
Title VI Plan

HORIZON HEALTH AND WELLNESS

March 13, 2022 – March 13, 2025

Contents

Title VI Policy Statement.....	3
Title VI Notice to the Public	4
Title VI Notice to the Public - Spanish.....	5
Title VI Complaint Procedures	6
Title VI Complaint Procedures - Spanish	9
Title VI Complaint Form	11
Title VI Investigations, Complaints, and Lawsuits.....	12
Public Participation Plan	13
Limited English Proficiency Plan	15
Non-elected Committees Membership Table	18
Monitoring for Subrecipient Title VI Compliance	19
Title VI Equity Analysis.....	20
Board Approval for the Title VI Program	21

Title VI Policy Statement

Horizon Health and Wellness assures full compliance with Title VI of the Civil Rights act of 1964 and related statutes and regulations in all programs and activities. Title VI states that “no person 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 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 impact 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 the Risk Management Director to act as Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.



Laura Larson-Huffaker, M.C., LPC, CEO

February 23, 2022

Date

Title VI Notice to the Public

Notifying the Public of Rights Under Title VI **HORIZON HEALTH AND WELLNESS**

Horizon Health and Wellness operates its programs and services without regard to race, color, national origin in accordance with Title VI of the Civil Rights Act of 1964. 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 the Agency's Title VI Program Coordinator at 520-836-1688, (TTY 1-800-367-8939); email 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.

A complainant may file a complaint directly with the City of Phoenix Public Transit Department or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: **City of Phoenix Public Transit Department:** ATTN: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix AZ 85003 **FTA:** ATTN: Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

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

The above notice is posted in the following locations:

*160 W. University Dr., Mesa, AZ 85201;
625 N. Plaza Drive, Apache Junction, AZ 85120;
22713 S. Ellsworth Road, Bldg. A, Queen Creek, AZ 85142; and all transit vehicles.*

This notice is posted online at www.hhwaz.org

Title VI Notice to the Public -Spanish

Aviso al Público Sobre los Derechos Bajo el Título VI 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. 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 Title VI Program Coordinator, 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.

El puede presentar una queja directamente con City of Phoenix Public Transit Department o Federal Transit Administration (FTA) mediante la presentación de una queja directamente con las oficinas correspondientes de Civil Rights: City of Phoenix Public Transit Department: ATTN Title VI Coordinator 302 N. 1st Ave., Suite 900, Phoenix AZ 85003 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:

*160 W. University Dr., Mesa, AZ 85201;
625 N. Plaza Drive, Apache Junction, AZ 85120;
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HORIZON HEALTH AND WELLNESS

Complaint Procedures

Title VI Complaint Procedures

These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, 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 or national origin may file a Title VI 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 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 Title VI Coordinator of all Title VI complaints within 72 hours via telephone at: 602-262-7242; email to: phxtransiteo@phoenix.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 60 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
- (9) After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.
- (10) A complainant dissatisfied with Horizon Health and Wellness decision may file a complaint directly with the City of Phoenix Public Transit Department (COP): Attention: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix, AZ 85003, or the Federal Transit Administration (FTA) offices of Civil Rights: Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE, Washington DC 20590.
- (11) A copy of these procedures can be found online at: www.hhwaz.org

Procedimientos de Quejas Bajo el Título VI

Estos procedimientos proporcionan orientación para todas las quejas presentadas bajo el Título VI del Decreto de los Derechos Civiles de 1964, en lo que se refieren a cualquier programa o actividad que sea administrado por la Horizon Health and Wellness, incluyendo a los asesores, contratistas y proveedores. Por ley, se prohíbe la intimidación o las represalias como resultado de una queja. Además de estos procedimientos, los reclamantes se reservan el derecho de presentar una queja formal ante otras agencias estatales o federales o de solicitar asesoría privada para quejas alegando discriminación. Se hará todo lo posible para resolver las quejas al nivel más bajo posible.

- (1) Cualquier persona que crea que ha sido discriminada por motivos de raza, color, u origen nacional puede presentar una queja bajo el Título VI completando y presentando la Forma de Quejas del Título VI de la agencia.
- (2) Las quejas formales se deben presentar dentro de 180 días de calendario de la última fecha del supuesto acto de discriminación o de la fecha en la que el/los reclamante/s se haya/n enterado de la supuesta discriminación, o cuando haya habido un curso de conducta continuo, la fecha en la que la conducta haya sido suspendida o la última ocasión en la cual ocurrió la conducta.
- (3) Las quejas se deben hacer por escrito y deben ser firmadas por el/los reclamante/s y deben incluir el nombre, el domicilio y el número de teléfono del/los reclamante/s. Si es necesario, la persona de contacto del Título VI ayudará al/la reclamante a documentar las cuestiones.
- (4) Las alegaciones recibidas por fax o por correo electrónico serán admitidas y procesadas, una vez que se haya establecido la identidad del/la reclamante y la intención de proceder con la/s queja/a. Para ello, se requiere que el/la reclamante envíe por correo postal una copia original firmada del fax o de la transmisión de la nota electrónica para que la queja sea procesada.
- (5) Las alegaciones recibidas por teléfono se reducirán a un formato por escrito y se les proveerán al/la reclamante para su confirmación o revisión antes de su procesamiento. Se remitirá una forma de la queja al/la reclamante para que la complete, la firme y la devuelva para su procesamiento.
- (6) Una vez presentada, la Horizon Health and Wellness revisará la forma de la queja para determinar la jurisdicción. Todas las quejas recibirán una carta de reconocimiento informándole si la queja será investigada por la Horizon Health and Wellness o presentada a la autoridad estatal o federal para recibir su orientación.
- (7) La Horizon Health and Wellness le notificará al Coordinador del Título VI sobre todas las quejas del Título VI dentro de 72 horas por teléfono llamando al: 602-262-7242; por correo electrónico escribiendo a: phxtransiteo@phoenix.gov

- (8) La Horizon Health and Wellness tiene 60 días para investigar la queja. Si se necesita más información para resolver el caso, la Autoridad puede ponerse en contacto con el/la reclamante. El/la reclamante tiene 60 días hábiles a partir de la fecha de la carta para enviar la información solicitada al investigador asignado al caso. Si el investigador no es contactado por el/la reclamante o no recibe la información adicional dentro de los 30 días hábiles, la Autoridad puede cerrar el caso administrativamente. Un caso también se puede cerrar administrativamente si el/la reclamante ya no desea seguir adelante con su caso.
- (9) Después de que el investigador revise la queja, emitirá una de dos cartas al/la reclamante: una carta de cierre o una carta de hallazgo “Letter of Finding” (LOF). Una carta de cierre resume los alegatos y afirma que no hubo una infracción con respecto al Título VI y que el caso se cerrará. Una carta LOF resume las alegaciones y las entrevistas con respecto al supuesto incidente, y explica si se llevará a cabo alguna acción disciplinaria, capacitación adicional del/la miembro del personal u otra acción. Si el/la reclamante desea apelar a la decisión, tiene 30 días después de la fecha de la carta o de la LOF para hacerlo.
- (10) Un/a reclamante insatisfecho/a con la decisión de la Horizon Health and Wellness puede presentar una queja directamente con el Departamento de Transporte Público de la Ciudad de Phoenix: City of Phoenix Public Transit Department (COP), Attention: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix, AZ 85003, ó con las oficinas de Derechos Civiles de la Administración Federal de Transporte: Federal Transit Administration (FTA), Offices of Civil Rights, Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (11) Una copia de estos procedimientos se puede encontrar en línea en: www.hhwaz.org

Title VI Complaint Form

Title VI Complaint forms, in English and Spanish are attached to this Plan.

Title VI 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?)
Investigations				
1)				
2)				
Lawsuits				
1)				
2)				
Complaints				
1)				
2)				

X- Horizon Health and Wellness has not had any Title VI complaints, investigations, or lawsuits from 2019 through 2021.

HORIZON HEALTH AND WELLNESS

Public Participation Plan

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 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.
- 3) Horizon Health and Wellness lists services on its website and utilizes social media via the agency Facebook page.

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 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.
- 4) Horizon Health and Wellness lists services on its website and utilizes social media via the agency Facebook page.

Horizon Health and Wellness may submit to the City of Phoenix annually an application for funding. Part of the annual application is a public notice, which includes a 30-day public comment period.

Limited English Proficiency Plan

HORIZON HEALTH AND WELLNESS

Limited English Proficiency Plan

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) The number or proportion of LEP persons eligible in the Horizon Health and Wellness service area who may be served or likely to encounter by Horizon Health and Wellness program, activities, or services;
- 2) The frequency with which LEP individuals come in contact with Horizon Health and Wellness services.
- 3) The nature and importance of the program, activities or services provided by Horizon Health and Wellness to the LEP population; and
- 4) The resources available to Horizon Health and Wellness and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

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. Identified staff at each agency location act as certified Spanish translators. Horizon Health and Wellness contracts with a translating company to provide translation services in other requested languages; including sign language. Individuals requiring translation services will be identified during the Intake process and signage will be posted at each facility notifying clients that translation services will be made available upon request.

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) Title VI Notice
- (2) Complaint Procedures
- (3) Complaint Form

In addition, Horizon Health and Wellness will conduct its 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

Non-elected Committees Membership Table

A sub recipient 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. Sub recipients also must include a description of the efforts made to encourage participation of minorities on these boards, councils, and committees.

BODY	CAUCASIAN	LATINO	AFRICAN AMERICAN	ASIAN AMERICAN	NATIVE AMERICAN
POPULATION					
BOARD OF DIRECTORS	46%	27%	18%	9%	

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.

Monitoring for Subrecipient Title VI Compliance

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

Horizon Health and Wellness currently has no subrecipients.

Title VI Equity Analysis

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

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

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

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

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

Title VI Complaint Form

Section I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	☐ Large Print	☐ Audio Tape
	☐ TDD	☐ Other
Section II:		
Are you filing this complaint on your own behalf?	☐ Yes*	☐ 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.	☐ Yes	☐ No
Section III:		
I believe the discrimination I experienced was based on (check all that apply):		
☐ Race ☐ Color ☐ National Origin		
Date of Alleged Discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		
_____ _____ _____		
Section VI:		
Have you previously filed a Title VI complaint with this agency?	☐ Yes	☐ No

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

Section V:

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

☐ Yes ☐ No

If yes, check all that apply:

☐ Federal Agency: _____

☐ Federal Court: _____ ☐ State Agency: _____

☐ State Court : _____ ☐ Local Agency: _____

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

Name:

Title:

Agency:

Address:

Telephone:

Section VI:

Name of agency complaint is against:

Name of person complaint is against:

Title:

Location:

Telephone Number (if available):

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

Signature

Date

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

Horizon Health and Wellness, Risk Management Director
210 E. Cottonwood Lane
Casa Grande, AZ 85122
520-836-1688

A copy of this form can be found online at www.hhwaz.org

Title VI Complaint Form | Title VI Plan

**Forma Para Poner una Queja
(De Acuerdo Al Título VI)**

Nota: La siguiente información se necesita para procesar su queja.

Información de la persona que está poniendo la queja:

Nombre: _____ Dirección: _____
Ciudad/Estado/Código Postal: _____
Teléfono(Casa): _____
Teléfono (Trabajo): _____

Persona A La Que Se Discriminó (alguien que no sea la persona que está poniendo la queja)

Nombre: _____ Dirección: _____
Ciudad/Estado/Código Postal: _____
Teléfono(Casa): _____
Teléfono (Trabajo): _____

¿Cuál de las siguientes razones describe por lo que usted siente que se le discriminó?

Raza/Color (Especifique) _____ Nacionalidad (Especifique) _____

¿En qué fecha(s) sucedió la discriminación? _____

Describa la presunta discriminación. Explique qué sucedió y quién cree usted que fue responsable (si necesita más espacio, agregue otra hoja).

Escriba una lista con los nombres de las personas que puedan tener conocimiento de la presunta discriminación y cómo contactarlas.

¿Ha presentado esta queja con otra agencia federal, estatal o local, o con cualquier corte federal o estatal? Marque todas las que apliquen.

Agencia Federal _____ Corte Federal _____ Agencia Estatal _____
Corte Estatal _____ Agencia Local _____

Por favor proporcione información de la persona a la que presentó su queja en la agencia/corte.

Nombre: _____
Dirección: _____
Ciudad/Estado/Código Postal: _____
Teléfono(Casa): _____
Teléfono (Trabajo): _____

Por favor firme abajo. Puede anexar cualquier material escrito u otra información que usted crea que es relevante sobre su queja.

Firma de la Persona que presenta la queja Fecha

Número de Anexos: _____

Someta la forma y cualquier información adicional a:

Horizon Health and Wellness Title VI Program
Marsha Ashcroft, Title VI Program Coordinator
210 E. Cottonwood Lane, Casa Grande, AZ 85122
Teléfono: 520-836-1688 Fax: 520-421-2708
marsha.ashcroft@hhwaz.org



Laura Larson-Huffaker, M.C., LPC
Chief Executive Officer

CORPORATE RESOLUTION

Board of Directors

Mike Farber
President
Gold Canyon, AZ

Michael Morales
President-Elect
Casa Grande, AZ

William Pearlman
Treasurer
Mesa, AZ

Elizabeth Bursey
Secretary
Casa Grande, AZ

Quindia Palmer
Casa Grande, AZ

Brent Billingsley
Florence, AZ

Raul Fiveash
Yuma, AZ

Himanshu Patel
Florence, AZ

Miguel Arciniega
Mesa, AZ

Robert Huddleston
Casa Grande, AZ

Timothy Mechlinski
Chandler, AZ

WHEREAS, at a duly held and conducted meeting of the Board of Directors of Horizon Health and Wellness on Wednesday, February 23, 2022, and in response to a request from the Federal Transit Administration (FTA) Section 5310 Grant for approval of a Title VI Plan, the Board of Directors has determined it to be in the best interest of the Company to renew the Title VI Plan for 2022-2025.

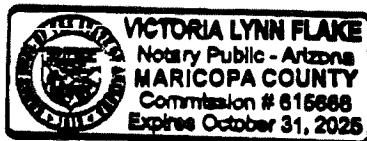
NOW THEREFORE, be it resolved that the membership did review and hereby approve the Title VI Plan for 2022-2025 as presented.

RESOLVED FURTHER that the proper officers of Horizon Health and Wellness are each hereby authorized and directed in the name of and on behalf of Horizon Health and Wellness to take any and all actions necessary to effect this resolution.

IN WITNESS WHEREOF, I have hereunto signed on the 23rd day of February, 2022.

Mike Farber, President, Board of Directors

Subscribed and sworn before me this 23rd day of February, 2022.



Notary Public

My Commission Expires: 10/31/2025