
Title VI Implementation Plan

Christian Care Mesa, Inc.



November 01, 2024 - October 31, 2027

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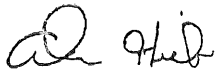
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Title VI Policy Statement

The Christian Care Mesa, Inc. 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 Christian Care Mesa, Inc. sponsored program or activity. There is no distinction between the sources of funding.

Christian Care Mesa, Inc. 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, Christian Care Mesa, Inc. will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When Christian Care Mesa, Inc. distributes Federal-aid funds to another entity/person, Christian Care Mesa, Inc. will ensure all subrecipients fully comply with Christian Care Mesa, Inc. Title VI Nondiscrimination Program requirements. The President/CEO, Alan Hieb has delegated the authority to Vice President of Operations of Christian Care Mesa, Inc. , Jon Scott Williams, Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.



Alan Hieb, President/CEO

Title VI Notice to the Public

Notifying the Public of Rights Under Title VI Christian Care Mesa, Inc.

Christian Care Mesa, Inc. 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 the Christian Care Mesa, Inc.

For more information on the Christian Care Mesa, Inc. civil rights program, and the procedures to file a complaint, contact Todd Carling 480-654-1800, (All community-provided phones are TTY for those needing to communicate via text, for nonresidents 711); email Todd.Carling@christiancare.org; or visit our administrative office at 6945 E Main St, Mesa, AZ 85207. For more information, visit <https://fellowshipsquare-mesa.org/title-vi-procedures/>

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 (480)654-1800. Para información en Español llame: Russell Amparano (480) 654-1800

The above notice is posted in the following locations: the main reception lobby (building 5) and in each vehicle. At a minimum it must be posted online and in the public areas of the agency's/ transit provider's office(s). This notice should also be posted at stations, stops, and on transit vehicles.

This notice is posted online at <https://fellowshipsquare-mesa.org/title-vi-procedures>

Title VI Notice to the Public -Spanish

Aviso al Público Sobre los Derechos Bajo el Título VI **Christian Care Mesa, Inc.**

Christian Care Mesa, Inc. *(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 Christian Care Mesa, Inc.'s programa de derechos civiles, y los procedimientos para presentar una queja, contacte Todd Carling, 480-654-1800, (Todos los teléfonos proporcionados por la comunidad son TTY para aquellos que necesitan comunicarse por mensaje de texto, para no residentes enviar texto al 711); o visite nuestra oficina administrativa en 6945 E Main St, Mesa, AZ 85207. Para obtener más información, visite <https://fellowshipsquare-mesa.org/title-vi-procedures/>

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

El aviso anterior está publicado en los siguientes lugares: el vestíbulo de recepción principal (edificio 5) y en cada vehículo. Como mínimo, debe publicarse en línea y en las áreas públicas de las oficinas de la agencia/proveedor de transporte. Este aviso también debe publicarse en estaciones, paradas y vehículos de tránsito.

Este aviso está publicado en línea en <https://fellowshipsquare-mesa.org/title-vi-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 Christian Care Mesa, Inc. 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 Christian Care Mesa, Inc. 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 the Christian Care Mesa, Inc. or submitted to the State or Federal authority for guidance.
- (7) Christian Care Mesa, Inc. 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

Title VI Complaint Procedures

- (8) Christian Care Mesa, Inc. 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 Christian Care Mesa, Inc. 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: <https://fellowshipsquare-mesa.org/title-vi-procedures/>

Título VI Procedimientos de Denuncia

Estos procedimientos brindan orientación para todas las quejas presentadas bajo el Título VI de la Ley de Derechos Civiles de 1964, ya que se relacionan con cualquier programa o actividad administrado por Christian Care Mesa, Inc., incluidos consultores, contratistas y proveedores. La intimidación o represalias como resultado de una queja están prohibidas por ley. Además de estos procedimientos, los denunciantes se reservan el derecho de presentar una denuncia formal ante otras agencias estatales o federales o de buscar asesoramiento privado para denuncias que alegan 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 del Título VI completando y enviando el Formulario de queja del Título VI de la agencia.
- (2) Las quejas formales deben presentarse dentro de los 180 días calendario a partir de la última fecha del presunto acto de discriminación o la fecha en que el denunciante tuvo conocimiento de la presunta discriminación, o cuando ha habido un curso de conducta continuo, el fecha en que se interrumpió la conducta o el último caso de la conducta.
- (3) Las quejas deben realizarse por escrito y estar firmadas por el(los) reclamante(s) y deben incluir el nombre, la dirección y el número de teléfono del(los) reclamante(s). La persona de contacto del Título VI ayudará al denunciante a documentar los problemas si es necesario.
- (4) Las denuncias recibidas por fax o correo electrónico serán reconocidas y procesadas una vez que se haya establecido la identidad del denunciante y la intención de proceder con la denuncia. Para esto, el demandante debe enviar por correo una copia original firmada del fax o correo electrónico para que se procese la queja.
- (5) Las acusaciones recibidas por teléfono se reducirán a escrito y se entregarán al denunciante para su confirmación o revisión antes de procesarlas. Se enviará un formulario de queja al demandante para que lo complete, lo firme y lo devuelva para su procesamiento.
- (6) Una vez enviado, Christian Care Mesa, Inc. revisará el formulario de queja para determinar la jurisdicción. Todas las quejas recibirán una carta de acuse de recibo informándole si la queja será investigada por Christian Care Mesa, Inc. o enviada a la autoridad estatal o federal para obtener orientación.
- (7) Christian Care Mesa, Inc. notificará al Coordinador del Título VI todas las quejas del Título VI dentro de las 72 horas por teléfono al: 602-262-7242; correo electrónico a: phxtransiteo@phoenix.gov

Título VI Procedimientos de Denuncia

- (8) Christian Care Mesa, Inc. tiene 60 días para investigar la denuncia. Si se necesita más información para resolver el caso, la Autoridad podrá contactar al denunciante. El denunciante tiene 60 días hábiles a partir de la fecha de la carta para enviar la información solicitada al investigador asignado al caso. Si el denunciante no se comunica con el investigador o no recibe la información adicional dentro de los 30 días hábiles, la Autoridad puede cerrar el caso administrativamente. Un caso también puede cerrarse administrativamente si el demandante ya no desea continuar con su caso.
- (9) Después de que el investigador revise la denuncia, enviará una de dos cartas al denunciante: una carta de cierre o una Carta de conclusión (LOF). Una carta de cierre resume las acusaciones y establece que no hubo una violación del Título VI y que el caso se cerrará. Una LOF resume las acusaciones y las entrevistas sobre el presunto incidente y explica si se tomará alguna medida disciplinaria, capacitación adicional del miembro del personal u otra acción. Si el denunciante desea apelar la decisión, tiene 30 días después de la fecha de la carta o de la LOF para hacerlo.
- (10) Un reclamante que no esté satisfecho con la decisión de Christian Care Mesa, Inc. puede presentar una queja directamente ante el Departamento de Transporte Público (COP) de la ciudad de Phoenix: Atención: Coordinador del Título VI, 302 N. 1st Ave., Suite 900, Phoenix, AZ 85003 o las oficinas de Derechos Civiles de la Administración Federal de Tránsito (FTA): Atención Coordinador del Programa Título VI, Edificio Este, 5to Piso-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (11) Puede encontrar una copia de estos procedimientos en línea en: <https://fellowshipsquare-mesa.org/title-vi-procedures/>

TITLE VI COMPLAINT FORM

Any person who believes that he or she has been discriminated against by Christian Care Mesa, Inc. or any of its service providers and believes the discrimination was based upon race, color or national origin, may file a formal complaint with Valley Metro Customer Service.

Please provide the following information to process your complaint. Alternative formats and languages are available upon request. You can reach Customer Service at 480-654-1800 (TTY: 711) or via email at Todd.Carling@christiancare.org.

SECTION 1: CUSTOMER INFORMATION

First Name: _____ Last Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Home Phone: _____ Cell Phone: _____
Email: _____ Preferred method of contact: Phone Email

SECTION 2: INCIDENT INFORMATION

Date of Incident: _____ Time of Incident: _____ AM PM City: _____
Incident Location: _____ Direction of Travel: _____
Route #: _____ Bus/Light Rail/Streetcar #: _____
Service Type: Local Bus Express/RAPID Circulator/Connector Light Rail Streetcar Dial-a-Ride
Operator Name: _____
Operator Description: _____
What was the discrimination based on (Check all that apply): Race Color National Origin Other _____

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. You may also attach any written materials or other information relevant to your complaint.

Have you filed this complaint with the Federal Transit Administration (FTA)? Yes No
If yes, please provide information about a contact person at the FTA where the complaint was filed:
Name: _____ Title: _____
Address: _____ Phone: _____

Have you previously filed a Title VI complaint with this agency? Yes No
Signature and date required below:

Signature _____
Date _____



FORMA DE RECLAMACIÓN BAJO EL TÍTULO VI

Cualquier persona que crea que ha sido discriminada por Christian Chare Mesa, Inc. o por cualquiera de sus proveedores de servicios y cree que la discriminación fue basada en su raza, color u origen nacional, puede registrar una queja formal ante el Servicio al Cliente de Valley Metro.

Por favor provea la siguiente información para procesar su queja. Hay formatos e idiomas alternativos disponibles si se solicitan. Usted se puede comunicar con el Servicio al Cliente llamando al 480-654-1800 (TTY: 711) ó por correo electrónico a Todd.Carling@christiancare.org.

SECCIÓN 1: INFORMACIÓN DEL CLIENTE

Nombre: _____ Apellido: _____
Domicilio: _____
Ciudad: _____ Estado: _____ Código Postal: _____
Teléfono del Hogar: _____ Teléfono Celular: _____
Correo Electrónico: _____ Método preferido de contacto: Teléfono Correo Electrónico

SECCIÓN 2: INFORMACIÓN SOBRE EL INCIDENTE

Fecha del Incidente: _____ Hora del Incidente: _____ AM PM Ciudad: _____
Ubicación del Incidente: _____ Dirección del Viaje: _____
Ruta #: _____ Autobús/Tren Ligero/Tranvía #: _____
Tipo de Servicio: Autobús Local Express/RAPID Circulador/Conector Tren Ligero Tranvía Dial-a-Ride
Nombre del/la Operador/a: _____
Descripción del/la Operador/a: _____
¿En qué se basó la discriminación? (Marque todo lo que sea aplicable):
 Raza Color Origen Nacional Otro _____

Explique lo más claramente posible lo que sucedió y por qué cree usted que se le discriminó. Describa a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la/s persona/s que le discriminó/aron (si los conoce), así como los nombres y la información de contacto de cualquier testigo. Si se necesita más espacio, por favor use el reverso de esta forma. Usted también puede adjuntar cualquier material por escrito u otra información relevante a su queja.

¿Ha usted registrado esta queja ante la Administración Federal de Transporte (FTA por sus siglas en inglés)? Sí No
Si contestó Sí, por favor provea información sobre una persona de contacto en la administración FTA donde se registró la queja:

Nombre: _____ Título: _____
Domicilio: _____ Teléfono: _____

¿Ha usted registrado previamente una queja bajo el Título VI ante esta agencia? Sí No

Firma y fecha requeridas abajo:

Firma _____
Fecha _____



Title VI Investigations, Complaints, and Lawsuits

A separate Annual Title VI Report must be submitted each year by October 15th as a part of the Milestone Progress Reporting (MPR) data.

<i>Name and/or Case Number</i>	<i>Date Case Filed (Month, Day, Year)</i>	<i>Case Summary (include basis of complaint: ex. race, color, national origin)</i>	<i>Case Status/Response</i>	<i>Case Resolution Action</i>
Investigations				
Lawsuits				
Complaints				

Fellowship Square Mesa has not had any Title VI complaints, investigations, or lawsuits during the review period 11/01/2024.

Public Participation Plan

Christian Care Mesa, Inc. Public Participation Plan



Christian Care Mesa, Inc. 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, Christian Care Mesa, Inc. made the following community outreach efforts:

In the upcoming year Christian Care Mesa, Inc. will make the following community outreach efforts:

Public Meetings:

- o **January 21, 2025 (Initial Meeting)**
- o **April 2025**
- o **July 2025**
- o **October 2025**

- (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.

Christian Care Mesa, Inc. submits 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.

Public Participation Plan for Transportation Needs

Christian Care Mesa Inc. (DBA Fellowship Square Mesa)

Effective Date: January 21, 2025

Purpose

The Public Participation Plan (PPP) for transportation needs at Fellowship Square Mesa outlines the proactive strategies, procedures, and activities designed to engage our residents in the planning and development of transportation services. This plan is intended to ensure that all residents have a voice in shaping the transportation services provided, making them responsive to the needs and preferences of our senior living community.

Goals and Objectives

The primary goals of the Public Participation Plan are to:

- Ensure that residents of Fellowship Square Mesa have meaningful opportunities to participate in discussions about transportation services.
- Gather input and feedback from residents to identify and address transportation challenges and needs.
- Promote transparent decision-making processes that consider the views and concerns of residents.
- Develop transportation services that enhance mobility, independence, and quality of life for our community.

Target Audience

The target audience for this plan is the residents of Fellowship Square Mesa, a diverse senior living community with varying mobility and transportation needs.

Key Components of the Public Participation Plan

1. Public Participation Strategies

To engage residents in the decision-making process regarding transportation services, Fellowship Square Mesa will implement the following strategies:

- **Quarterly Public Meetings:**
Fellowship Square Mesa will hold quarterly public meetings to discuss transportation needs, gather resident feedback, and review any proposed changes or improvements to transportation services. These meetings will be held in:
 - **January 21, 2025** (Initial Meeting)
 - **April 2025**
 - **July 2025**
 - **October 2025**

Each meeting will take place at a convenient location within Fellowship Square Mesa, such as the community center, and will be scheduled during an accessible time to most residents (e.g., late morning or early afternoon).

- **Surveys and Questionnaires:**
Surveys will be distributed to residents ahead of each quarterly meeting to assess current transportation needs, preferences, and concerns. The surveys will be available in both paper and digital formats to ensure accessibility.
- **Focus Groups:**
We will organize small focus group sessions to allow for in-depth discussion with residents who have specific transportation challenges (e.g., mobility issues, and medical transportation needs). These focus groups will complement the quarterly meetings by providing detailed insights into particular concerns.
- **Suggestion Boxes:**
Physical and virtual suggestion boxes will be placed throughout Fellowship Square Mesa, allowing residents to submit transportation-related comments, questions, or suggestions at any time. These suggestions will be reviewed at each quarterly meeting.
- **One-on-One Resident Meetings:**
Individual meetings with transportation staff or management will be offered to residents who prefer private discussions regarding their transportation needs.

2. Communication and Outreach

To ensure broad participation and awareness, Fellowship Square Mesa will use the following communication methods:

- **Meeting Announcements:**
Notices for quarterly meetings will be posted in common areas, in-house TV channels, and activity bulletin boards. Announcements will also be made via the Fellowship Square Mesa newsletter, email updates, and digital signage.
- **Resident Liaison Program:**
Resident volunteers will act as liaisons between the transportation team and the community, helping to disseminate information and encourage participation among their peers.
- **Multilingual Support:**
For residents with Limited English Proficiency (LEP), meeting materials and surveys will be translated into the most commonly spoken languages. Interpretation services will also be available during meetings upon request.
- **Reminders and Follow-Ups:**
Meeting reminders will be sent one week prior to the scheduled date, with a final reminder the day before. After each meeting, a summary of discussions and outcomes will be distributed to all residents.

3. Participation Procedures

During each quarterly meeting, the following procedures will be followed to ensure structured and inclusive participation:

- **Agenda and Discussion Topics:**
An agenda will be prepared and shared with residents at least one week prior to the meeting. Topics will include:
 - Current transportation services review
 - Resident feedback on service quality and accessibility
 - Proposed changes or improvements
 - Any issues raised by residents
 - New transportation trends or technologies
 - Open discussion for additional resident concerns
- **Facilitated Discussions:**
Meetings will be facilitated by a transportation coordinator or a member of the management team to guide discussions and ensure all voices are heard. Residents will be encouraged to ask questions, offer suggestions, and share concerns.
- **Action Plans:**
After each meeting, action items will be documented, including any proposed changes to transportation services or follow-up activities. These action items will be communicated to residents, along with timelines for implementation.
- **Feedback Loop:**
Residents will be updated on the progress of any transportation improvements or changes discussed during meetings, ensuring accountability and transparency. Feedback from previous meetings will also be revisited to ensure ongoing resident satisfaction.

4. Evaluation and Continuous Improvement

To ensure that the Public Participation Plan remains effective, we will:

- **Monitor Participation Levels:**
Track attendance at quarterly meetings, survey response rates, and the number of suggestions submitted to assess resident engagement.
- **Evaluate Resident Satisfaction:**
Conduct periodic evaluations to gauge resident satisfaction with both the transportation services and the participation process. This may include follow-up surveys or informal conversations with residents.
- **Adjust Participation Methods:**
Based on feedback and participation trends, we may adjust our outreach and communication methods to better serve our residents. This could include additional focus groups, more frequent updates, or alternative meeting formats.

Desired Outcomes

The desired outcomes of the Public Participation Plan include:

- **Enhanced Resident Involvement:**
Increased resident participation in transportation planning and decision-making processes, ensuring that services are tailored to their needs.
- **Improved Transportation Services:**
Resident feedback will directly inform transportation improvements, resulting in services that are more responsive, accessible, and efficient.
- **Increased Satisfaction and Mobility:**
By addressing resident concerns and adapting transportation services accordingly, we aim to enhance overall satisfaction and support residents' independence and mobility.

Conclusion

Fellowship Square Mesa is committed to fostering an open, inclusive, and transparent process for addressing transportation needs within our senior living community. By holding quarterly meetings, soliciting feedback through multiple channels, and continuously improving our services based on resident input, we will ensure that transportation services meet the needs of our residents and contribute to their quality of life.

For more information or to provide input, please contact:

Michael Long
Life Enrichment & Transportation Supervisor
Fellowship Square Mesa
Phone: (480) 776-4317
Email: Michael.Long@ChristianCare.org

Limited English Proficiency Plan

Christian Care

Mesa, Inc.

Limited English Proficiency Plan



Christian Care Mesa, Inc. 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 Christian Care Mesa, Inc. 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 the Christian Care Mesa, Inc.'s extent of obligation to provide LEP services, the Christian Care Mesa, Inc. 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 Christian Care Mesa, Inc. service area who may be served or likely to encounter by Christian Care Mesa, Inc. program, activities, or services;
- 2) The frequency with which LEP individuals come in contact with an Christian Care Mesa, Inc. services;
- 3) The nature and importance of the program, activities or services provided by the Christian Care Mesa, Inc. to the LEP population; and
- 4) The resources available to Christian Care Mesa, Inc. and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

A statement in *(Spanish or specific language per your community make up)* will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested. *(List all other efforts to provide services to LEP individuals)*

Safe Harbor Provision

Christian Care Mesa, Inc. 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) Bus Schedules
- (5) Route Changes
- (6) Public Hearings

Limited English Proficiency (LEP) Plan

Organization: Christian Care Mesa, Inc. (DBA Fellowship Square Mesa)

Effective Date: 11/01/2024

Purpose

The Limited English Proficiency (LEP) Plan outlines proactive strategies and procedures to ensure that individuals with Limited English Proficiency have meaningful access to the benefits, services, and information provided by Fellowship Square Mesa. This plan is designed to comply with Title VI of the Civil Rights Act of 1964 and Executive Order 13166, ensuring that no person is denied access to our programs and services based on their ability to communicate in English.

Definition of LEP Individuals

LEP individuals are those who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English. Fellowship Square Mesa recognizes the importance of ensuring meaningful access to information and services for LEP individuals.

Key Components of the LEP Plan

1. Identifying LEP Individuals in Need of Assistance

To ensure that we meet the needs of LEP individuals, Fellowship Square Mesa will:

- Assess the language needs of our community by conducting periodic reviews of demographic data, such as census information, surveys, and resident requests.
- Identify LEP individuals during intake and service interactions by offering language assistance in the preferred language of the individual.
- Record and track residents' language preferences for future interactions, ensuring that appropriate assistance is available when needed.

2. Language Assistance Measures

To provide meaningful access to services, Fellowship Square Mesa will employ the following language assistance strategies:

- **Translation of Vital Documents:** We will translate key documents, such as applications, brochures, notices, and consent forms, into the most common languages spoken by LEP individuals in our service area. Translated documents will be made available in print and digital formats.
- **Oral Interpretation Services:** LEP individuals will have access to qualified interpreters, either in person or via phone interpretation services, for any interactions involving our programs and services. This includes intake meetings, interviews, appointments, and inquiries.
- **Bilingual Staff:** We will identify and utilize bilingual staff members to assist LEP individuals. Fellowship Square Mesa will encourage the hiring of bilingual employees who can provide direct language assistance.
- **Signage and Notification:** Prominent signage in common areas will inform LEP individuals of the availability of free language assistance services. We will also include notifications about language services on our website and in printed materials.

3. Staff Training

All Fellowship Square Mesa staff will receive training on the following:

- **Identifying LEP Needs:** Staff will learn how to identify when an individual requires language assistance, including recognizing signs of limited English proficiency and using language identification cards.
- **Providing Language Assistance:** Employees will be trained on the procedures for requesting interpretation or translation services, utilizing bilingual staff, and accessing external language assistance resources.
- **Cultural Sensitivity:** Training will include cultural competency to ensure that staff communicate respectfully and effectively with individuals from diverse linguistic and cultural backgrounds.

4. Monitoring and Evaluating the LEP Plan

Fellowship Square Mesa will regularly monitor and evaluate the effectiveness of the LEP Plan by:

- Reviewing LEP-related service requests, feedback from staff, and interactions with LEP individuals to identify areas for improvement.
- Updating translations and resources as the community's language needs change, ensuring that we are responsive to shifts in the population.
- Seeking input from LEP individuals, families, and community stakeholders on how to improve access to services.

5. Desired Outcomes

The primary goal of this LEP Plan is to ensure that LEP individuals can fully participate in and benefit from the services and programs offered by Fellowship Square Mesa. Desired outcomes include:

- **Increased Access:** LEP individuals will have equal access to information, services, and benefits provided by our programs.
- **Improved Communication:** All LEP individuals will be able to communicate effectively with staff and access vital information in their preferred language.
- **Enhanced Service Delivery:** Fellowship Square Mesa will deliver high-quality, culturally competent services to LEP individuals in a manner that respects their linguistic and cultural needs.
- **Resident Satisfaction:** LEP individuals and their families will experience increased satisfaction with our programs and services due to improved communication and access.

Implementation Plan

Step 1: Assessment of Language Needs

Fellowship Square Mesa will conduct a language needs assessment to determine which languages are most frequently spoken by LEP individuals in our community. This assessment will be reviewed annually to keep pace with demographic changes.

Step 2: Provision of Language Assistance

We will develop a list of commonly requested documents for translation and identify key staff members responsible for coordinating interpretation and translation services. A system for tracking and updating LEP service requests will be implemented.

Step 3: Staff Training

Initial staff training sessions will be conducted to familiarize employees with the LEP Plan, with ongoing training provided to new hires. Annual refresher courses will ensure staff remain proficient in implementing LEP procedures.

Step 4: Monitoring and Reporting

Regular reports on LEP service usage and feedback will be compiled to assess the effectiveness of the LEP Plan. These reports will guide adjustments to service provisions, translation needs, and staff training initiatives.

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	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%
TYPE THE NAME OF THE COMMITTEE HERE	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%
TYPE THE NAME OF THE COMMITTEE HERE	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%
TYPE THE NAME OF THE COMMITTEE HERE	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%

Describe the process the agency uses to encourage the participation of minorities on such committees should be included

Christian Care Mesa, Inc. does NOT select the membership of any transit-related committees, planning boards, or advisory councils.

Monitoring for Subrecipient Title VI Compliance

At Christian Care Mesa, Inc., we are committed to ensuring the safety, efficiency, and accountability of our transportation services, upholding the principles of Title VI of the Civil Rights Act of 1964, which ensures that our transportation services are free from discrimination and fully accessible to all individuals, regardless of race, color, or national origin. To achieve this, we actively monitor our vehicles using a comprehensive vehicle monitoring system. This system enables us to track vehicle usage, monitor driver behavior, ensure timely maintenance, and optimize route efficiency.

We also extend these procedures to our sub-recipients, Christian Care Mesa II, Inc., encouraging them to adopt the same vehicle monitoring practices and Title VI compliance measures. Christian Care Mesa II, Inc. will supply weekly reporting to Christian Care Mesa, Inc.'s Life Enrichment Supervisor, Michael Long, to include current mileage, completed pre- and post-trip logs with all information on drivers and trips taken, maintenance records, and vehicle inventory.

By following these established protocols, our sub-recipients can benefit from enhanced operational oversight, ensuring that all vehicles are utilized safely and effectively while adhering to Title VI requirements. Our shared approach promotes accountability and transparency in managing transportation resources for the benefit of our community.

Sub-recipients are provided with detailed guidelines on implementing and managing these monitoring systems and policies to ensure consistency in procedures across all operations. We are confident that these measures contribute to improved and equitable service delivery and the overall safety of our transportation network.

If the weekly reports are not completed, the vehicle will be returned to Christian Care Mesa, Inc. immediately. If further assistance or clarification is needed, our team is available to provide support in implementing these vehicle monitoring procedures.

Title VI Equity Analysis

A sub recipient 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 sub recipient organization receives any FTA dollars, it must comply with this requirement.

Fellowship Square Mesa has no current or anticipated plans to develop new transit facilities covered by these requirements. No facilities covered by these requirements were developed since June 2nd, 1997.



CHRISTIAN CARE

Christian Care Companies
Board of Directors
Electronic Approval
November 5, 2024

Christian Care Board of Directors Record of Electronic Approval:

This notice serves to confirm that the Christian Care Board of Directors unanimously approved the

- 5310 Title VI Plan (copy attached)

via electronic votes cast on November 5, 2024.

Board approval was solicited by Chief Advancement Officer Dan Selby to comply with the Maricopa Association of Governments (MAGS) legal compliance requirements to secure grant funds awarded to Christian Care/Fellowship Square.

The grant funds are for Federal Fiscal Year 2024 through the Federal Transit Administration (FTA) under Section 5310 for the Enhanced Mobility of Seniors and Individuals with Disabilities grant program for the Phoenix-Mesa-Scottsdale Urban Area and will be used to purchase and maintain transportation on our Maricopa County campuses.

John Norris, Secretary

11-5-2024

Date