

# *Title VI Implementation Plan*

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**Pinal Hispanic Council**  
**Behavioral Health Services**

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# Executive Summary

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The Pinal Hispanic Council (PHC) was established in 1990 to provide behavioral health services in Eloy, Arizona. In 1991, PHC established its second behavioral health facility in Coolidge, Arizona. In 1995, PHC opened a third behavioral health agency in Casa Grande (solely to provide services to the Serious Mentally Ill population). Finally, in 2010, PHC, opened behavioral health facilities in Douglas and Nogales, Arizona.

PHC service populations include children, youth, families, and adults. PHC provides individual, family, and group counseling. PHC provides services related to Serious Mentally Ill, mental health, and substance abuse. PHC has approximately 1,300 members that it serves within the three Counties identified above.

PHC provides transportation to its members with the 5310 grant funds in the three counties it serves. Transportation is provided for medical, emergency assistance, basic assistance, etc.

PHC has been a grantee for approximately ten years. PHC has received funding for 5310 program vehicle funds.

The PHC organizational structure of the agency includes a Board of Directors (seven members), Chief Executive Officer, Chief Operating Officer, Chief Information Officer, Medical Director, Clinical Director, Financial Officer, Human Resources Director, and Facilities Manager. PHC also has four Clinical Supervisors who have clinical oversight at the behavioral health facilities.

PHC has a total of 102 employees.

**What type of program fund(s) did you apply for?**

- ☒ 5310
- ☐ 5311
- ☐ Other (please explain)\_\_\_\_\_

**Type of Funding Requests? (Select all that apply)**

- ☒ Vehicle Funds
- ☐ Operating Funds
- ☐ Other (please explain)\_\_\_\_\_

# Non Discrimination Policy Statement

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The Pinal Hispanic Council policy assures full compliance with Title VI of 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 Pinal Hispanic Council sponsored program or activity. There is no distinction between the sources of funding.

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

When Pinal Hispanic Council distributes Federal-aid funds to another entity/person, Pinal Hispanic Council will ensure all subrecipients fully comply with Pinal Hispanic Council Title VI Nondiscrimination Program requirements. The Chief Executive Officer has delegated the authority to Elizabeth Flores, Chief Operating Officer, Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.



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RALPH VARELA, CHIEF EXECUTIVE OFFICER

# Non Discrimination Notice to the Public

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## Notifying the Public of Rights Under Title VI and ADA



### **Pinal Hispanic Council** **Behavioral Health Services**

The Pinal Hispanic Council 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 Pinal Hispanic Council.

For more information on the Pinal Hispanic Council civil rights program, and the procedures to file a complaint, contact Elizabeth Flores at 520-466-7765, (TTY: Dial 711 then provide number 520-466-7765); email [eflores@pinalhispaniccouncil.org](mailto:eflores@pinalhispaniccouncil.org) or visit our administrative office at 107 E 4th St. Eloy, Arizona 85131. For more information, visit [www.pinalhispaniccouncil.org](http://www.pinalhispaniccouncil.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 520-466-7765. Para información en Español llame:

Elizabeth Flores, Title VI Coordinator  
Chief Operating Officer  
107 E 4th St.  
Eloy, Arizona 85131  
520-466-7765

# Non Discrimination Notice to the Public – Spanish

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## Aviso Público Sobre los Derechos Bajo el Título VI Y ADA



### **Pinal Hispanic Council** **Behavioral Health Services**

Pinal Hispanic Council (*y sus subcontratistas, si cualquiera*) 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 país de origen.

Para obtener más información sobre la Pinal Hispanic Council's programa de derechos civiles, y los procedimientos para presentar una queja, contacte Elizabeth Flores at 520-466-7765, (TTY: Dial 711 then provide number 520-466-7765); email [eflores@pinalhispaniccouncil.org](mailto:eflores@pinalhispaniccouncil.org); o visite nuestra oficina administrativa en 107 E 4th St. Eloy, Arizona 85131. Para obtener más información, visite [www.pinalhispaniccouncil.org](http://www.pinalhispaniccouncil.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

*The above notice is posted in the following locations: All Pinal Hispanic Council offices, Eloy Post Office, Great Western Bank, Eloy Public Library, IGA Foodtown, Eloy Chamber of Commerce. This notice is also in all transit vehicles.*

*This notice is posted online at **[www.pinalhispaniccouncil.org](http://www.pinalhispaniccouncil.org)***

## PINAL HISPANIC COUNCIL ADA Policies

It is the policy of Pinal Hispanic Council to abide by all provisions of the Americans with Disabilities Act (ADA) of 1990 and Section 504 of the Rehabilitation Act of 1973, as amended, including all programs, services, activities, operations and relationships with—and accommodations/modifications of—employees, client-customers, and the general public, including but not limited to those stated below.

The Americans with Disabilities Act of 1990 (ADA) requires that individuals with disabilities receive the same level of service as non-disabled individuals. Services that are “separate but equal” are not acceptable. Section 504 prohibits discrimination on the basis of disability in any program or activity receiving Federal financial assistance.

All recipients must keep federally funded equipment and facilities in good operating condition. Recipients must have policies and procedures to maintain vehicles. Recipients must maintain, in operative condition, those features of facilities, vehicles, and other capital equipment that are required to make them accessible. ADA accessibility features must be repaired promptly if they are damaged or out of order. Recipients must establish a system of regular and frequent maintenance checks of lifts sufficient to determine if they are operative.

Specific transportation provisions of the Americans with Disabilities Act (ADA), and Section 504 of the Rehabilitation Act of 1973, as amended, include but are not limited to the following requirements:

**Equivalent service:** As required by the ADA, Pinal Hispanic Council has a sufficient number of, or access to, wheelchair accessible vehicles in our fleet regardless of employment status to ensure that individuals needing an accessible vehicle have equivalent access to our transportation services as ambulatory individuals.

**Maintenance of Accessible Features on Vehicles:** As required by the ADA, the accessible features on our vehicles are maintained in operative condition so that individuals needing these features receive equivalent service to individuals not needing those features. Accessibility features are repaired promptly if they are damaged or out of order. Drivers are required to report lift and ramp failures promptly.

**Transporting and securing wheelchairs:** A wheelchair is a mobility aid belonging to any class of three- or more-wheeled devices, usable indoors, designed or modified for, and used by individuals with mobility impairments, whether operated manually or powered. Pinal Hispanic Council will transport passengers with wheelchairs, even in circumstances when the wheelchair cannot be secured to the driver’s satisfaction, unless the wheelchair exceeds the size or weight capacity of the wheelchair lift or ramp.

**Adequate Time for Vehicle Boarding and Disembarking:** As required by the ADA, Pinal Hispanic Council provides adequate time for boarding and disembarking our vehicles for individuals with disabilities.

**Use of Portable Oxygen/Respirator Equipment:** As required by the ADA, individuals using our transportation service may bring respirator, portable oxygen equipment, and/or other life support equipment on board our vehicles, as long as they do not violate the law or rules relating to the transportation of hazardous materials. All equipment must be small enough to fit into our vehicles safely and without obstructing the aisle and/or blocking emergency exits. Passengers must secure the equipment by means such as carrying the equipment using a shoulder strap or securing the equipment to a wheelchair or a seat.

**Service Animals:** As required by the ADA, any guide dog, signal dogs, or other animal individually trained to work or perform tasks for the benefit of an individual with a disability, including but not limited to, guiding individuals with impaired vision or alerting individuals with impaired hearing, have access to our vehicles. All service animals must be kept under the control of their owner at all times and abides by local animal safety regulations.

**Training in Wheelchair Securement, Sensitivity to Passengers:** As required by the ADA, Pinal Hispanic Council trains its personnel to operate vehicles and equipment safely, assist passengers properly, and treat individuals with disabilities who use the service in a respectful and courteous way. A “Certified Trainer” in Passenger Assistance Safety and Security (P.A.S.S.) provides training to personnel prior to being released to drive for Pinal Hispanic Council.

**Driver use of, and assistance with, Accessibility Equipment:** As required by the ADA, Pinal Hispanic Council personnel make use of all available accessibility equipment when needed and provide a reasonable level of assistance to passengers as necessary and upon request with lifts, ramps, and securement devices.

**ADA complaints:** Pinal Hispanic Council discrimination related customer service complaints, including those associated with ADA regulations, are reported to ADOT Civil Rights Office and complaint documentation is maintained on file for one year. ADA related service complaint logs are kept on file for five years, per USDOT regulations.

**Contact Elizabeth Flores  
107 E 4th St  
Eloy, Arizona 85131  
520-466-7765  
eflores@pinalhispaniccouncil.org.**



# Non-Discrimination Complaint Procedures

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These procedures provide guidance for all complaints filed under 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) as they relate to any program or activity that is administered by Pinal Hispanic Council 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, national origin, or disability may file a Discrimination 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 ADA/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 Pinal Hispanic Council 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 Pinal Hispanic Council or submitted to the State or Federal authority for guidance.
- (7) Pinal Hispanic Council 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).

- (8) Pinal Hispanic Council has 30 days to investigate the complaint. If more information is needed to resolve the case, the Authority 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, 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 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.
- (10) 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.
- (11) A complainant dissatisfied with Pinal Hispanic Council decision may file a complaint with the Arizona Department of Transportation (ADOT) or the Federal Transit Administration (FTA) offices of Civil Rights: **ADOT**: ATTN ADA/Title VI Program Coordinator 206 S. 17<sup>TH</sup> Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA**: Attention Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (12) A copy of these procedures can be found online at: [www.pinalhispaniccouncil.org](http://www.pinalhispaniccouncil.org)

If information is needed in another language contact 520-466-7765. Para información en Español llame:

Elizabeth Flores, Title VI Coordinator  
Chief Operating Officer  
107 E 4th St.  
Eloy, Arizona 85131  
520-466-7765

# Procedimientos de reclamación de no discriminación

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Estos procedimientos proporcionan orientación para todas las quejas presentadas bajo el título VI de la ley de derechos civiles de 1964, sección 504 de la ley de rehabilitación de 1973, y la ley de los americanos con discapacidades de 1990 (ADA), ya que se relacionan con cualquier programa o actividad que se administre por Pinal Hispanic Council incluyendo consultores, contratistas y vendedores. La ley prohíbe la intimidación o la represalia como resultado de una queja. Además de estos procedimientos, los querellantes se reservan el derecho de presentar una queja formal ante otras agencias estatales o federales o de solicitar asesoría privada para reclamaciones que alegan discriminación. Se harán todos los esfuerzos posibles para resolver las quejas al nivel más bajo posible.

- (1) Cualquier persona que crea que él y/o ella ha sido discriminada sobre la base de raza, color, origen nacional, o incapacidad puede presentar una queja de discriminación al completar y presentar el formulario de reclamación del título VI de la Agencia.
- (2) Las quejas formales deben presentarse dentro de 180 días naturales de la última fecha del presunto acto de discriminación o la fecha en que la presunta discriminación se conoció a los querellantes, o cuando se ha producido un curso de conducta continuo, la fecha en que la conducta fue descontinuada o la última instancia de la conducta.
- (3) Las quejas deben ser por escrito y firmadas por el (los) querellante (s) y deben incluir el nombre, dirección y número de teléfono del querellante (s). La persona de contacto ADA/Title VI asistirá a la organización querellante a documentar las cuestiones si fuera necesario.
- (4) Las alegaciones recibidas por fax o correo electrónico serán reconocidas y procesadas, una vez que se haya establecido la identidad del (de los) querellante (es) y la intención de proceder con la queja. Para ello, se requiere que el demandante envíe por correo una copia firmada y original del fax o correo electrónico de transmisión para que la queja sea procesada.
- (5) Las alegaciones recibidas por teléfono se reducirán a la escritura y se entregarán al demandante para su confirmación o revisión antes de su tramitación. Un formulario de queja será remitido al demandante para que complete, firme y regrese para su procesamiento.
- (6) Una vez presentado Pinal Hispanic Council, revisará el formulario de reclamación para determinar la jurisdicción. Todas las quejas recibirán una carta de acuse de recibo que le informará si la queja será investigada por el Consejo hispano de Pinal o se someterá a la autoridad estatal o federal para su orientación.
- (7) Pinal Hispanic Council notificará a la oficina de derechos civiles de ADOT de todas las quejas de discriminación dentro de 72 horas por teléfono al 602-712-8946; o correo electrónico a [civilrightsoffice@azdot.gov](mailto:civilrightsoffice@azdot.gov).

- (8) Pinal Hispanic Council tiene 30 días para investigar la queja. Si se necesita más información para resolver el caso, la autoridad puede ponerse en contacto con el querellante. El querellante tiene 10 días hábiles a partir de la fecha de la carta para enviar la información solicitada al investigador asignado al caso. Si el investigador no es contactado por el demandante o no recibe la información adicional dentro de 10 días hábiles, la autoridad puede cerrar administrativamente el caso. Un caso se puede cerrar administrativo también si el querellante no desea más a perseguir su caso.
- (9) Después de que el investigador revisa la queja, ella/él emitirá una de dos cartas al querellante: una carta de clausura o una carta de hallazgo (LOF). Una carta de clausura resume los alegatos y declara que no hubo una violación de la discriminación y que el caso será cerrado. Un LOF resume las alegaciones y las entrevistas con respecto al incidente alegado, y explica si cualquier acción disciplinaria, la formación adicional del miembro del personal u otra acción ocurrirá.
- (10) Una copia de la carta de clausura o LOF debe ser sometida también a Adot dentro de 72 horas después de la decisión. Las cartas pueden ser enviadas por copia impresa o correo electrónico.
- (11) Un querellante insatisfecho con la decisión del Pinal Hispanic Council puede presentar una queja ante el Departamento de transporte de Arizona (ADOT) o las oficinas de derechos civiles de la administración federal de tránsito (FTA): **ADOT**: ATTN ADA/Title VI Program Coordinator 206 S. 17<sup>TH</sup> Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA**: Attention Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (12) Una copia de estos procedimientos se puede encontrar en línea en [www.pinalhispaniccouncil.org](http://www.pinalhispaniccouncil.org)

Si se necesita información en otro idioma, comuníquese con 520-466-7765. Para información en Español llame:

Elizabeth Flores, Title VI Coordinator  
Chief Operating Officer  
107 E 4th St.  
Eloy, Arizona 85131  
520-466-7765

# 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): _____		
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.		
_____ _____ _____		
<b>Section VI:</b>		



# Formulario de Reclamación de Discriminación

<b>Sección I:</b>		
Nombre:		
Dirección:		
Teléfono (Casa):	Teléfono (Trabajo):	
Correo electrónico:		
requisitos de formato accesibles?	<input type="checkbox"/> impresión grande	<input type="checkbox"/> cinta de audio
	<input type="checkbox"/> TDD	<input type="checkbox"/> Otros
<b>Sección II:</b>		
¿está presentando esta queja en su propio nombre	<input type="checkbox"/> Sí *	<input type="checkbox"/> No
<i>* Si usted contestó sí a esta pregunta vaya a la sección III.</i>		
Si no, por favor sumeter su nombre y la relación de la persona para la cual usted se está quejando.		
Por favor explique por qué ha presentado un tercer partido:		
Por favor confirme que usted ha obtenido el permiso de la parte agraviada si usted está presentando en nombre de una tercera parte.	<input type="checkbox"/> Sí	<input type="checkbox"/> No
<b>Sección III:</b>		
Creo que la discriminación que experimenté se basó en (marque todos los que se aplican): <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> origen nacional <input type="checkbox"/> Discapacidad		
Fecha de presunta discriminación (mes, día, año): _____ Explique lo más claramente posible lo que pasó y por qué cree que fue discriminado. Describir a todas las personas que participaron. Incluya el nombre y la información de contacto de la persona (s) que discrimina contra usted (si se conoce), así como los nombres y la información de contacto de los testigos. Si necesita más espacio, por favor use la parte posterior de este formulario.		
_____ _____		
<b>Sección VI:</b>		
¿ha presentado anteriormente una queja por discriminación con esta agencia?	<input type="checkbox"/> Sí	<input type="checkbox"/> No

Si es así, por favor proporcione cualquier información de referencia sobre su queja anterior.

**Sección V:**

¿ha presentado esta queja con cualquier otra agencia federal, estatal o local, o con algún corte federal o estatal? ☐ Sí ☐ No

En caso afirmativo, marque todas las que correspondan:

☐ Agencia Federal:

☐ Corte federal:

☐ Agencia Estatal:

☐ Corte Estatal :

☐ agencia local:

Por favor proporcione información acerca de una persona de contacto en la Agencia/corte donde se presentó la queja.

Nombre:

Título:

Agencia:

Dirección:

Teléfono:

**Sección VI:**

Nombre de la queja de la agencia está en contra:

El nombre de la queja de la persona está contra:

Título:

Dirección:

teléfono (si está disponible)

Usted puede adjuntar cualquier material escrito u otra información que considere pertinente a su queja.  
Su firma y fecha son requeridos abajo

Firma

Fecha

Por favor, envíe este formulario en persona a la siguiente dirección, o envíe este formulario a:

**Pinal Hispanic Council**

**Elizabeth Flores, Title VI Coordinator**

**107 E 4th St Eloy, Arizona 85131**

**520-466-7765** or email: [eflores@pinalhispaniccouncil.org](mailto:eflores@pinalhispaniccouncil.org)

Puede encontrar una copia de este formulario en línea at [www.pinalhispaniccouncil.org](http://www.pinalhispaniccouncil.org)



# Discrimination Investigations, Complaints, and Lawsuits

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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?)
<b>Investigations</b>				
1)				
2)				
<b>Lawsuits</b>				
1)				
2)				
<b>Complaints</b>				
1)				
2)				



**PINAL HISPANIC COUNCIL** has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in **2017-2018**.

# Public Participation Plan

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**Pinal Hispanic Council**  
**Behavioral Health Services**

## *Public Participation Plan*

Pinal Hispanic Council endeavors to offer meaningful opportunities for members and their families and community stakeholders to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions at Pinal Hispanic Council.

### **Strategies:**

The Pinal Hispanic Council(PHC) transportation services are focused on transportation to its members who receive behavioral health services from PHC. In that regards, PHC will focus its strategies on receiving public participation input from its members and their families and stakeholders who collaborate with PHC in the provision of services and resource brokering. PHC proposes to conduct an annual member input meeting once a year at each of the five sites where transportation is provided (Eloy, Coolidge, Casa Grande, Douglas, and Nogales). The member meetings will be part of the member council meetings that are currently being implemented and will specifically focus on transportation issues and processes.

PHC also proposes to have an annual meeting with major stakeholders who collaborate with PHC in the referral and provision of services. PHC will conduct the annual meetings in Pinal, Santa Cruz, and Cochise counties.

PHC also proposes to administer a survey during meetings to ensure satisfaction of participation process and transportation program.

### **Procedures**

- 1) PHC desires to gather input from the members it serves through the agency's special committees that currently meet monthly.
- 2) PHC will develop a plan of action with timelines for the items needing correction or action
- 3) PHC will assign staff to ensure that the recommendations are completed and that a report is issued indicating what the outcomes are.
- 4) PHC will review quarterly and provide updates to its members and stakeholders.
- 5) PHC will also follow the same process for the stakeholder meetings.
- 6) Pinal Hispanic Council will utilize the following Notification methods of public meetings:
  - Pinal Hispanic Council office lobbies
  - Direct Mail and/or email
  - Community Events:
  - Post on website,
  - Posting at local Post office, public libraries, chamber of commerce, grocery stores, schools, and/or other identified public places

### **Desired Outcomes:**

PHC will look at measures focusing on member satisfaction and completion of the plan as developed by members, stakeholders, and PHC.

- Quality Input and Participation Satisfaction- Comments received by Pinal Hispanic Council are useful, relevant and constructive, contributing to better plans, projects, strategies and decisions.

- Consistent Commitment- Pinal Hispanic Council communicates regularly, develops trust with communities and builds community capacity to provide public input.
- Diversity- Participants represent a range of socioeconomic, ethnic and cultural perspectives, with representative participants including members, member friends/families and community stakeholders from low income neighborhoods, ethnic communities and residents with limited English proficiency.
- Accessibility- Every effort is made to ensure that opportunities to participate are physically, geographically, temporally, linguistically and culturally accessible.
- Relevance- Issues are framed in such a way that the significance and potential effect is understood by participants.
- Partnerships- Pinal Hispanic Council develops and maintains partnerships with communities through the methods described in the Public Participation Plan

Potential measures also include satisfaction, availability of transportation, easy access, and transportation that is acceptable.

### **Public participation activities**

As an agency receiving federal financial assistance, **Pinal Hispanic Council** In the upcoming year will make the following community outreach efforts:

Pinal Hispanic Council conducts monthly Board Meetings which is open to the public for feedback on any current or potential project or program that Pinal Hispanic Council implements. Pinal Hispanic Council utilizes public announcements that are placed at Pinal Hispanic Council office lobbies, local grocery stores, and City, Library, and Post Office bulletins.

PHC proposes to have an annual member meeting and annual collaborator /stakeholder meeting this upcoming year.

- (1) The meetings will be scheduled to increase the opportunity for attendance by stakeholders and members. 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. Pinal Hispanic Council will hold meetings once a year at each of the five sites where transportation is provided (Eloy, Coolidge, Casa Grande, Douglas, and Nogales).
- (3) Public meetings are held in locations accessible to people with disabilities and are located near a transit route when possible.

PHC will work directly with each community agency adult committee, member families, and also engage community based organizations located in Eloy, Coolidge, Casa Grande, Douglas, and Nogales communities to participate in these meetings.

# PINAL HISPANIC COUNCIL



## BEHAVIORAL HEALTH SERVICES

**NOTICE IS HEREBY GIVEN TO THE GENERAL PUBLIC AND MEMBERS OF THE BOARD OF DIRECTOR'S OF THE PINAL HISPANIC COUNCIL THAT THE NEXT PINAL HISPANIC COUNCIL BOARD OF DIRECTOR'S MEETING WILL BE HELD AT LA PALOMA RESTAURANT LOCATED AT 116 W. FRONTIER, ELOY, AZ. 85131, JUNE 28, 2016 AT 12:00 P.M.**

**POSTED AT PINAL HISPANIC COUNCIL LOBBIES IN ELOY, CASA GRANDE, COOLIDGE, DOUGLAS AND NOGALES, LOCAL POST OFFICES AND LOCAL GROCERY STORES 14TH DAY OF JUNE, 2016.**

Persons who require special accommodations under the Americans with Disabilities Act or persons who require translation services (free of charge) should contact Elizabeth Flores at 520-466-7765 at least 10 working days in advance of the Public Meeting

Las personas que requieren acomodados especiales bajo la ley de estadounidenses con discapacidades o personas que requieran servicios de traducción (sin cargo) deben póngase en contacto con Elizabeth Flores en 520-466-7765 por lo menos 10 días hábiles antes de la reunión pública

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**MS. DOLORES UNDERWOOD  
BOARD PRESIDENT**

Centro De Ayuda  
107 East 4th Street  
Eloy, AZ 85131  
520-466-7765  
Fax 520-466-4475

Centro De Familia  
519 N Main St  
Eloy, AZ 85131  
520-466-0921  
Fax 520-466-0923

Centro De Unidad  
556 S Arizona Blvd  
Coolidge, AZ 85128  
520-723-7405  
Fax 520-723-7410

Centro De Conocimiento  
330 N Picacho St  
Casa Grande, AZ 81222  
520-876-5833  
Fax 520-836-9702

Centro de Bienestar  
19440 11th Street  
Douglas, AZ 85607  
520-364-4508  
Fax 520-364-6439

Centro de Amistad  
275 N Grand Court Plaza  
Nogales, AZ 85621  
520-287-0015  
Fax 520-287-0180



**Pinal Hispanic Council**  
Behavioral Health Services

**Wednesday, October 3, 2018**

12:00pm-2:00pm

PHC Office 107 E 4th St, Eloy, AZ

**Wednesday, October 17, 2018**

12:00pm-2:00pm

PHC Office 556 S. Arizona Blvd. Coolidge, AZ

**Wednesday, October 31, 2018**

12:00pm-2:00pm

330 N Picacho St. Casa Grande, AZ

# It's time to weigh in on transportation services

**Help Pinal Hispanic Council plan**  
for transportation in Eloy, Casa Grande,  
and Coolidge

**PLAN ON ATTENDING  
THE PUBLIC MEETING  
AND HAVE YOUR  
COMMENTS AND  
IDEAS HEARD**

**Visit our website for  
additional information  
and for an opportunity  
to comment,  
or call us at  
520-466-7765**

**[www.pinalhispaniccouncil.org](http://www.pinalhispaniccouncil.org)**

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Las personas que requieren acomodados especiales bajo la ley de estadounidenses con discapacidades o personas que requieran servicios de traducción (sin cargo) deben póngase en contacto con Elizabeth Flores en 520-466-7765 por lo menos 10 días hábiles antes de la reunión pública

# Limited English Proficiency Plan

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**Pinal Hispanic Council**  
**Behavioral Health Services**

*Limited English Proficiency Plan*

Pinal Hispanic Council 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 Pinal Hispanic Council 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 Pinal Hispanic Council's extent of obligation to provide LEP services, the Pinal Hispanic Council undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

<b>PINAL COUNTY, ARIZONA</b>		
<b>ABILITY TO SPEAK ENGLISH</b>		
<b>NAME</b>	<b>TOTAL</b>	<b>PERCENT</b>
Population 5 years and over	372,539	93.5%
Speak English Only	295,513	79.3%
Speak a language other than English	77,026	20.7%
Speak English "very well"	52,977	NA
Persons with Limited English Proficiency (LEP)	24,049	6.5%
Speak English "well"	10,711	NA
Speak English "not well"	8,228	NA
Speak English "not at all"	5,110	NA
Spanish		17.2%

1. Demography. According to the U.S. Census Bureau, American Community Survey 2016 Data obtained from MAG maps of az demographic, 20.7% of Pinal County population is considered to be Limited English Proficient. This equates to 24,049 individuals five years of age or older who report speaking English less than "very well". The predominate language spoken by the LEP population in Pinal County, Arizona is Spanish approximately 17.2% according to US Census City/Town Population estimates from US Census Bureau's Population Estimates Program. Under the DOJ's Safe Harbor provision, it is necessary to translate materials when five percent or 1,000 persons, whichever is less, speak English less than "very well". Pinal Hispanic Council translates vital documents, forms and public notices to meet this requirement.
2. Frequency: The general public comes in contact with Pinal Hispanic Council on an infrequent basis but all residents are welcome to attend public meetings. To facilitate public participation, Pinal Hispanic Council will post public meeting notices in English and



Spanish on its website and in public places (including lobby areas of all PHC facilities). Pinal Hispanic Council will also provide printed media in an effort to reach a large audience. During initial project planning there is little public contact at the recommendation phase but Pinal Hispanic Council publicizes the board meetings to receive input from the population at large.

3. Importance. Transportation planning is vital to a community and directly affects the lives of those living in the Pinal Hispanic Council service area. Recommendations on transportation service projects is encouraged by the public, our members and their families, and community stakeholders due to projects having a direct impact on transportation in all the communities Pinal Hispanic Council serves. Pinal Hispanic Council is responsible to ensure that environmental, health and safety issues are considered in the projects put forth to for consideration.
4. Resources. Pinal Hispanic Council is able to provide interpretation and translation services in Spanish without advance notice due to staff being certified through Cenpatico to provide this service. However, for public meetings that are outside the agency and for other languages Pinal Hispanic Council would not be able to provide interpretation and translation services without advance notice. Pinal Hispanic Council will ensure notices are posted regarding the availability of interpreter services and available materials translated in other languages for LEP consumers in all entrances. It will clearly state the service is at no cost to the current and prospective consumers, family, and interested persons. It will also state that consumer forms that are less commonly utilized will be orally communicated to the current and prospective consumers, family, and interested persons in their preferred, native language. These notices will describe how to request an interpreter in each language most commonly encountered other than English. Pinal Hispanic Council will maintain a list of interpreters (in house and outside of the agency) that indicates name, language, phone number and hours of availability. Service area maps and major plans are not available in other languages other than English. However, public notices and vital documents and forms are available in English and Spanish.

Pinal Hispanic Council 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, and 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 , and 5) Transportation Information. Every effort will be made to provide vital information in the language requested.

# Non-elected Committees Membership Table

A subrecipient 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%

☒ Pinal Hispanic Council does NOT select the membership of any transit-related committees, planning boards, or advisory councils.

# Monitoring for Subrecipient Title VI Compliance

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Pinal Hispanic Council does NOT monitor subrecipients for Title VI compliance.

# Title VI Training

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Title VI Coordinator and Chief Human Resource Officer has reviewed the following presentations, recorded presentations, and videos:

- Reviewed FTA Title VI Requirements and Guidelines for Federal Transit Administration Recipients Circular 4702.1B
- Reviewed ADOT Title VI Grantee Workshop Training
- Reviewed Presentation Slides and Recorded Presentations from Federal Transit Administration: Title VI Overview, Service Equity, and Public Outreach
- Viewed Video Training Series: Title VI Program Requirements

Pinal Hispanic Council's Chief Human Resource Officer and Title VI Coordinator trains all of its new employees during the orientation process and the Title VI Coordinator trains all employees annually regarding all components of the Title VI Plan.

In addition, Pinal Hispanic Council maintains a training documentation that will record the names and dates of employees' training. Documentation is maintained by Chief Human Resource Officer for all employees of Pinal Hispanic Council.

Title VI Coordinator, Chief Human Resource Officer, and identified staff will continue to review documents as they come available on ADOT and FTA websites and attend any training as they come available.

# Title VI Equity Analysis

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

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

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

**Pinal Hispanic Council has no current or anticipated plans to develop new transit facilities covered by these requirements. Since 1990 Pinal Hispanic Council has not developed any storage facilities, maintenance facilities, and/or operation centers.**

# Board Approval for the Title VI Program

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**The Board approved this Title VI Implementation Plan on September 25, 2018**

**Copy of Board agenda and minutes can be requested by contacting:  
Puede solicitar una copia de la agenda de la Junta y las actas contactando a:**

**Elizabeth Flores, Chief Operating Officer  
107 E 4th St Eloy, Arizona 85131  
520-466-7765 or email: [eflores@pinalhispaniccouncil.org](mailto:eflores@pinalhispaniccouncil.org)**

# Organizational Chart

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The following are Organizational Charts for each Pinal Hispanic Council building:

The organizational charts also reflect on each chart the Board of Directors, Administrative Staff: Chief Executive Officer, Chief Operating Officer, Chief Information Officer, Chief Human Resources Officer, Finance Director, and Clinical Director; Medical Staff: Medical Director, Psychiatric Nurse, Naturopathic Practitioner MD/RN, and Registered Nurse

**The following positions transport members as needed:**

Driver

Case Manager

Adult Dedicated Recovery Coach

Children's Dedicated Recovery Coach

Peer Support

Family Support Partner

Employee Specialist

**CAAG - Sun Corridor region**

Eloy

Coolidge

Casa Grande

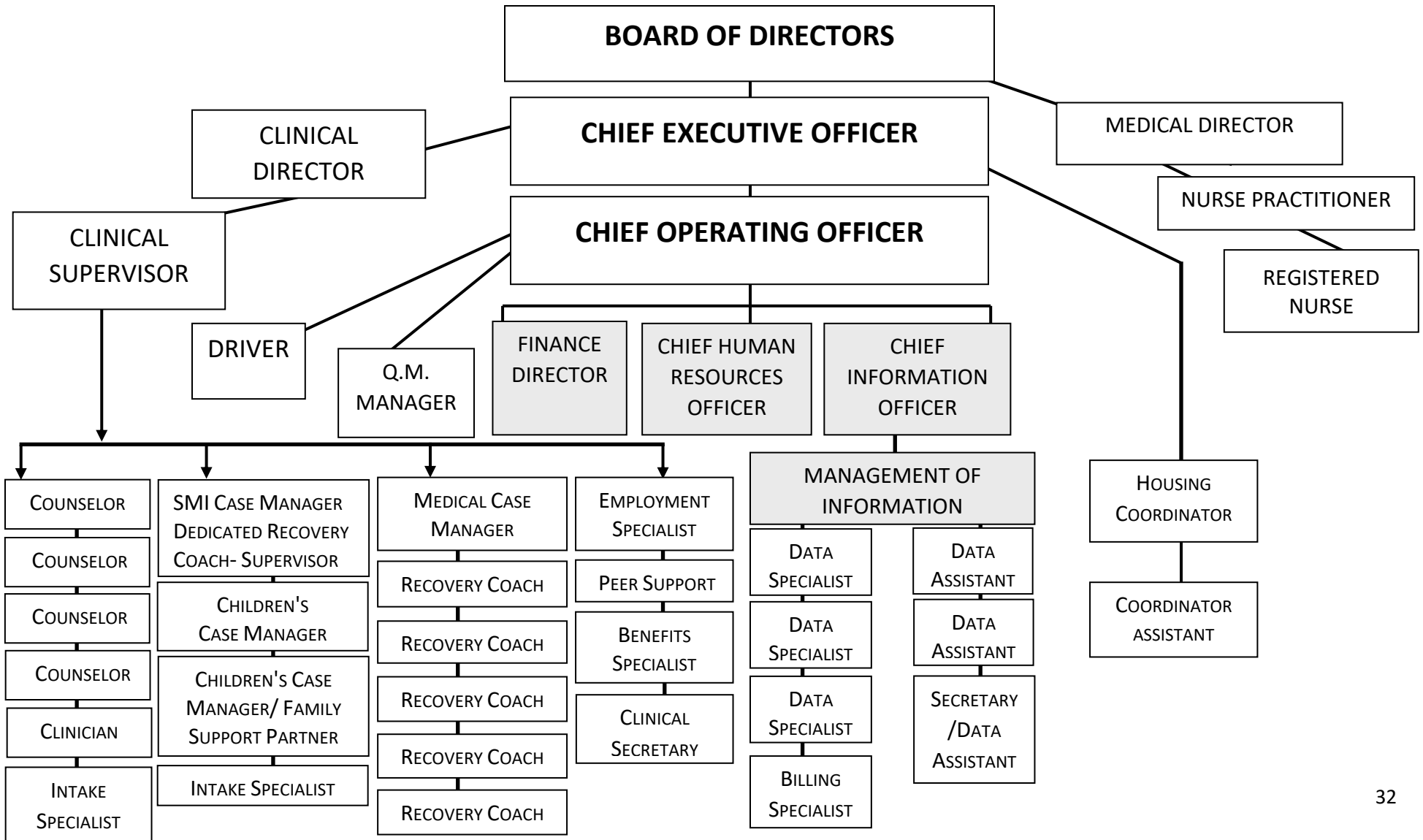
**SEAGO region:**

Douglas

Nogales

# Pinal Hispanic Council

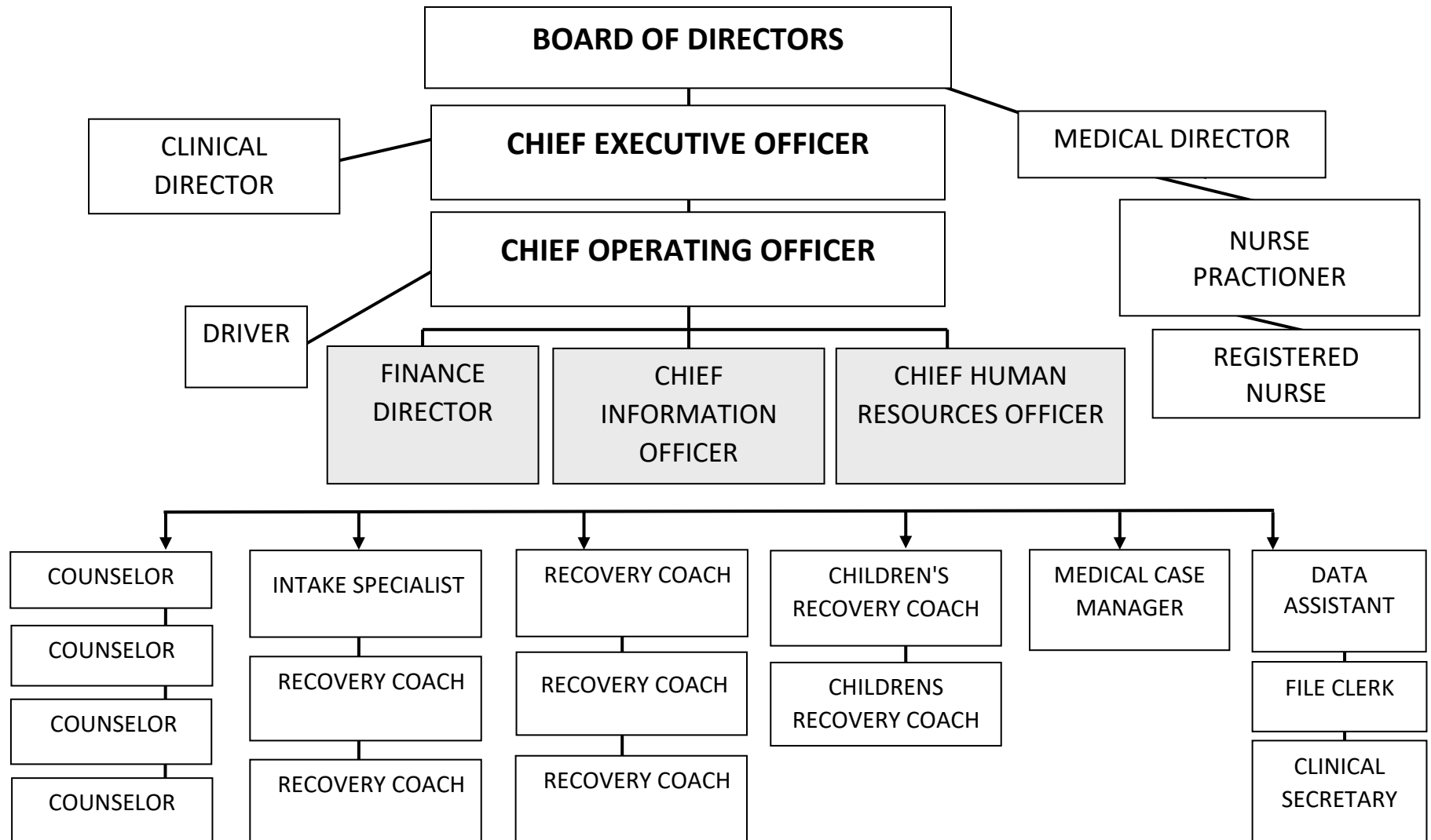
CENTRO DE AYUDA ELOY





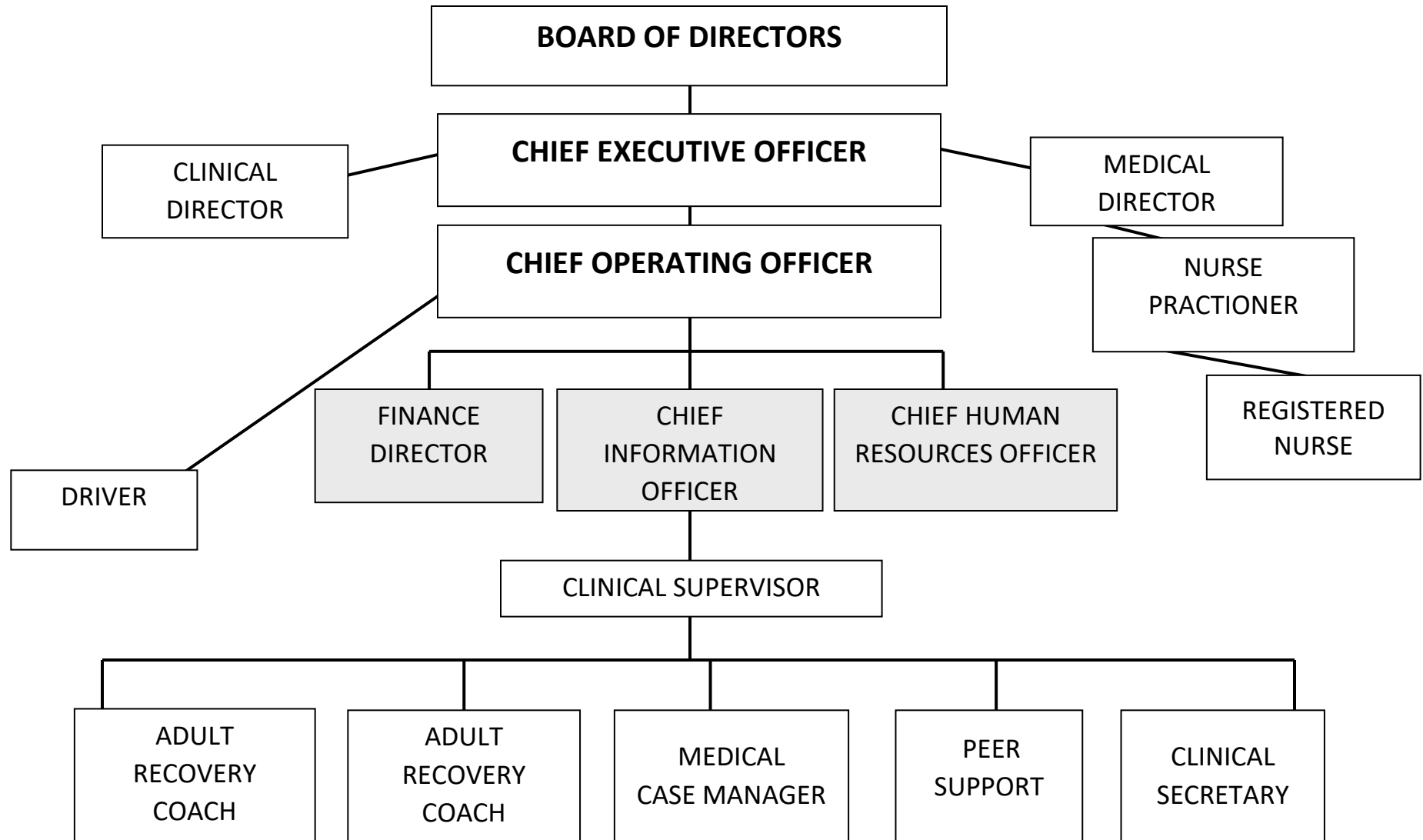
# Pinal Hispanic Council

CENTRO DE UNIDAD COOLIDGE



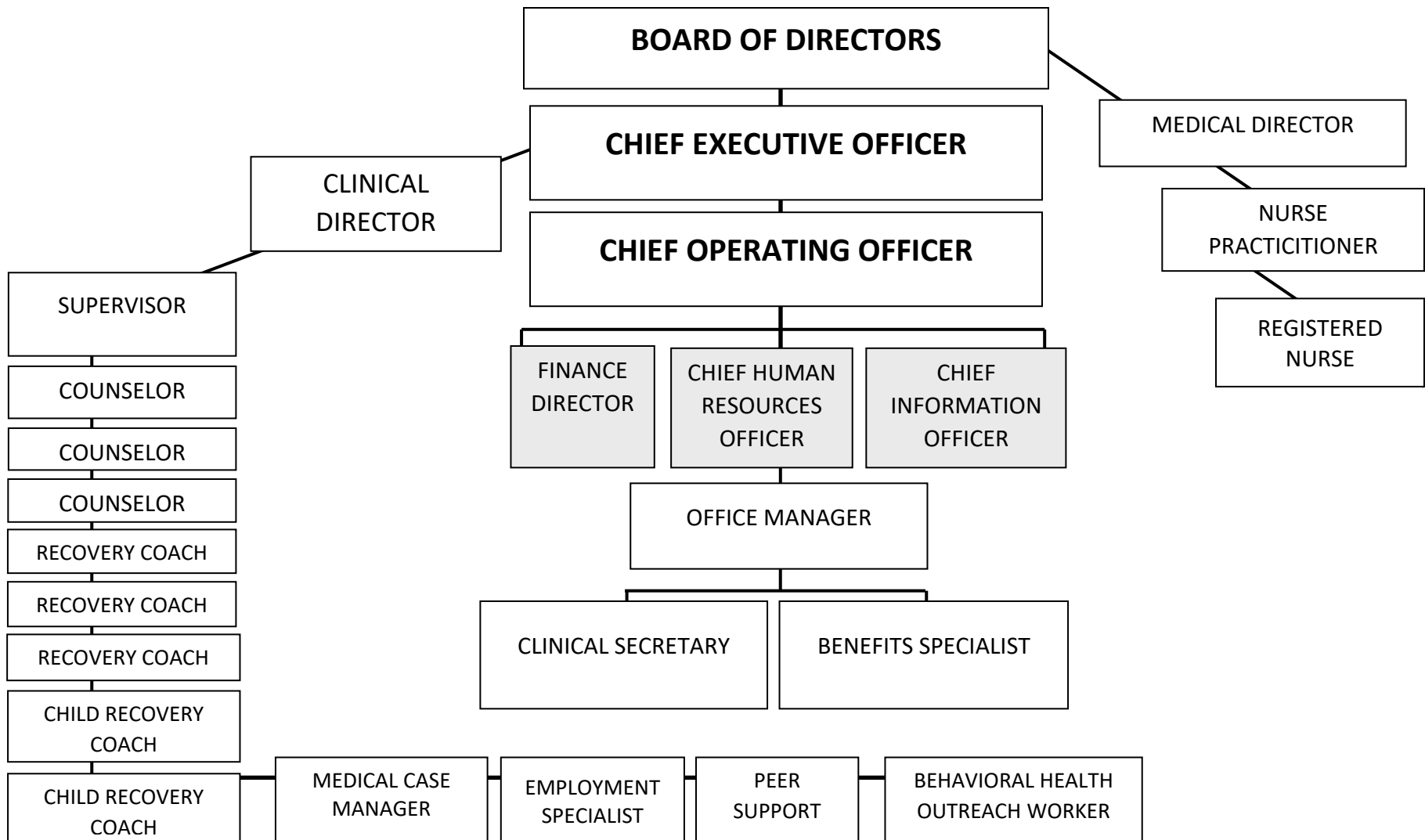
# Pinal Hispanic Council

## CENTRO DE CONOCIMIENTO CASA GRANDE



# Pinal Hispanic Council

## CENTRO DE BIENESTAR AMISTAD NOGALES



# Pinal Hispanic Council

## CENTRO DE BIENESTAR DOUGLAS

