

---

# Developmental Enrichment Centers

## ADA/Title VI Implementation Plan

---



# Contents

---

Title VI Policy Statement.....	3
Title VI Notice to the Public.....	4
Title VI Notice to the Public -Spanish.....	5
Discrimination ADA/Title VI Complaint Procedures.....	6
Discrimination ADA/Title VI Complaint Form .....	7-8
Discrimination ADA/Title VI Complaint Form (Spanish).....	9-10
Discrimination ADA/Title VI Investigations, Complaints, and Lawsuits.....	11
Public Participation Plan .....	12-13
Limited English Proficiency Plan.....	14-15
Non-elected Committees Membership Table.....	16
Title VI Equity Analysis.....	17
Board Approval for the Title VI Program.....	18

## Title VI Policy Statement

---

Developmental Enrichment Centers (DEC) Title VI policy assures full compliance with 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 DEC sponsored program or activity. There is no distinction between the sources of funding.

DEC 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, DEC will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

If DEC distributes Federal-aid funds to another entity/person, DEC will ensure all sub recipients fully comply with DEC’s Title VI Nondiscrimination Program requirements. With the approval of the board of directors, the President & Chief Executive Officer has delegated the authority to the Director of Operations, Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.



Nancy R. Younger  
President & CEO

# Title VI Notice to the Public

## Notifying the Public of Rights Under Title VI and ADA Developmental Enrichment Centers

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

For more information on DEC's civil rights program and the procedures to file a complaint, contact DEC's Community Relations Manager, Michael Noyes, TTY (602) 993-5153; email [michael.noyes@dec-az.com](mailto:michael.noyes@dec-az.com); or visit our administrative office at 16809 N. 53<sup>rd</sup> Ave., Ste. 2, Glendale, AZ 85306 . For more information, visit [www.dec-az.org](http://www.dec-az.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 (602) 314-4214. Para información en Español llame: Michael Noyes, Gerente de Relaciones Comunitarias.

## **Title VI Notice to the Public-Spanish**

---

### **Aviso Público Sobre los Derechos Bajo el Título VI Y ADA Developmental Enrichment Centers**

Developmental Enrichment Centers (DEC) 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 pais de origen.

Para obtener más información sobre DEC programa de derechos civiles, y los procedimientos para presentar una queja, contacte Michael Noyes, TTY (602) 993-5153; o visite nuestra oficina administrativa en 16809 N. 53rd Ave., Ste. 2, Glendale, AZ 85306. Para obtener más información, visite [www.dec-az.org](http://www.dec-az.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

This notice is posted online at [www.dec-az.org](http://www.dec-az.org).

# **Non Discrimination Complaint Procedures**

---

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.

Formal complaints must be filed in writing within 180 calendar days of the alleged discriminatory act (or latest occurrence). Complainants who contact the agency via telephone will be directed to the agency website to complete the official Title VI complaint form. The Community Relations Manager will assist the complainant with documenting the issues if necessary.

To submit a complaint online, fill out the online complaint form.

To submit a claim by mail or in person, please fill out the printable complaint form and mail/take to:

**Developmental Enrichment Centers**  
**Michael Noyes, Community Relations Manager**  
**16809 N. 53<sup>rd</sup> Ave., Ste. 2.**  
**Glendale, AZ 85306**  
**Email: [michael.noyes@dec-az.com](mailto:michael.noyes@dec-az.com).**  
**Phone: (602) 993-5153**

Additionally, members may also file complaints directly with the Federal Transit Administration (FTA) within the 180-day timeframe requirement.

**Federal Transit Administration (FTA)**  
**Attn: Title VI Coordinator**  
**East Building, 5<sup>th</sup> Floor – TCR**  
**1200 New Jersey Avenue, SE**  
**Washington, D.C. 20590**

DEC 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).

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.

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.

# Developmental Enrichment Centers ADA/Title VI 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 <b>Section III</b>.</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): _____		
<p>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.</p> <p>_____</p> <p>_____</p> <p>_____</p>		
<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:

**Michael Noyes**  
**Developmental Enrichment Centers**  
**16809 N. 53<sup>rd</sup> Ave., Ste. 2**  
**Glendale, AZ 85306**  
**(602) 993-5153**  
[Michael.noyes@dec-az.com](mailto:Michael.noyes@dec-az.com)

A copy of this form can be found online at [www.dec-az.com](http://www.dec-az.com)



# Developmental Enrichment Centers ADA/Title VI Discrimination Complaint Form - Spanish

## 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) \_\_\_\_\_  
Sexo (Especifique) \_\_\_\_\_ Edad (Especifique) \_\_\_\_\_  
Incapacidad (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 Estatal \_\_\_\_\_ Corte Federal \_\_\_\_\_  
Agencia Local \_\_\_\_\_ Agencia Estatal \_\_\_\_\_

**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:**

**Michael Noyes**  
**Developmental Enrichment Centers**  
**16809 N. 53<sup>rd</sup> Ave., Ste. 2**  
**Glendale, AZ 85306**  
**(602) 993-5153**  
[Michael.noyes@dec-az.com](mailto:Michael.noyes@dec-az.com)

# Developmental Enrichment Centers Discrimination ADA/TITLE VI Investigations, Complaints, and Lawsuits

---

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) None				
2)				
<b>Lawsuits</b>				
1) None				
2)				
<b>Complaints</b>				
1) None				
2)				

Developmental Enrichment Centers has not had any Title VI complaints, investigations, or lawsuits in 2016.

# Developmental Enrichment Centers Public Participation Plan

---



Developmental Enrichment Centers does not typically serve the general public and therefore does not engage in public meetings or hearings to increase our service delivery. As a state contracted provider agency for the Department of Economic Security, Division of Developmental Disabilities we are required to provide daily transportation services to our members. This contractual agreement commits our transportation fleet availability throughout the entire business day and into the early evening. All routes are pre-planned with specific disability support needs, behavioral concerns, along with pick-up and drop-off requirements. DEC acknowledges the importance of daily community integration and utilizes agency vehicles for this purpose as well.

In keeping with our agency mission, DEC collaborates with a nearby local church and another not-for-profit organization serving the disabled community. In so doing, we facilitate use of our fleet vehicles to further support the disabled community to attend local church service and special events.

DEC provides the following alternatives for current and prospective LEP members:

- 1) DEC utilizes Google translator to assist LEP members with their communication needs.
- 2) DEC has multi-lingual staff which can assist with translation efforts when necessary.
- 3) If necessary, DEC may refer prospective LEP members to state funded translation services through the Department of Economic Security Division of Developmental Disabilities.

To accommodate the required public participation plan, DEC provides general marketing and outreach to the community in the following manner:

- 1) Company website: [www.dec-az.org](http://www.dec-az.org).
- 2) Facebook social media
- 3) Company events and activities, i.e.: Vendor Disability Fairs, Spring Picnic, Fall Festival, and other special events throughout the year.
- 4) DEC newsletter promulgated to member families, individual sponsors, local businesses, potential donors and other social service organizations.
- 5) DEC belongs to a variety of local member organizations to include: AAPPD, Arizona Alliance of Non-Profits, Autism Coalition, Arizona Small Business Association, Younglife, Valley West Human Service Alliance, and Local Chambers of Commerce

DEC also participates in the Maricopa Associate of Government (M.A.G.) meetings that discuss outreach ideas and best practices. At this time DEC has no plans to resubmit an application for funding through the Arizona Department of Transportation.

# Developmental Enrichment Centers Limited English Proficiency Plan

---



Developmental Enrichment Centers (DEC) 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 DEC 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 determining the extent of DEC's obligation to provide LEP services, DEC undertook a U.S. Department of Transportation four-factor LEP analysis to consider the following:

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

DEC does not engage in public outreach notices due to the nature of our business services and the current maximum daily transportation usage. As a state contracted provider for individuals with developmental disabilities from all ethnic and socioeconomic communities DEC is committed to a position of nondiscrimination. A statement in Spanish will be included in all public outreach notices if and when applicable. Every effort will be made to provide vital information to LEP individuals in the language requested.

#### **Safe Harbor Provision**

DEC 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. DEC's Title VI Notice to the Public
2. DEC's Non-Discrimination Complaint procedures
3. DEC's Non-Discrimination Complaint Form

As a contracted provider agency, DEC receives direct referrals for service from the division for members. When English translation is required, DEC receives assistance in the form of verbal translation and written documents that explain the services and its parameters. Services funded by the state and provided by contracted vendors, for individuals with developmental disabilities including those with limited English proficiency does not align with standard business models as it relates to marketing.

# **Non-elected Committees Membership Table**

---

Developmental Enrichment Centers does not select the membership of any transit-related committees, planning boards, or advisory councils.



# Title VI Equity Analysis

---

Developmental Enrichment Centers has no current or anticipated plans to develop new transit covered by these requirements and currently owns no real estate property. No facilities covered by these requirements were developed since DEC was formed in 2008.

# Board Approval for ADA/Title VI Program

---

Developmental Enrichment Centers  
BOARD OF DIRECTORS MEETING  
December 15, 2017

Board responding: Nancy Younger  
Sky Younger  
Bryan Younger  
Lorane Coates  
Terri Kresge  
Becky Grabski  
Philip Lechter  
Walter Rowe

DEC's plan regarding the (2) grant vehicles received last year that addresses our agreement to support and serve individuals with limited English proficiency, along with our non-discrimination policy is required to be sent to the State and Federal Transportation Administration before December 31st, 2017.

Board Members please review " DEC Title VI Plan.docx" and indicate by return email your vote: (Yea or Nay)

The call for a vote was made by Nancy Younger, seconded by Sky Younger to approve this plan

Vote:  
Walter Rowe      yea  
Sky Younger      yea  
Nancy Younger    yea  
Phillip Lechter    yea  
Terri Kresge      yea  
Lorane Coates    yea (by verbal phone in response)  
Becky Grabski    yea  
Brian Younger    yea (by verbal phone in response)

All members in agreement. Vote passed.

Respectfully Submitted,

*Terri Kresge*

**Terri Kresge**  
**Secretary**