure for Participants with Serious Mental Illness

Queen Creek Grand Opening Flyer

Earth Day Celebration Flyer

Earth Heart Park Essay

City of AJ Letter of Support

CAC Community Support Partner

HHW Facebook Review

HR Staff Changes Report

Director's Report

Diann Lesueur Application

Proposition Handout



Norman E. Mudd, MA, LMFT  
Chief Executive Officer  
Board Meeting  
Casa Grande  
March 8, 2017  
7:00 PM

**Board of Directors**

Sarah Garland  
President  
Casa Grande, AZ

Bill Pearlman  
President-Elect  
Mesa, AZ

Lou Miranda  
Treasurer  
Casa Grande, AZ

Carolyn Fairall  
Secretary  
Apache Junction, AZ

Clark Smithson  
Apache Junction, AZ

Robert Huddleston  
Casa Grande, AZ

Mike Farber  
Gold Canyon, AZ

W. James Hartfield  
Casa Grande, AZ

Randall Holyoak  
Mesa, AZ

Quindia A. Palmer  
Casa Grande, AZ

Jared Richardson  
Apache Junction, AZ

**I. CALL TO ORDER:**

Ms. Garland

**II. PRESIDENT'S REPORT:**

Ms. Garland

**A. Approval of Minutes:**

1. February 8, 2017 Meeting Minutes
2. February 28, 2017 Special Session Meeting Minutes
3. Ticket Drawing: Phoenix Suns vs Oklahoma Thunder, Wednesday March 15<sup>th</sup> at 7 pm

**B. Committee Reports:**

1. Finance Committee
  - a. Statement of Financial Position January 2017
  - b. Statement of Activities January 2017

Mr. Miranda

**C. Board Retreat**

**D. General Business:**

1. Glassdoor Benefits Article
2. Executive Summary Report
3. Cenpatco Audit Results
4. AHCCCS Audit Results
5. Contract Plan Spreadsheet

Mr. Mudd

**III. CEO REPORT:**

Mr. Mudd

1. HR Staff Changes Report
2. Director's Report

**IV. EXECUTIVE SESSION:**

Mr. Mudd

1. PAC



**V. ACTION ITEMS:**

Vote

1. Approve February 8, 2017 Board Minutes
2. Approve February 8, 2017 Executive Session Minutes
3. Approve February 28, 2017 Special Session Board Minutes
4. Approve February 28, 2017 Special Session Executive Minutes
5. Approve January 2017 Financial Statements
6. Approve Director's Report

**VI. ADJOURN:**

Vote

**Attachments:**

Board Agenda

Board Minutes February 8, 2017

Board Executive Session Minutes February 8, 2017

Special Session Board Minutes February 28, 2017

Special Session Executive Minutes February 28, 2017

Statement of Financial Position January 2017

Statement of Activities January 2017

Glassdoor Benefits Article

Executive Summary Report

Cenpatico Audit Results

AHCCCS Audit Results

Contract Plan Spreadsheet

HR Staff Changes Report

Director's Report

Cenpatico PAC Letter

## Limited English Proficiency Plan

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# HORIZON HEALTH AND WELLNESS

## *Limited English Proficiency Plan*

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Horizon Health and Wellness has developed the following Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to Horizon Health and Wellness' services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining Horizon Health and Wellness' extent of obligation to provide LEP services, Horizon Health and Wellness undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

**1) Limited English Proficiency Persons in Horizon Health and Wellness' Service Area**

The number or proportion of LEP persons eligible in the Agency's service area who may be served or likely to encounter programs, activities, or services by Horizon Health and Wellness;

	Language Spoken at Home			"Speak English less than very well"
	English	Spanish	Other Languages	
Cochise	72.3%	24.1%	3.6%	10.1%
Gila	84.5%	8.4%	7%	3.8%
Maricopa	73.7%	20.3%	6%	9.7%
Santa Cruz	22.7%	76.4%	1%	30.2%
Pinal	78.7%	17.7%	3.7%	6.2%
Yuma	47.9%	49.9%	2.2%	23%

According to the 2010 to 2014 American Community Survey (ACS) five-year estimates, the highest percentages of LEP persons in our service area are in Santa Cruz and Yuma County. Of persons over 5 years old, 30.2% in Santa Cruz and 23% in Yuma County speak English less than "very well". Spanish is the language most commonly spoken at home. In these counties, the majority of our staff speak Spanish and provide oral interpretation and written translation services as needed.

**2) Frequency of LEP Persons Encounter of Programs**

Horizon Health and Wellness' transportation services primary contact with LEP individuals occurs when transporting participants to medical and court ordered appointments. The frequency is highest in Santa Cruz and Yuma counties where staff have daily contact with the LEP population. As the LEP population increases, so does the likelihood that our agency programs will have more frequent contact across our service area.

**3) Importance of Services Provided**

Horizon Health and Wellness' transportation services provide our participants with access to medically-necessary appointments, participation in community programs, and the opportunity to procure necessary personal items.

**4) Resources**

LEP resources are available at each facility and postings in English and Spanish indicate where further assistance may be found. All service areas have certified Spanish interpreters employed and written documents are made available in Spanish as requested. At least one Spanish speaking staff is available at each facility and during public meetings to assist with interpretation as needed.

A statement in Spanish will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested.

#### **Safe Harbor Provision**

Horizon Health and Wellness complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

- (1) Non Discrimination Notice to the Public
- (2) Non Discrimination Complaint Procedures
- (3) Discrimination Complaint Form

In addition, we will conduct our marketing (including using translated materials) in a manner that reaches each LEP group. Vital Documents include the following:

- (1) Notices of free language assistance for persons with LEP
- (2) Notice of Non-Discrimination and Reasonable Accommodation
- (3) Outreach Materials
- (4) Public Hearings

FORMS AND NOTICES ATTACHED

# **HORIZON HEALTH AND WELLNESS**

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*Sign language and  
interpretive services will  
be made available upon  
request*

# **HORIZON HEALTH AND WELLNESS**

***Servicios de interpretación  
y lenguaje por señas  
estarán disponibles bajo  
de petición***

This form is to be signed by the client and filed in their clinical record



- o Follow the instructions that you and your doctors have agreed on, including the instructions of nurses and other health care professionals.
- Appointments
  - o Schedule appointments during office hours when possible, instead of using urgent or emergency care.
  - o Keep appointments and come on time. Call your PCP's office ahead of time when you cannot keep your appointments. You may also call Cenpatco-IC Customer Service for assistance with appointments at: 1-866-496-6738, TTY/TDD 1-877-613-2076

Title 19/21 eligible persons are also responsible for:

- Protecting your Identification (ID) card;
- Not misusing your ID card, including loaning, selling or giving your card to others, which may result in the loss of your eligibility or legal action; and
- Keeping, not discarding, your ID card.

I understand that I have a right to oral interpretation services. I currently:

☐ Request oral interpretation services      ☐ Decline oral interpretation services

X \_\_\_\_\_  
Signature      Date

I have been informed about my right to make an Advanced Directive.

☐ Request Advanced Directive      ☐ Decline Advanced Directive

X \_\_\_\_\_  
Signature      Date

I acknowledge that I have access to the Cenpatco Integrated Care Member Handbook.

X \_\_\_\_\_  
Signature      Date

I have received a referral for TB (Tuberculosis) Testing and information related to Tuberculosis. I have been informed that the TB test must be read by a qualified medical professional within the time span recommended by the person or agency that gives me the TB test. (Referrals only need be made for TB testing for members who have been assessed as having a substance use disorder).

X \_\_\_\_\_  
Signature      Date



## SERVICE AGREEMENT

Between

Horizon Human Services

And

CATHOLIC COMMUNITY SERVICES OF SOUTHERN ARIZONA, INC. d.b.a.  
VALLEY CENTER OF THE DEAF

This agreement outlines the working arrangement between Horizon Human Services and Valley Center of the Deaf, hereinafter called VCD, for sign language interpreters on an as needed basis.

### REFERRALS FOR SERVICES PROVIDED AT YOUR DESIGNATED SITE:

While VCD will accept and process requests with less than five business days notice, the Horizon Human Services is encouraged to request sign language interpreter services at least five (5) business days in advance, in non-emergency situations. Requests with less than 4 business days notice, and less than 24 hours notice (excluding weekends and holidays) will be charged at higher rates. No guarantee of service is made or implied under this clause.

Horizon Human Services will include in the verbal referral the name of the deaf consumer, location of interpreting assignment (exact address), name of a contact person for the interpreter, name of the individual authorized to approve payment for the service, and an appropriate telephone number and extension, nature of the assignment and anticipated length of assignment. Requests can be made 24/7 online at [www.vcdaz.org](http://www.vcdaz.org) (Request an Interpreter tab), but will not be processed until regular business hours. Requests can be made via the following methods during business hours:

Phone: (602) 267-1921

Fax: (602)-273-1872

E-Mail: [interpreting@vcdaz.org](mailto:interpreting@vcdaz.org)

### FEES:

VCD will bill Horizon Human Services on the 15<sup>th</sup> and last day of each month, unless Horizon Human Services and VCD negotiate a different billing frequency. Any outstanding balances will be displayed on billing statements and are considered past due 30 days after the invoice date or when special arrangements are not met and may be subject to a late fee. Returned checks are subject to a \$25 fee.

### Rates for Sign Language Interpreting Services:

	Requested More Than 4 Days In Advance	Requested 4 Days to +24 Hrs In Advance (excluding weekends & holidays)	Requested Less Than 24 Hrs In Advance
1. Business Hours Rate for Non-Emergencies (per assigned interpreter) Monday through Friday, 8:00 AM to 6:00 PM	\$80 /Hr	\$65 /Hr	\$ 70 /Hr

# Non-elected Committees Membership Table

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

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

Body	Caucasian	Latino	African American	Asian American	Native American
Population					
Board of Directors	60%	10%	30%		

Excerpt from the Corporate By-Laws:

The Board of Directors shall attempt to recruit new Board members on a catchment area basis and in a manner which ensures that minorities and individuals with disabilities are strongly encouraged to apply. The Board shall make reasonable accommodation to the needs of applicants with disabilities and shall ensure that applicable equipment is available and that meeting places are accessible.

☒ Horizon Health and Wellness does NOT select the membership of any transit-related committees, planning boards, or advisory councils.

# Monitoring for Subrecipient Title VI Compliance

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Horizon Health and Wellness currently has no subrecipients.

☒ Horizon Health and Wellness does NOT monitor subrecipients for Title VI compliance.

# Title VI Training

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## Training for Title VI Program Coordinator

- March 28, 2017 : 5310 Program Webinar (included Title VI training); Attendee: Administrative Professional
- April 4, 2017: 5310 Program Webinar (included Title VI training); Attendee: Chief Administrative Officer
- Upcoming Trainings – Title VI Coordinator will regularly attending trainings with appropriate subject matter as they become available

## Training to Staff

- New Employee Orientation every other Thursday throughout the year
- Annually upon yearly hire date
- Staff that have contact with the public and service LEP persons receive education about LEP policies and procedures during new employee orientation and are trained to work with in-person and telephone interpreters. The Agency employs competent bilingual staff, at all facilities, who may act as interpreters and/or translators as needed. Standard written materials are made available in Spanish.

# Title VI Equity Analysis

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A subrecipient planning to acquire land to construct certain types of facilities must not discriminate on the basis of race, color, or national origin, against persons who may, as a result of the construction, be displaced from their homes or businesses. "Facilities" in this context does not include transit stations or bus shelters, but instead refers to storage facilities, maintenance facilities, and operation centers.

There are many steps involved in the planning process prior to the actual construction of a facility. It is during these planning phases that attention needs to be paid to equity and non-discrimination through equity analysis. The Title VI Equity Analysis must be done before the selection of the preferred site.

***Note: Even if facility construction is financed with non-FTA funds, if the subrecipient organization receives any FTA dollars, it must comply with this requirement.***

Horizon Health and Wellness has no current or anticipated plans to develop new transit facilities covered by these requirements. The Agency has not previously been involved in developing or constructing facilities covered by these requirements.

# Board Approval for the Title VI Program

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See the attached Corporate Resolution, showing approval by the Board of Directors of Horizon Health and Wellness for the Agency's Title VI program.



*Integrated Health Care for Everybody!*  
Norman E. Mudd, MA, LMFT  
Chief Executive Officer

#### Board of Directors

Sarah Garland  
President  
Casa Grande, AZ

Bill Pearlman  
President-Elect  
Mesa, AZ

Lou Miranda  
Treasurer  
Casa Grande, AZ

Carolyn Falrall  
Secretary  
Apache Junction, AZ

Clark Smithson  
Apache Junction, AZ

Robert Huddleston  
Casa Grande, AZ

Mike Farber  
Gold Canyon, AZ

W. James Hartfield  
Casa Grande, AZ

Randall Holyoak  
Apache Junction, AZ

Quindia A. Palmer  
Casa Grande, AZ

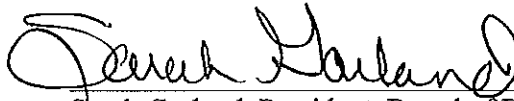
Jared Richardson  
Apache Junction, AZ

#### CORPORATE RESOLUTION


At a duly held and conducted meeting of the Board of Directors of Horizon Health and Wellness on Wednesday, April 12, 2017, the membership hereby authorized the Chief Executive Officer of Horizon Health and Wellness, Norman E. Mudd, to submit an application to the Arizona Department of Transportation for FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities grant program. The application will include a request for vehicles as funded by the FTA program.

#### **RESOLVED:**

The Chief Executive Officer, Norman E. Mudd, is hereby authorized to submit application to the Arizona Department of Transportation. The Board of Directors agrees to the terms and conditions as set forth in the application document.

  
Sarah Garland, President, Board of Directors

Subscribed and sworn before me this 12<sup>th</sup> day of April, 2017.

  
KATHYANN BROWN  
Notary Public - Arizona  
Maricopa County  
My Comm. Expires Aug 13, 2019  
August 13, 2019  
My Commission Expires

# Organizational Chart

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Organizational chart attached.



# **HORIZON HEALTH AND WELLNESS ORGANIZATIONAL CHART 2017**

## **BOARD OF DIRECTORS**

**Norman E. Mudd, MA, LMFT  
CHIEF EXECUTIVE OFFICER**

**Fred Karst, Psy. D.  
CHIEF OPERATING OFFICER  
Residential Habilitation Svcs – All Counties  
DV Safe Home – Gila County  
POHC**

**Billie Holliday  
CHIEF OPERATING OFFICER  
Behavioral Health Svcs**

**Robert Parkinson  
CHIEF COMPLIANCE  
OFFICER**

**Timothy Haines  
CHIEF CLINICAL  
OFFICER**

**Judith Stith  
CHIEF FINANCIAL  
OFFICER**

**Marsha Ashcroft  
CHIEF ADMIN.  
OFFICER**

**Julie Black  
CHIEF INPATIENT  
SERVICES**

**Antonio Carr, M.D.  
CHIEF MEDICAL  
OFFICER**

**Patrice Schelber  
CHIEF HR  
OFFICER**

**Russ Wood  
CHIEF  
INFORMATION  
OFFICER**

**Liz Rodriguez  
ASSISTANT CFO**

**Pavola York  
MEDICAL  
PRACTICE  
DIRECTOR**

**Laura Nguyen  
HABILITATION  
DIRECTOR**

**CLINICAL  
ADVISORS**

**Lila Hernandez  
PROCUREMENT  
COORDINATOR**

**Alicia Alvarez  
ASSISTED LIVING  
COORDINATOR**

**Maria Johnson  
CRISIS SERVICES  
COORDINATOR**

**Meredith Doyle  
SMI DIRECTOR**

**Stacey Byers  
DIRECTOR OF  
GMSA SERVICES**

**Valerie Carpenter  
DIRECTOR OF  
CHILDREN'S  
OPERATIONS**

**Alonda Brown  
YUMA SERVICES  
DIRECTOR**

**Hubert Jhan, Darrell Nelson,  
Diane Boilee  
TRANSPORTATION SUPERVISORS**

**Michael Fanning  
FLEET MANAGER**

**Ronnie Ramirez  
FACILITIES MANAGER**

5/1/2017

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