

Title VI Plan

Emerald & FCS Transportation

a Program of
Family & Community Services, Inc.



Emerald & FCS Title VI Policy and Program

1) Purpose

Title VI of the Civil Rights Act of 1964 (Title VI) is a federal statute and provides 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 subjected to discrimination under any program or activity receiving federal financial assistance. Title VI prohibits recipients of federal financial assistance from discriminating on the basis of race, color, or national origin in their programs or activities, and it obligates federal funding agencies to enforce compliance.

Emerald & FCS Transportation receives various types of funding from federal and state agencies, including funding from the Federal Transit Administration (FTA). Emerald & FCS Transportation complies with the U.S. Department of Transportation (DOT) Title VI regulations (49 CFR Part 21) amended effective October 1, 2012, as defined in FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients."

2) Agency Policy

It is Family & Community Services' policy to maintain its Title VI Program in accordance with FTA and DOT guidelines, and it maintains these policies in its program and agency administrative manuals.

FCS is committed to ensuring that its transit program, Emerald & FCS Transportation, complies with Title VI and has established this program to accomplish the following:

- Ensure that the level and quality of public transportation service is provided in a non-discriminatory manner;
- Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin;
- Ensure meaningful access to transit-related programs and activities by persons with Limited English Proficiency (LEP).

3) Title VI Notice to the Public

Family & Community Services, Inc. posts/makes available its Clients Rights and Grievance Procedure and Notice of Privacy Practices in the following locations:

- Any site owned or rented by FCS where services are provided
- Where a site is not owned or rented, copies of the policy must be on hand

4) Title VI Investigations, Complaints and Lawsuits

Family & Community Services, Inc. has a designated staff member to handle all client complaints and client rights issues, as well as an HR Director that handles any formal lawsuits and investigations. These individuals are knowledgeable of current Title VI

requirements. Clients can file a formal grievance with the agency by mail, email, or phone, and all complaints are reviewed and resolved within 20 working days. FCS has no Title VI investigations, lawsuits, or complaints on file alleging discrimination on the basis of race, color, or national origin with respect to service or other transit related issues. See Attachment for List of Investigations, Lawsuits and Complaints.

5) Public Participation Plan

Family and Community Services coordinates with PARTA, the local transit authority, to ensure that the community is properly being served and that its needs are being met. FCS also regularly works with minority and underserved populations to ensure that its services are available to all, and attends outreach events where available.

Additionally, Emerald and FCS Transportation have packets and brochures with information on its transportation services available at the Portage County Board of Developmental Disabilities, Portage Industries, and the Portage County Department of Job and Family Services to help spread information about our services.

6) Minority Representation on Board of Trustees

Family & Community Services' Board of Trustees is a non-binding source of opinion and advice regarding all FCS programs, including Emerald & FCS Transportation. Board meetings discuss issues regarding staffing, management, policy and program development, administration, planning, finance, human resources, operations, maintenance, and public/community relations. FCS strives to maintain diverse representation in the membership of its Board and is currently seeking additional members from minority backgrounds. The board encourages participation from minority departments at Kent State University and surrounding colleges, as well as minority representatives from other agency programs. There are three minority board members currently. Several other members represent minority-affiliated programs in the community. FCS strives to ensure that all individuals and families served are done so through a broad continuum of services regardless of race, color, or national origin. See attachment titled Minority Representation on FCS Board of Trustees.

7) Providing Assistance to LEP Persons

Family & Community Services, Inc. rarely serves LEP individuals due to the lack of demand in Portage County from this population. If the situation does arise, Family & Community Services will partner with the International Institute of Akron or Kent State University for interpretation/communication services.



CLIENT RIGHTS POLICY

CLIENT RIGHTS

1. To receive services in a non-discriminatory manner.
2. To have program rules and expectations consistently enforced.
3. To receive services that are respectful of, and responsive to, cultural and linguistic differences.
4. To provide consent prior to receiving services.
5. To participate in all service decisions.
6. To receive service in a manner that is non-coercive and that protects the client's right to self-determination.
7. To request a review of their care, treatment, and service plan.
8. To refuse any service, treatment, or medication, unless mandated by law or court order.
9. To be informed about the consequences of such refusal, which can include discharge.
10. To receive a schedule of any applicable fees and estimated or actual expenses, and be informed prior to service delivery about:
 - a. The amount that will be charged.
 - b. When fees or co-payments are charged, changed, refunded, waived, or reduced.
 - c. The manner and timing of payment.
 - d. The consequences of nonpayment.

CLIENT RESPONSIBILITIES

1. Clients have the responsibility to provide relevant information (such as issues relating to meeting eligibility criteria) in order to receive services and participate in service decisions.
2. Clients must sign acknowledgement of receipt of Client Rights Policy and Grievance Procedure prior to beginning assessment or treatment services.
3. Agency programs may post and/or provide further written guidance, such as a Client Handbook, which contains additional client responsibilities.

AGENCY RESPONSIBILITIES

1. The Agency will post and/or provide a written summary of client rights and responsibilities.
2. The Agency will protect clients' confidential information to the highest extent possible, while complying with applicable Federal and State laws.
3. The Agency may be legally or ethically permitted or required to release a client's confidential information without his or her consent for 12 national priority purposes mandated by the U.S. Department of Health & Human Services, including:
 - a. Required by law
 - b. Public health activities
 - c. Victims of abuse, neglect or domestic violence
 - d. Health oversight activities
 - e. Judicial and administrative proceedings
 - f. Law enforcement purposes
 - g. Decedents
 - h. Cadaveric organ, eye or tissue donation
 - i. Research
 - j. Serious threat to health or safety
 - k. Essential government functions
 - l. Workers' compensation

CLIENT GRIEVANCE PROCEDURE

FILING A GRIEVANCE

1. Grievances shall be submitted to:
Heather Laliberte
Client Rights Officer
705 Oakwood Street Suite 221
Ravenna, OH 44266
(330) 297-7027 Ext. 308
Availability: Monday – Friday 9:00 a.m. – 5:00 p.m.
2. Should the client wish to file a grievance against the Client Rights Officer, or if the Client Rights Officer is unavailable, the Executive Director shall appoint another Client Rights Officer to investigate.
3. All grievances must be put into writing; the grievance may be made verbally and the Client Rights Officer shall be responsible for preparing a written text of the grievance.
4. The written grievance must be dated and signed by the client, the individual filing the grievance on behalf of the client, or have an attestation by the Client Rights Officer that the written grievance is a true and accurate representation of the client's grievance.
5. The grievance must include, if available, the date, approximate time, description of the incident, and names of individuals involved in the incident or situation being grieved.
6. The Client Rights Officer will send a written acknowledgment of receipt of the grievance to the client. This acknowledgment shall be provided within three business days from receipt of the grievance.
7. The written acknowledgment shall include, but not be limited to, the following:
 - a. Date grievance was received.
 - b. Summary of grievance.
 - c. Overview of grievance investigation process.
 - d. Timetable for completion of investigation and notification of resolution.
 - e. The name, address and telephone number of the Client Rights Officer assigned to investigate the grievance.

INVESTIGATION PROCESS

1. The Client's Rights Officer will gather information concerning the grievance, which may include interviewing parties involved and reviewing any written documentation from the Agency or client.
2. The Client Rights Officer will make a resolution decision on the grievance within twenty business days of receipt of the grievance. Any extenuating circumstances which require this time period to be extended must be documented in the grievance file and written notification given to the client.
3. The Client Rights Officer's written resolution decision will be sent to the client (or his/her representative, with the client's permission).
4. At any time before, during or after an investigation, a client may contact one or more of the following outside organizations concerning a grievance:

Mental Health & Recovery Board of
the county where services were provided

Council on Accreditation
45 Broadway
New York, NY 10006
Phone: (212) 797-3000

**Ohio Department of Mental Health and
Addiction Services**
30 E Broad St.
#8
Columbus, OH 43215
Phone: (614) 466-2596
TTY: (614) 752-9696

FAMILY & COMMUNITY SERVICES, INC.

Client Rights and Grievance Procedure

Notice of Privacy Practices

POSTING REQUIREMENTS

1. If F&CS owns or rents the site where you provide services, post a copy of the Client Rights Policy and Grievance Procedure and Notice of Privacy Practices in a prominent location at your site.
2. If the agency does not own or rent the site (such as a school or jail) make sure copies of the Client Rights Policy and Grievance Procedure and Notice of Privacy Practices are available if a client asks. Posting is not required.

POLICY EXPLANATION

Explain following point *immediately before* client signs Acknowledgment of Receipt form (Explanation from staff member who asks client to sign acknowledgment of receipt form)

1. Location of Client Rights Policy and Grievance Procedure (if it is posted in the building) or the availability of copies upon request.

Explain remaining 3 points, usually during the first direct service appointment

(Explanation provided by service provider, such as therapist, or case manager)

1. Client has right to refuse any service.
2. Agency will not release confidential information unless client signs release or if required by law.
3. Factors which may result in termination or discharge.

CLIENT SIGNATURE INDICATING RECEIPT

1. If your program provides assessment, treatment, or maintains individual client files you must give clients a written copy of the Client Rights Policy and Grievance Procedure and the Notice of Privacy Practices during intake, or at your first face-to-face meeting.
 - a. Clients must sign acknowledgment of receipt. The signed acknowledgment must be kept in their file.
 - b. Use the *Acknowledgment of Receipt of Client's Rights Policy and Grievance Procedure and Notice of Privacy Practices* form to capture client signature.
 - c. If you have existing program documentation which already includes signed acknowledgment of Client Rights and/or Notice of Privacy Practices, please alter your existing documentation and use only the *Acknowledgment of Receipt of Client's Rights Policy and Grievance Procedure and Notice of Privacy Practices* form.
2. If your program does not provide assessment, treatment, or maintain individual client files (such as a food pantry or clothing center) you do not need to provide clients with a written copy of either Client Rights and Grievance Procedure or Notice of Privacy Practices. You must, however, provide copies of either document to any client who asks.

UPDATING PROGRAM MATERIALS

1. Use the Microsoft Word version of the Client Rights Policy and Grievance Procedure and Notice of Privacy Practices as needed to update any program materials, such as client handbooks.

CLIENT INFORMATION				
Name (last, first):				
Program(s):				
Current Address:	Street:	City:	State:	Zip:
Future Address (i.e. after shelter stay):	Street:	City:	State:	Zip:
	Phone:	Email:		
Client Information Notes:				

[illegible]

SIGNATURE OF CLIENT OR CLIENT'S REPRESENTATIVE		
Signature:	Print Name (last, first):	Date:

CLIENT RIGHTS OFFICER (Complete Only if CRO Wrote the Description of Incident) <i>I attest that the Description of Incident is a true and accurate representation of the client's grievance.</i>		
Signature:	Print Name (last, first):	Date:

Use of this form is required if Client Rights Officer writes the Description of Incident. Clients are encouraged, but not required, to use this form when filing a grievance.

GRIEVANCE INFORMATION

Description of Incident (continued from other side):

Description of Incident Written By:

FAMILY & COMMUNITY SERVICES, INC.

**ACKNOWLEDGEMENT OF RECEIPT OF CLIENT RIGHTS POLICY
AND GRIEVANCE PROCEDURE AND NOTICE OF PRIVACY PRACTICES**

Client (print): _____ **Program:** _____
First Last

Acknowledgment

- I have received a copy of the Client Rights Policy and Grievance Procedure and Notice of Privacy Practices.
- A staff member has explained critical portions of the Client Rights Policy and Grievance Procedure.
- The staff member has indicated where Client Rights information is posted or explained how I may obtain another copy if needed.

Client or Guardian Signature **Date**

If signed by Guardian, please indicate name and relationship to client:

Guardian (print): _____ **Relationship:** _____
First Last

Staff Member: _____
First Last

Staff Signature **Date**

List of Investigations, Lawsuits, and Complaints

	Date	Summary	Status	Actions Taken
Investigations	N/A			
Lawsuits	N/A			
Complaints	N/A			

Minority Representation on FCS Board of Trustees

FCS Board of Trustees	White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Other Pacific Islander	Other
Jacqueline Parsons	✓					
Alice Hurd	✓					
Paul Huchok	✓					
Debbie Mann	✓					
Julie Beach	✓					
Rick Coe	✓					
Joe Giulitto	✓					
Fran Hardesty	✓					
Chuck Hauser	✓					
Aaron Heavner	✓					
Pat Kraninger	✓					
Shay Little	✓					
Dan Rhodes	✓					
Marilyn Sessions	✓					
Mary Swift	✓					
Bill White	✓					
Donna Angelotti	✓					
Jim Baker	✓					
Denise Craig	✓					
Denise Deperro	✓					
Ken Howe	✓					
Shirley Overholt	✓					

Board Approval of Title VI Program

The Title VI Plan attached to the FY 2019 FTA Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) Program Application was updated in July 2018 will be reviewed by Family & Community Services' Board of Trustees on August 6, 2018 at the monthly board meeting. As a result, meeting minutes are not yet available to be attached, and documentation can be provided at a later time.