

Angels Unaware, Inc.

Title VI

I. Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. The Civil Rights Restoration Act of 1987 clarified the intent of Title VI to include all programs and activities of Federal-aid recipients, sub-recipients, and contractors whether those programs and activities are federally funded or not. The Federal Transit Administration (FTA) has placed renewed emphasis on Title VI issues, including providing meaningful access to persons with Limited English Proficiency. Recipients of public transportation funding are required to develop policies, programs, and practices that ensure that federal and state transit dollars are used in a manner that is nondiscriminatory as required under Title VI. This document details how Angels Unaware, Inc. incorporates nondiscrimination policies and practices in providing services to the public.

II. Overview of Services

Angels Unaware, Inc. was established in 1973 for residential care services for developmentally delayed individuals. Angels Unaware, Inc. is a non-profit, charitable organization that is dedicated to providing quality professional residential care facilities and services for the severe and profound developmentally disabled in the Tampa area. Currently 8 group homes are operated in providing services and meeting specialized needs. Our mission is to provide opportunities for our residents to achieve their full potential, exercise their independence and enjoy an enhanced quality of life to the fullest.

Angels Unaware, Inc. is a 501 (c)(3) charitable tax-exempt organization. All corporate financial statements are available for review, including an annual independent audit. In accordance with U.S. Internal Revenue Service regulations, all gifts are tax deductible to the extent provided by law. A copy of the official registration application and financial information may be obtained from the Angels Unaware Corporate Office or the State of Florida Division of Consumer Services at 1-800-435-7352. Registration does not imply endorsement, recommendation or promotion by the State.

Our goals include:

- As enough funds are made available, opening other specialized residential group homes for the Developmentally Disabled in the Tampa Bay area.
- Assure the continuation of the quality our homes have achieved and strive to maintain.
- To continually strive to upgrade the choices, care, and quality of life of those consumers we currently serve and will serve in the future with our various residential service options.

Angels Unaware is licensed and regulated by the Agency for People with Disabilities and is inspected monthly and annually by this agency. We are also inspected annually by the State of Florida Health Department and local Fire Department.

Due to disabilities and medical needs, our residents are unable to drive. Residents rely solely on Angels Unaware, Inc. for transportation to Day programs and anywhere else they would like to visit.

III. Policy Statements

Angels Unaware, Inc. is committed to ensuring that no person shall, on the grounds of race, color, national origin, as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 (PL100.259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity, whether those programs and activities are federally funded or not.

IV. Organization and Title VI Program Responsibilities

Under the authority of Angels Unaware, Inc. the Executive Director will serve as the Title VI Manager and is responsible for ensuring implementation of the agencies Title VI program.

Title VI Manager Responsibilities

The Title VI Manager is charged with the responsibility for implementing, monitoring, and ensuring compliance with Title VI regulations. Title VI responsibilities are as follows:

- * Process Title VI complaints received.
- * Collect statistical data (race, origin, or color) of participants in agency programs.
- * Conduct annual Title VI reviews of agency to determine the effectiveness of program activities.
- * Conduct training programs on Title VI and other related statutes for agency employees.
- * Prepare a yearly report of Title VI accomplishments and goals, as required.
- * Develop Title VI information for dissemination to the general public and, where appropriate, in languages other than English.
- * Identify and eliminate discrimination.
- * Establish procedures for promptly resolving deficiency status and writing the remedial action necessary, all within a period not to exceed 90 days.

General Title VI Responsibilities

The Title VI Manager is responsible for substantiating that these elements of the plan are appropriately implemented and maintained, and for coordinating with those responsible for public outreach and involvement and service planning and delivery.

1. Data Collection

To ensure that Title VI reporting requirements are met, Angels Unaware, Inc. will maintain:

- * A database or log of Title VI complaints received. The investigation of and response to each complaint is tracked within the database or log.
- * A log of the public outreach and involvement activities undertaken to ensure that minority and low-income people had a meaningful access to those activities.

2. Annual Report and Updates

Angels Unaware, Inc. will submit updates to any of the following items:

- * A copy of any compliance review report for reviews conducted within the last three years, along with the purpose or reason for the review, the name of the organization that performed the review, a summary of findings and recommendations, and a report on the status of findings and recommendations.
- * Limited English Proficiency Plan (LEP)
- * Procedures for tracking and investigating Title VI complaints.
- * A list of Title VI investigations, complaints or lawsuits filed since the last submission.
- * A copy of notice to the public that agency complies with Title VI and instructions on how to file a discrimination complaint.

3. Annual Review of Title VI Program

Title VI Manager will review the Title VI Program to assure implementation of the plan. In addition, they will review operational guidelines and publications to verify that Title VI language and provisions are incorporated.

4. Dissemination of Information related to Title VI Program

Information on the Title VI program will be disseminated to employees, contractors and beneficiaries, as well as to the public, and in other languages when needed according to federal and state laws and regulations.

5. Resolution of Complaints

Any individual may exercise their right to file a complaint if that person believes that he/she has been subjected to unequal treatment or discrimination in the receipt of services. Angels Unaware, Inc. will try to resolve complaints using the Title VI complaint procedure. All Title VI complaints will be logged and reported annually.

6. Written Policies and Procedures

Title VI Policies and Procedures are detailed in this plan. This plan will be updated as needed to incorporate changes and additional responsibilities as they arise. During the annual Title VI review, the Title VI Manager will determine whether or not an update is needed.

7. Internal Education

Employees will receive training on Title VI policies and procedures upon hiring. This training will include requirements of Title VI, our obligations under Title VI (LEP requirement included), and required data that must be gathered and maintained. In addition, training will be provided when any Title VI related policies and procedures change or when appropriate for resolving a complaint. Title VI training is the responsibility of the administrator.

8. Title VI Clauses in Contracts

In all federal procurements requiring a written contract or Purchase Order, Angels Unaware, Inc. will include appropriate non-discrimination clauses. The Title VI Manager will ensure appropriate non-discrimination clauses are included.

V. General Reporting Requirements

Title 49 CFR Section 21.9(d) requires information be provided to the public regarding obligations under the Department of Transportation (DOT) Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI. At a minimum, Angels Unaware, Inc. shall disseminate information to the public by posting A Title VI notice on the website, in public areas of the office, and in federally funded vehicles.

VI. Title VI Complaint Procedures

Any individual may exercise their right to file a complaint with Angels Unaware, Inc. if that person believes he/she has been subjected to unequal treatment or discrimination in the receipt of benefits or services. Angels Unaware, Inc. will report the complaint within 3 business days and to make a concerted effort to resolve complaints using Angels Unaware, Inc. non-discrimination complaint procedure. All Title VI complaints and resolutions will be logged and reported annually. Instructions for filing Title VI complaints are posted on the Angels Unaware, Inc. website and on posters on the interior operated.

VII. Procedures for Handling and Reporting Complaints, Investigations and Lawsuits

Should any Title VI investigations or lawsuits be filed against Angels Unaware, Inc., the following procedure will be followed:

Procedures:

1. Any individual, group of individuals or entity that believes they have been subjected to discrimination based on race, color or national origin may file a written complaint with the Title VI Manager.

The complaint will be filed in the following manner:

- A. A formal complaint will be filed within 180 days of the alleged occurrence.
 - B. The complaint should include:
 - The complainant's name, address, and contact information
 - The date(s) of the alleged act of discrimination
 - A description of the alleged act of discrimination
 - The location of the alleged act of discrimination (include vehicle number if appropriate)
 - An explanation of why the complainant believes the act to have been discriminatory based on race, color, and national origin.
 - If known, the names and/or job titles of those individuals perceived as parties in the incident.
 - Contact information for any witnesses.
 - Indication of related complaint activity
 - C. The complaint shall be submitted to the Title VI Manager at 4918 W. Linebaugh Avenue, Tampa, Florida, 33624 or auiexdir@aol.com.
 - D. In the case where a complainant is unable or incapable of proving written statement, a verbal complaint of discrimination may be made directly to the Title VI Manager.
2. Upon receipt of the complaint, The Title VI Manager will:
 - a. Notify Department of Transportation
 - b. Ensure complaint is logged
 3. Within 3 business days of receipt of the complaint, the Title VI Manager will contact the complainant by phone to set up an interview.
 4. The complainant will be informed that they have a right to have a witness or representative present during the interview and can submit any documentation he/she perceives as relevant to proving his/her complaint.
 5. If the Department of Transportation has assigned staff to assist with the investigation, the Title VI Manager will offer an opportunity to participate in the interview.
 6. The alleged discriminatory service or program official will be given the opportunity to respond to all aspects of the complainant's allegations.
 7. The Title VI Manager will determine, based on relevancy or duplication of evidence, which witness will be contacted and questioned.

8. The investigation may also include:
 - a. Investigating contractor operating records, policies and procedures.
 - b. Reviewing routes, schedules, and fare policies
 - c. Reviewing operating policies and procedures
 - d. Reviewing scheduling and dispatch records
 - e. Observing behavior of the individual whose actions were cited in the complaint
9. All steps taken and findings in the investigation will be documented in writing and included in the complaint file.
10. The Title VI Manager will contact the complainant at the conclusion of the investigation (but prior to writing the final report) and give the complainant an opportunity to give a rebuttal statement at the end of the investigation process.
11. At the conclusion of the investigation and within 60 days of the interview with the complainant, the Title VI Manager will prepare a report that includes a narrative description of the incident, identification of persons interviewed, finding, and recommendations for disposition. This report will be provided to the authorizing official and appropriate legal counsel.
12. The Title VI Manager will send a letter to the complainant notifying them of the outcome of the investigation. If the complainant was substantiated, the letter will indicate the course of action that will be followed to correct the situation. If the complaint is determined to be unfounded, the letter will explain the reasoning, and refer the complainant to The Florida Department of Transportation to appeal the determination. A copy of the letter will be sent to the FDOT.
13. A complaint may be dismissed for the following reasons:
 - a. The complainant requests the withdrawal of the complaint
 - b. An interview cannot be scheduled with the complainant after reasonable attempts
 - c. The complainant fails to respond to repeated requests for additional information needed to process the complaint

VIII. Transportation Related Title VI Investigations, Complaints, and Lawsuits

All recipients shall prepare and maintain a list of the following that allege determination on the basis of race, color, or national origin:

- Active investigations conducted by Transportation Authorities
- Lawsuits
- Complaints naming the recipient

This list shall include the date that the transportation related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint. This list shall be included in the Title VI program submitted to FDOT every three years and information shall be provided to FDOT quarterly and annually.

IX. Public Outreach and Involvement

Angels Unaware, Inc. provides transportation services to Adults with disabilities, it does not provide public transportation services. AUI clients can be non-verbal but they generally understand English.

X. Access for Limited English Proficient (LEP) Persons

LEP is a term that define any individual not proficient in the use of the English Language. The establishment and operation of an LEP program meets objectives set forth in the Title VI of the Civil Rights Act and executive order 13116, improving access to services for persons with limited English proficiency. The executive order established compliance standards to ensure that the programs and activities that are provided by a transportation provider in English are accessible to LEP communities.

Angels Unaware, Inc. will:

- Identify LEP individuals living within Angels Unaware, Inc. homes who need language assistance
- Provide language assistance measures
- Train staff
- Provide notice to LEP residents
- Monitor and update as needed

XI. Minority Representation on Planning and Advisory Bodies

Title 49 states that a recipient may not, on the grounds of race, color, or national origin, “Deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is integral part of the program.”

Angels Unaware, Inc. does not have a trans-related, non-elected planning board, advisory counsel or committee, or similar committee.

XII. Title VI Notice to the Public

Angels Unaware, Inc. is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation services on the basis of race, color, or national origin, as protected by Title VI. If you need more information or feel you are being denied benefits of the transit services provided by Angels Unaware, Inc., or otherwise being discriminated against because of race, color, national origin, gender, age, or disability, our contact information is:

Angels Unaware, Inc.
4918 W. Linebaugh Avenue
Tampa, Florida 33624

813-961-1159

Executive Director – auiexdir@aol.com

List of locations where the Title VI Notice to the Public is Displayed:

1. Angels Unaware, Inc, Corporate Office
2. Angels Unaware, Inc, vehicles

Residents are notified of their rights under Title VI. The Notice will include:

- Statement that Angels Unaware, Inc. operates without regard to race, color and national origin
- Description of the procedures the residents should follow in order to request additional information on the nondiscrimination obligations
- Description of the procedure residents will follow in order to file a discrimination complaint

XIII. Title VI Complaint Form and Procedures

Any individual may exercise his or her right to file a complaint with Angels Unaware, Inc. if that person believes that he or she has been subjected to unequal treatment or discrimination in the receipt of benefits and services. We will report the complaint to the FDOT within 3 business days and make a concerted effort to resolve complaints locally. All Title VI complaints and their resolutions will be logged and reported annually.

Angels Unaware, Inc.
Title VI Complaint Form

Section I		
Name:		
Address:		
Telephone: Home:	Work:	Cell:
E-Mail Address:		
Section II		
Are you filing this complaint on your own behalf?	YES	NO
If you replied no to the previous question, supply the name and relationship to the person for whom you are complaining:		
Explain why you have filed for a third party		
Confirm that you have obtained permission of the aggrieved party if you are filing on behalf of a third party.	YES	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/Date/Year) / /		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved, Include the names and contact information of any witnesses. If more space is needed, please use the back of this form.		
Section IV		
Have you previously filed a Title VI complaint with this agency?	YES	NO
Section V		
Have you filed this complaint with any other Federal, State, or local agency, or with Federal or State court?	YES	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: _____		
Address:	Telephone:	
Section VI		
Name of agency complaint against:		
Contact Person:		
Title:		
Telephone Number:		

You may attach any written materials or other information that you think is relevant to your complaint.

Signature

Date

Please submit this form in person, or mail to:
Angels Unaware, Inc., 4918 W. Linebaugh Avenue, Tampa, Florida 33624
Attention: Title VI Manager

Investigations, Lawsuits and Complaints Log

	Date (Month, Day, Year)	Summary (include basis of complaint, race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

XIV. Public Participation Plan; Public Outreach Activities

Angels Unaware, Inc. provides transportation services to Angels Unaware, Inc. clients only. Angels Unaware, Inc. does not provide public transportation services.

XV. Language Access Plan

Angels Unaware, Inc. has evaluated the need for translation services of its vital documents and materials. Each Angels Unaware, Inc. consumer is English speaking, or in the case of our nonverbal clients, they understand English. Additionally, we have photographic cue cards on hand to assist with communicating with clients that we acquire a LEP consumer.

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XVII. Training, Insurance and Management of transportation program

The Title VI Manager is responsible for all staff training, vehicle insurance and the management of all transportation programs. All new Angels Unaware, Inc. drivers are required to complete the Florida Department of Transportation approved safety and security training course. New drivers are required to pass an in house a Course, ride along with a seasoned driver, training on use of wheelchair lifts, training on the use of wheelchair tie downs, and pass a road driving assessment. All vehicle use is limited to drivers who have completed all aspects of training. Driver training files are kept at the Corporate Office and kept for 7 years.

Vehicle insurance will be reviewed annually. Adjustments to vehicle insurance will be made to maintain the requirements of the Florida Department of Transportation.

The Title VI Manager will manage the transportation program. All issues and concerns may result in the Title VI Manager taking away driving privileges at Angels Unaware, Inc.

XVIII. Vehicle Maintenance

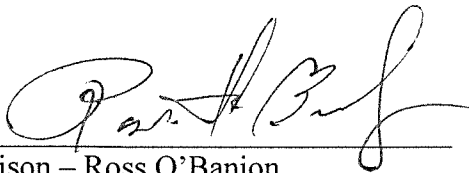
All Angels Unaware, Inc. vehicles will receive regular maintenance by Angels Unaware, Inc. maintenance staff or will be taken to an authorized mechanic. Vehicles will be checked daily, before driving and after returning, to ensure everything is in working order. A preventative maintenance plan is followed for all vehicles at Angels Unaware, Inc. All vehicle maintenance files are kept at the Corporate Office and kept for 7 years. Vehicles are used in a reasonable manner and are retired at the appropriate age and mileage. Vehicles not in regular use will be checked every 3 months for maintenance needed.

XIV. Service Routes and Ridership

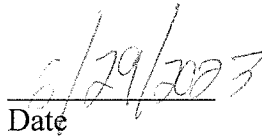
Transportation services provided by Angels Unaware, Inc. are available to Angels Unaware, Inc. residents only. Angels Unaware, Inc. provides a range of trip purposes that includes: Medical appointments, Day Programs, Outings, shopping, training, and other services a resident of Angels Unaware, Inc. may need. Most resident transportation occurs in Hillsborough County and Pasco County. Services are available outside those counties as the needs arise.

Notifying Public of Rights Under Title VI

- Angles Unaware, Inc. operates without regard to race, color, and national origin in accordance with the Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Angles Unaware, Inc. Title VI Manager.
- For more information on civil rights program, and the procedures to file a complaint, contact
 - A. Phone - 813-961-1159
 - B. E-mail – auixdir@aol.com
 - C. Or visit the Corporate Office at 4918 W. Linebaugh Avenue, Tampa, Florida 33624
- If information is needed in another language, contact 813-961-1159



Title VI Liaison – Ross O'Banion



Date