



Title VI Implementation Plan

Implementation Time Frame
May 27, 2023 – May 26, 2026

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Title VI Policy Statement

The Center for Health and Recovery policy 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 CHR sponsored program or activity. There is no distinction between the sources of funding.

Center for Health and Recovery 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, CHR will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When Center for Health and Recovery distributes Federal-aid funds to another entity/person, CHEERS Recovery Center will ensure all subrecipients fully comply with CHR Title VI Nondiscrimination Program requirements. The Chief Executive Officer, Kimberly Craig, has delegated the authority to Maria Whaley, Director of Operations, Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.


Kimberly Craig, President CEO

Title VI Notice to the Public

Notifying the Public of Rights Under Title VI Center for Health and Recovery

The Center for Health and Recovery operates its programs and services without regard to race, color, or 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 Center for Health and Recovery.

For more information on the Center for Health and Recovery civil rights program and the procedures to file a complaint, contact Maria Whaley, Director of Operations 602-246-7607, email MWhaley@azchr.org; or visit our administrative office at 1950 W. Heatherbrae Dr. Suite 5, Phoenix, AZ 85015. For more information, visit <https://azchr.org/privacy-and-rights/>

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 602-246-7607. Para información en Español llame: Maria Whaley, Director of Operations

Title VI Notice to the Public -Spanish

Aviso al Público Sobre los Derechos Bajo el Título VI Center for Health and Recovery

Center for Health and Recovery (*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 Center for Health and Recovery programa de derechos civiles, y los procedimientos para presentar una queja, contacte Maria Whaley, Director of Operations 62-246-7607, o visite nuestra oficina administrativa en 1950 W. Heatherbrae Dr. Suite 5, Phoenix, AZ 85015. Para obtener más información, visite <https://azchr.org/privacy-and-rights/>

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: Center for Health and Recovery Main Campus building 5 hallway, building 7 hallway and building 10 hallway as well as both 5310 grant vehicles (E and F).

This notice is also posted online at <https://azchr.org/privacy-and-rights/>

Title VI Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Center for Health and Recovery (hereinafter referred to as “the Authority”) may file a Title VI complaint by completing and submitting Center for Health and Recovery Title VI Complaint Form. Center for Health and Recovery investigates complaints received no more than 180 days after the alleged incident. CHR will process complaints that are complete.

Once the complaint is received CHR will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office. CHR 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

Center for Health and Recovery has 10 days to investigate the complaint. If more information is needed to resolve the case, CHR 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, CHR can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, they 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.

A person may also file a complaint directly with the City of Phoenix, Public Transit Department, Title VI Coordinator, Phoenix Public Transit Department ATTN: Civil Rights Coordinator 302 N. First Ave., Suite 900 Phoenix, Ariz. 85003 Email: PHXTransitEO@phoenix.gov Phone: 602-262-7242.

In addition, a person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590. Investigations, Complaints, and Lawsuits .CHR will submit on an annual basis any investigations, complaints and lawsuits. If no investigations, lawsuits, or complaints were filed, a blank form will be submitted. See attached form, Annual Reporting.

Finally, a person may find the above information at <https://azchr.org/privacy-and-rights/>

Procedimientos de queja del Título VI

Cualquier persona que crea que él o ella ha sido discriminada por motivos de raza, color u origen nacional por el Centro de Salud y Recuperación (en adelante, "la Autoridad") puede presentar una queja de Título VI completando y presentando el Título del Centro de Recuperación de CHR VI Formulario de queja. El Centro de Salud y Recuperación investiga las quejas recibidas no más de 180 días después del presunto incidente. El Centro de Salud y Recuperación procesará las quejas que estén completas. Una vez recibida la queja, CHR la revisará para determinar si nuestra oficina tiene jurisdicción. El demandante recibirá una carta de acuse de recibo informándole si la queja será investigada por nuestra oficina. CHR también notificará al Coordinador del Título VI de todas las quejas del Título VI dentro de las 72 horas por teléfono al: 602-262-7242; correo electrónico a: phxtransiteo@phoenix.gov. El Centro de Salud y Recuperación tiene 10 días para investigar la queja. Si se necesita más información para resolver el caso, el Centro de Recuperación de CHR puede contactar al demandante. El demandante tiene 10 días hábiles a partir de la fecha de la carta para enviar la información solicitada al investigador asignado al caso. Si el demandante no contacta al investigador o no recibe la información adicional dentro de los 10 días hábiles, el Centro de Salud y Recuperación puede cerrar el caso administrativamente. Un caso puede cerrarse administrativamente también si el demandante ya no desea continuar con su caso.

Después de que el investigador revisa la queja, él / ella emitirá una de dos cartas al demandante: una carta de cierre o una carta de hallazgo (LOF). Una carta de cierre resume las acusaciones y establece que no hubo una violación del Título VI y que el caso se cerrará. Un LOF resume las acusaciones y las entrevistas sobre el presunto incidente, y explica si se producirá alguna acción disciplinaria, capacitación adicional del miembro del personal u otra acción. Si el demandante desea apelar la decisión, tiene 30 días después de la fecha de la carta o el LOF para hacerlo.

Una persona también puede presentar una queja directamente con la Ciudad de Phoenix, el Departamento de Tránsito Público, el Coordinador del Título VI, el Departamento de Tránsito Público de Phoenix ATTN: Coordinador de Derechos Civiles 302 N. First Ave., Suite 900 Phoenix, Arizona. 85003 Correo electrónico: PHX transitEO @ phoenix .gov Teléfono: 602-262-7242.

Además, una persona también puede presentar una queja directamente ante la Administración Federal de Tránsito, en la Oficina de Derechos Civiles de la FTA, 1200 New Jersey Avenue SE, Washington, DC 20590. Investigaciones, quejas y pleitos CRH presentará anualmente cualquier investigación , quejas y pleitos. Si no se presentaron investigaciones, demandas o quejas, se enviará un formulario en blanco. Ver formulario adjunto, Informes anuales.

Finalmente, una persona puede encontrar la información anterior en <https://azchr.org/privacy-and-rights/>

Title VI Complaint Form

Commented [AC1]: The agency is required to modify the Complaint Form to remove all ADA language. ADA is separate from Title VI and has its own language and required forms. The last plan submission included a valid Title VI Complaint Form. Title Vi is only race, color, national origin.



Title VI Complaint Form

Section I:		
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
Section II:		
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
Section III:		
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
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?	<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?		
<input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, check all that apply:		
<input type="checkbox"/> Federal Agency: _____	<input type="checkbox"/> Federal Court: _____	
<input type="checkbox"/> State Agency: _____	<input type="checkbox"/> State Court: _____	
<input type="checkbox"/> 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:
 Center for Health and Recovery -Center Director
 1950 W. Heatherbrae Dr. Suite 5
 Phoenix, AZ 85015
 602-246-7607
 A copy of this form can be found online <https://azchr.org/privacy-and-rights/>

Commented [AC2]: The agency is required to modify the form to remove all ADA language. ADA has separate language and require forms. Title VI is only race, color, national origin.



**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.

Title VI Investigations, Complaints, and Lawsuit

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				
Lawsuits				
Complaints				

Center for Health and Recovery has not had any Title VI complaints, investigations, or lawsuits in this timeframe 5/29/2020 thru 9/30/2023.

Commented [AC3]: The current review period began 5/29/2020. This section must be updated to reflect the entire review period.

Public Participation Plan

*Center for Health and
Recovery
Public Participation Plan*

Center for Health and Recovery 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, Center for Health and Recovery made the following community outreach efforts:

CHR frequently attends public meetings and events to promote the programs activities and to gather input. Community forums sponsored by the Regional Health Authority and Office of Individual and Family Affairs are attended by agency representatives on a monthly basis. Cultural Competency Quarterly meetings are held by the Regional Behavioral Health Authority and attended by CHR leadership.

Other outreach activities on an annual basis include:

- Hope Fest
- MHA of AZ, Annual Seeds Conference
- NAMI Walk, tabling
- CONNECTIONS CONFERENCE
- Out of the Darkness Public Event

In the upcoming year CHR will make the following community outreach efforts:

Office of Individual and Family Affairs meeting one time per month

Participate advisory council meeting, 3rd Wednesday of month, monthly

All participant community meeting 2nd Wednesday of the month, monthly

Community Forums and listening sessions with Regional Behavioral Health Authority, As scheduled.

- Hope Fest
- MHA of AZ, Annual Seeds Conference
- NAMI Walk, tabling
- CONNECTIONS CONFERENCE
- Out of the Darkness Public Event

Public Meetings:

- (1) Public meetings are scheduled to increase the opportunity for attendance by stakeholders and the general public. This may require scheduling meetings during non-traditional business hours, holding more than one meeting at different times of the day or on different days, and checking other community activities to avoid conflicts.
- (2) When a public meeting or public hearing is focused on a planning study or program related to a specific geographic area or jurisdiction within the region, the meeting or hearing is held within that geographic area or jurisdiction.
- (3) Public meetings are held in locations accessible to people with disabilities and are located near a transit route when possible.

Center for Health and Recovery submits to the Arizona Department of Transportation 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

Center for Health and Recovery

Limited English Proficiency Plan

Center for Health and Recovery 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 CHEEERS Recovery 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 updates. In developing the plan while determining the CHR's extent of obligation to provide LEP services, CHR 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 Center for Health and Recovery's service area who may be served or likely to encounter by Center for Health and Recovery's program, activities, or services;
- 2) The frequency with which LEP individuals come in contact with Center for Health and Recovery's services;
- 3) The nature and importance of the program, activities or services provided by the Center for Health and Recovery's to the LEP population; and
- 4) The resources available to Center for Health and Recovery's and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

A statement in *Spanish or other specific identified language* 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

Center for Health and Recovery 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, 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

CHEEERS 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 CHR 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.

Limited English Proficiency and Non-English-Speaking Clients and Accessibility those with disabilities

Bilingual staff members will be available 5 day a week. The program’s target population promotes a diverse workforce representing many languages and cultures.

Translator services and telecommunication devices for the deaf (TTD) are also provided. All written material include client rights are available in both English and Spanish.

Language Assistance

Language is not a barrier to getting and receiving services at CHR. CHR accesses language service providers through contracts established by the Regional Behavioral Authority (RBHA) which provides two options to receive language services at no cost to the individual.

For interpretation by telephone, CHR uses VOIANCE. VOIANCE connects CHEEERS with an interpreter who speaks the member’s language. VOIANCE can be used to interpret during clinical contacts, such a therapy session, group counseling and children's behavioral health care. They can also be used in non-clinical, such as member's making or confirming appointments.

For face-to-face interpretation, CHR works with AKORBI. Face-to-face interpretation is the most effective type of interpretation. CHR may request an interpreter for individuals through their assigned clinic.

Persons eligible for benefits under the Arizona Health Care Cost Containment System (AHCCCS) and/or you are a person determined to have a serious mental illness (SMI), oral interpreter services are available at no cost.

Deaf or Hard of Hearing, aids are available as well as Sign Language interpreter.

Any difficulty in accessing services both providers and members may contact Mercy Maricopa Member Services at 602-586-1841 or 1-800-564-5465; hearing impaired (TTY/TDD) 711.

Visual assistance

For members with visual impairment, materials are available in large print. Some materials, like the Regional Behavioral Health Authority Member Handbook, are also available in alternative formats, including on audiocassette or CD. For information on what's available, you can call Mercy Care Services at 602-586-1841 or 1-800-564-5465; (TTY/TDD) 711.

CHR additionally uses the following agencies as resources to assist in overcoming any limitations or barriers:

- AZ Commission for the Deaf and Hard of Hearing
- Office of Refugee Health
- Arizona Department of Health
- Office of Minority Health

- CDC Office of Minority Health
- Substance Abuse and Mental Health Services Administration (SAMHSA)
- Center for Cultural Competence, Georgetown University
- CLAS Standards - Think Cultural Health

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. 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	N/A	N/A	N/A	N/A	N/A
COMMITTEE	N/A	N/A	N/A	N/A	N/A

Center for Health and Recovery does **NOT** select the membership of any transit-related committees, planning boards, or advisory councils.

Monitoring for Subrecipient Title VI Compliance

XX Center for Health and Recovery does NOT monitor subrecipients for Title VI compliance.

Title VI Equity Analysis

Center for Health and Recovery has no current or anticipated plans to develop new transit facilities covered by these requirements. No facilities covered by these requirements were developed since 1/30/2017.

Board Approval for the Title VI Program

Board Meeting Minutes with approval will be attached -