



HARBOR
HOUSE

Love Hope Empowerment

HARBOR HOUSE OF LOUISVILLE, INC. TITLE VI PLAN

February 24, 2025

Harbor House of Louisville, Inc.
2233 Lower Hunters Trace
Louisville, KY 40216
502-719-0072
msmith@hhlou.org
www.hhlou.org

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A. TITLE VI ASSURANCES

Harbor House of Louisville, Inc. agrees to comply with all provisions prohibiting discrimination on the basis of race, color, or national origin of Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 200d *et seq.*, and with U.S. DOT regulations, "Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act," 49 CFR part 21.

Harbor House of Louisville, Inc. assures that no person shall, as provided by Federal and State civil rights laws, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity.

Harbor House of Louisville, Inc. further ensures every effort will be made to ensure non-discrimination in all programs and activities, whether those programs and activities are federally funded or not, by promoting actions that:

- A. Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
- B. Identify and address, as appropriate, disproportionately high and adverse effects of programs and activities on minority populations and low-income populations.
- C. Promote the full and fair participation of affected Title VI populations in transportation decision making.
- D. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- E. Ensure where possible meaningful access to programs and activities by persons with Limited English Proficiency (LEP).

NAME, TITLE: CEO, Inana Smith

SIGNATURE, DATE: Inana Smith 2/28/25

B. AGENCY INFORMATION

In 1992, Harbor House was founded by 11 families of individuals with developmental and intellectual disabilities. These individuals were young adults who were looking to continue into adulthood as members of the community, and who wanted to access the community in safe, fulfilling ways. Harbor House provided that opportunity for all individuals with disabilities to make friends, learn life skills, learn vocational skills, and access the community in a meaningful way.

Harbor House currently serves over 200 participants who reside in the Louisville Metro Area (including Louisville, Shepherdsville, Crestwood, and Shelbyville). Programming has expanded to include a wider range of services, such as Supported Employment, Community Living Supports, and Adult Day Training. Harbor House is transitioning to an Intergenerational Community that empowers individuals of all ages, abilities, & aspirations by providing opportunities through innovative vocational, health, & education services. Harbor House achieves this mission by weaving a tapestry of love, hope, and empowerment by embracing life together.

The main site-based program at Harbor House is adult day training. This service is person centered and goal driven, allowing individuals to choose what areas of independence to strengthen. Participants can work both in-house and in the community in positions facilitated by our employment team. They meet with mentors to achieve goals that they have set for themselves, including relationship building, budgeting, and social skills. They participate in a choir and dancing troupe, both of which give public performances, exercise and learn to make healthy choices, and paint, draw, and sculpt with various media under the tutelage of a full-time artist, all in studios dedicated to those purposes. Participants receive two hot nutritious meals and a snack every day, receive occupational and speech therapy, can play board and video games in the game room, and flood the open-air courtyard on warm afternoons for karaoke and dancing. They are free to move from room to room at will as there are no locked doors, although there are plenty of professionals who know where they are at any given time. A variety of classes, including cooking, nutrition, and social skills classes, are offered to participants to increase independence. Throughout the day, participants are able to participate in a variety of activities designed to build skills in areas such as educational goals, social skills, motor skills, and pre-vocational skills. Our bulk mail and fulfillment center offers participants a chance to learn vocational skills while earning a paycheck.

In addition to our site-based day training program, Harbor House offers a variety of services in the community to enhance the independence of participants. These services include Community Living Supports, Homemaker Services, Personal Assistance, Respite, and Supported Employment. Community Living Supports facilitate independence and promote community integration for participants who need support in the community. Homemaker Services provides support in the participant's home to develop independence while maintaining a clean and safe living environment. Personal Assistance allows participants to receive support completing daily living tasks at home and in the community. Respite is offered either in the participant's home, or at one of Harbor House's three respite homes. One of the Respite homes is dedicated to serving Teens. Respite provides participants a chance to participate in community and social activities while the caregiver receives a temporary break. Supported Employment allows participants to work in a competitive, integrated job while receiving support.

During our 30+ years of success, Harbor House has established a model program that addresses the needs of disabled adults through a variety of locally available programs and services tailored to

individual needs and abilities. Now Harbor House is expanding to bring these same outstanding day services to children and seniors of all abilities—meaning with and without disabilities—on an intergenerational model where all three groups will engage daily in meaningful opportunities aimed at improving their lives. What does that mean? It means that children, adults, and seniors of all abilities will read, sing, dance, paint, draw, and even exercise together. We moved into our new 36,000-square-foot Intergenerational Life Center in October of 2023, and are now weaving children and seniors into our family, beginning with before- and after-school programs, seniors over the summer, and 105 children of all abilities, ages 6 weeks to 5 years, when our previous 8,000-square-foot building is renovated into a Child Enrichment Center by spring 2025. Our operating budget has increased from \$82,000 to approximately \$3.5 million.

Harbor House of Louisville has approximately 96 members on staff. Maria Smith is Chief Executive Officer, Tom Evans is Chief Financial Officer and Angela Burton is Chief Operations Officer. The board is comprised of 18 members, with four officers, including President, Vice-President, Treasurer, and Secretary. Standard board term is three years. Each board member can serve three consecutive board terms.

Members of the board may recommend individuals to the Board of Directors by completing the Nomination for Board of Directors form and submitting it to the Governance Committee. The Governance Committee will evaluate the information submitted to see if there is currently a need on the board for what the nominee can bring to the board. If there is no match for the openings on the board, the application will be held for future openings. The names of individuals submitted and meeting the requirements of an opening on the board will be brought before the board of directors prior to an initial contact and/or interview of the candidate. This gives the current board an opportunity to comment why this candidate would or would not be a good candidate for the board. A Board Membership Application Form will be sent to the candidate to fill out and return back to the Governance Committee. This will validate the candidate's qualifications as submitted by the board member and to measure the interest in the board. A letter inviting the candidate to join the board with an explanation of the process will be sent with the application and other materials about Harbor House. Upon verification of the candidate's qualification from the returned Board Member Qualification form, one of the nominating committee members will contact the candidate. A meeting will be set up and a discussion will be made between the Governance Committee members and/or the CEO and the candidate outlining the bylaws, expectations, and responsibilities of sitting on the board. Once the candidate understands and accepts the requirements of being on the board, the Governance Committee will present to the entire board its recommendation for approval of the candidate. After approval by the board, the governance committee will schedule an orientation within 30 days.

C. NOTICE TO THE PUBLIC

The Notice to the Public on the following page is/will be published on Harbor House of Louisville, Inc.'s website, and

The Notice to the Public on the following page is/will be posted in areas where the public and clients interact with Harbor House of Louisville, Inc. including reception areas, meeting rooms, areas where services are provided, transit vehicles, etc.

Notice to the Public:

Notifying the Public of Rights under Title VI

Harbor House of Louisville, 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.

If you believe you have been discriminated against on the basis of race, color, or national origin by Harbor House of Louisville, Inc., you may file a Title VI complaint by completing, signing, and submitting the agency's Title VI Complaint Form.

How to file a Title VI Complaint with Harbor House of Louisville, Inc.

1. A complaint form may be obtained from the Harbor House of Louisville, Inc. website: www.hhlou.org, or in person from the Harbor House office at: 2233 Lower Hunters Trace, Louisville KY 40216
2. In addition to the complaint process at Harbor House of Louisville, Inc., complaints may be filed directly to:
Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th floor – TCR
1200 New Jersey Avenue, SE
Washington DC 20590
Phone: 888-446-4511
3. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
4. The form must be signed and dated, and include your contact information. If information is needed in another language, contact 502-719-0072.

Notificación al público:

Notificación al público de los derechos cobrados en Título VI

Harbor House of Louisville, Inc. opera sus programas y servicios sin distinción de raza, color, u origen nacional, de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964.

Si cree usted que ha sido discriminado por motivos de raza, color, u origen nacional por parte de Harbor House, puede entregar una queja conforme al Título VI completando, firmando, y enviando el formulario de queja conforme al Título VI de la agencia.

Cómo entregar una queja del Título VI con Harbor House of Louisville, Inc.

1. Se puede obtener un formulario de quejas en la página web de Harbor House: www.hhlou.org, o en persona en la oficina de Harbor House: 2233 Lower Hunters Trace, Louisville KY 40216
2. Además del proceso de quejas en Harbor House, las quejas pueden entregarse directamente a:

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th floor – TCR
1200 New Jersey Avenue, SE
Washington DC 20590
Phone: 888-446-4511
3. Las quejas deben entregarse dentro de los 180 días siguientes a la fecha del presunto hecho discriminatorio y deben contener la mayor cantidad de información detallada posible sobre la supuesta discriminación.
4. El formulario debe estar firmado y fechado e incluir su información de contacto. Si necesita información en otro idioma, comuníquese con: 502-719-0072.

D. PROCEDURE FOR FILING A TITLE VI COMPLAINT

Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of Harbor House of Louisville, Inc.'s programs, activities, and services.

RIGHT TO FILE A COMPLAINT: Any person who believes they have been discriminated against on the basis of race, color, or national origin by Harbor House of Louisville, Inc. may file a Title VI complaint by completing and submitting the agency's **Title VI Complaint Form**. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

HOW TO FILE A COMPLAINT: Information on how to file a Title VI complaint is posted on our agency's website, and in public areas of our agency.

You may download the Harbor House of Louisville, Inc. Title VI Complaint Form at www.hhlou.org or request a copy by writing to:

Harbor House of Louisville, Inc.

P. O. Box 58219

Louisville, KY 40268

Information on how to file a Title VI complaint may also be obtained by calling Harbor House of Louisville, Inc. at 502-719-0072.

You may file a signed, dated complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number.
- Specific, detailed information (how, why and when) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if known, the agency should contact for clarity of the allegations.

Please submit your complaint form to the Title VI Investigator:

Maria Smith

P. O. Box 58219

Louisville, KY 40268

A person may also file a complaint directly with the Federal Transit Administration:

Federal Transit Administration

Office of Civil Rights

Attention: Complaint Team

East Building, 5th Floor – TCR

1200 New Jersey Avenue, SE

Washington DC, 20590

Phone: 888-446-4511

If information is needed in another language, contact Harbor House of Louisville, Inc. at 502-719-0072 or Harbor House of Louisville, Inc.

2233 Lower Hunters Trace

Louisville, KY 40216

COMPLAINT ACCEPTANCE: Harbor House of Louisville, Inc. will process complaints that are complete. Once a completed Title VI Complaint Form is received, Harbor House of Louisville, Inc. will review it to determine if Harbor House of Louisville, Inc. has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by Harbor House of Louisville, Inc.

INVESTIGATIONS: Harbor House of Louisville, Inc. will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, Harbor House of Louisville, Inc. may contact the complainant. Unless a longer period is specified by Harbor House of Louisville, Inc. the complainant will have ten (10) days from the date of the letter to send requested information to the Harbor House of Louisville, Inc. investigator assigned to the case.

If the requested information is not received within that timeframe, the case may be administratively closed. Also, a case may be administratively closed if the complainant no longer wishes to pursue the case, upon written notice, and if the Harbor House of Louisville, Inc. CEO approves.

LETTERS OF CLOSURE OR FINDING: After the Title VI investigator reviews the complaint, the Title VI investigator will issue one of two letters to the complainant: a closure letter or 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.
- A Letter of Finding (LOF) summarizes the allegations and provides an explanation of the corrective action taken.

If the complainant disagrees with Harbor House of Louisville, Inc.'s determination, the complainant may request reconsideration by submitting the request in writing to the Title VI investigator, and a copy to the TARC Executive Director, 1000 W Broadway, Louisville, KY 40203, within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. Harbor House of Louisville, Inc. will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, Harbor House of Louisville, Inc. will issue a determination letter to the complainant upon completion of the reconsideration review.

TITLE VI COMPLAINT FORM

“No person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

If you feel that you have been discriminated against in the provision of transportation services, please provide the following information to assist us in processing your complaint. Should you require any assistance in completing this form or need information in alternate formats, please let us know.

Please mail or return this form to:

CEO

Harbor House of Louisville, Inc.

P. O. Box 58219

Louisville, KY 40268

msmith@hhlou.org

502-719-0072

www.hhlou.org

PLEASE PRINT

1. Complainant's Name:		
a. Address:		
b. City:	State:	Zip Code:
c. Telephone (include area code): Home () or Cell ()		Work
() -		() -
d. Email address:		
Do you prefer to be contacted by this e-mail address? () YES () NO		
2. Accessible Format of Form Needed? () YES specify: _____ () NO		
3. Are you filing this complaint on your own behalf? () YES If YES, please go to question 7. () NO If no, please go to question 4		
4. If you answered NO to question 3 above, please provide your name and address.		
a. Name of Person Filing Complaint:		
b. Address:		
c. City:	State:	Zip Code:
d. Telephone (include area code): Home () or Cell ()		Work
() -		() -
e. Email address:		
Do you prefer to be contacted by this Email address? () YES () NO		
5. What is your relationship to the person for whom you are filing the complaint?		
6. Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. () YES, I have permission. () NO, I do not have permission.		
7. I believe that the discrimination I experienced was based on (check all that apply): () Race () Color () National Origin (classes protected by Title VI) () Other (please specify)		

(Continued)

TITLE VI COMPLAINT FORM – PAGE 2

8. Date of Alleged Discrimination (Month, Day, Year):
9. Where did the Alleged Discrimination take place?
10. Explain as clearly as possible what happened and why you believe that you were discriminated against. Describe all of the persons that were involved. Include the name and contact information of the person(s) who discriminated against you (if known). <i>Use the back of this form or separate pages if additional space is required.</i>
11. Please list any and all witnesses' names and phone numbers/contact information. <i>Use the back of this form or separate pages if additional space is required.</i>
12. Please explain what remedy or action you are seeking for the alleged discrimination.
13. Have you filed a complaint with any other Federal, State, or Local agency, or with any Federal or State court? () YES If yes, check all that apply. () NO a. () Federal Agency (List agency's name) b. () Federal Court (Please provide location) c. () State Court d. () State Agency (Specify Agency) e. () County Court (Specify Court and County) f. () Local Agency (Specify Agency)
14. If YES to question 14 above, please provide information about a contact person at the agency/court where the complaint was filed.
Name: _____ Title: _____
Agency: _____ Telephone: () -
Address: _____
City: _____ State: _____ Zip Code: _____

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

Signature and date are required:

Signature

Date

D. EL PROCEDIMIENTO PARA ENTREGAR UNA QUEJA DE TÍTULO VI

La entrega de una queja:

Estos procedimientos de queja se aplican a los beneficiarios de los programas, actividades, y servicios de Harbor House of Louisville.

DERECHO A ENTREGAR UNA QUEJA: Cualquiera que crea que ha sido discriminada por motivos de raza, color, u origen nacional por parte de Harbor House puede entregar una queja del Título VI por completar y entregar el formulario de queja de Título VI. Las quejas del Título VI deben recibirse por escrito dentro de los 180 días de la supuesta queja discriminatoria.

CÓMO ENTREGAR UNA QUEJA: La información de entregar una queja de Título VI está en la página web de Harbor House, y en las áreas públicas de Harbor House.

Usted puede obtener el formulario de la página web de Harbor House: www.hhlou.org o puede entregar una solicitud por escribir a:

Harbor House of Louisville, Inc.
P. O. Box 58219
Louisville, KY 40268

También, usted puede obtener información de cómo entregar una queja de Título VI por llamada: 502-719-0072.

Puede entregar una queja firmada y fechada no más de 180 días después de la fecha del presunto incidente. La denuncia debe incluir:

- Su nombre, dirección, y número de teléfono
- Información específica y detallada (cómo, por qué, y cuándo) acerca del presunto acto de discriminación.
- Cualquier otra información relevante, incluido los nombres de cualesquiera, si se conoce, la agencia debe comunicarse para aclarar las acusaciones.

Por favor, entregue su formulario de queja a la Investigadora del Título VI a:

Maria Smith
P. O. Box 58219
Louisville, KY 40268

También puede entregar una queja directamente a:

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington DC, 20590
Phone: 888-446-4511

Si necesita información en otro idioma, comuníquese con 502-719-0072 o a:

Harbor House of Louisville, Inc.
2233 Lower Hunters Trace
Louisville, KY 40216

ACEPTACIÓN DE LAS QUEJAS: Harbor House of Louisville, Inc. procesará las quejas que estén completas. Cuando se reciba un formulario de queja del Título VI completo, Harbor House lo revisará para determinar si Harbor House tiene jurisdicción. El denunciante recibirá una carta de acuse de recibo informándole si la queja será investigada o no por Harbor House.

INVESTIGACIONES: Harbor House of Louisville, Inc. generalmente completará una investigación dentro de los 90 días a partir de la recepción de un formulario de queja completo. Si se necesita más información para resolver el caso, Harbor House puede comunicarse con el denunciante. A menos que Harbor House especifique un período más largo, el denunciante tendrá diez (10) días a partir de la fecha de la carta para enviar la información solicitada al investigador de Harbor House asignado al caso. Si la información solicitada no se recibe dentro de ese plazo, el caso puede ser cerrado administrativamente. Además, un caso puede cerrarse administrativamente si el denunciante ya no desea continuar con el caso, mediante notificación por escrito, y si la CEO de Harbor House lo aprueba.

CARTAS DE CIERRE O HALLAZGO: Después de que el investigador del Título VI revise la queja, el investigador del Título VI enviará una de dos cartas al denunciante: una carta de cierre o una carta de hallazgo.

- Una carta de cierre resume las alegaciones y establece que no hubo una violación del Título VI y que el caso se cerrará.
- Una carta de hallazgo resume las alegaciones y brinda una explicación de la acción correctiva tomada.

Si el denunciante no está de acuerdo con la determinación de Harbor House, el denunciante puede solicitar una reconsideración por entregar la solicitud por escrito al investigador del Título VI y una copia al Director Ejecutivo de TARC, 1000 W Broadway, Louisville KY 40203, dentro de siete (7) días después de la fecha de la carta de cierre o de la carta de hallazgo, expresando con precisión la razón de la reconsideración. Harbor House notificará al denunciante de la decisión de aceptar o rechazar la solicitud de reconsideración dentro de los diez (10) días. En los casos en que se apruebe la reconsideración, Harbor House enviará una carta de determinación al denunciante cuando Harbor House completar la revisión de reconsideración.

FORMULARIO DE QUEJAS DE TÍTULO VI

“Ninguna persona en los Estados Unidos, por motivos de raza, color, u origen nacional, será excluida de la participación, se le negarán los beneficios, o será un objeto de discriminación en ningún programa o actividad que reciba asistencia financiera federal.”

Si cree que ha sido discriminado en la prestación de los servicios de transporte, proporcione la siguiente información para ayudarnos a procesar su queja. Si necesita ayuda para completar este formulario, o necesita información en formatos alternativos, háganoslo saber.

Envíe por correo o devuelva este formulario a:

CEO
Harbor House of Louisville, Inc.
P. O. Box 58219
Louisville, KY 40268
msmith@hhlou.org
502-719-0072
www.hhlou.org

POR FAVOR ESCRIBA EN LETRA DE MOLDE

1. Nombre del denunciante:		
e. Dirección:		
f. Ciudad:	Estado:	Código Postal:
g. Teléfono (incluir código de área): () - Celular () -		
h. Dirección de correo electrónico: ¿Prefiere ser contactado por esta dirección de correo electrónico? () SÍ () NO		
2. ¿Se necesita un formato de formulario accessible? () SÍ especificar: _____ () NO		
3. ¿Está entregando esta queja en su propio nombre? () SÍ en caso afirmativo, pase a la pregunta 7 () NO en caso negativo, pase a la pregunta 4		
4. Si respondió NO a la pregunta 3 anterior, proporcione su nombre y dirección: a. Nombre de la persona que entrega la queja:		
b. Dirección:		
c. Ciudad:	Estado:	Código Postal:
d. Teléfono (incluir código de área): () - Celular () -		
e. Dirección de correo electrónico: ¿Prefiere ser contactado por esta dirección de correo electrónico? () SÍ () NO		
5. ¿Cuál es su relación con la persona a favor de la cual presenta la denuncia?		
6. Confirme que ha obtenido el permiso de la parte agraviada si presenta la solicitud en nombre de un tercero. () SÍ, tengo permiso. () NO, no tengo permiso		
7. Creo que la discriminación que experimenté se basó en (marque todo lo que corresponda): () Raza () Color () Origen Nacional (clases protegidas por el Título VI) () Otros (especificar)		

(Continuado)

TITLE VI FORMULARIO DE QUEJA – PÁGINA 2

8. Fecha de la supuesta discriminación (mes, día, año):								
9. ¿Dónde se ocurrió la supuesta discriminación?								
10. Explique lo más claramente posible lo que sucedió por qué cree fue discriminado. Describa a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la(s) persona(s) que lo discriminaron (si se conoce). Use el reverso de este formulario o páginas separadas si necesita espacio adicional.								
11. Enumere todos los nombres y números de teléfono/información de contacto de los testigos. Use el reverso de este formulario o páginas separadas si necesita espacio adicional.								
12. Explique qué remedio o acción está buscando por la supuesta discriminación.								
13. ¿Ha entregado una queja ante alguna otra agencia federal, estatal, o local, o ante algún tribunal federal o estatal? () Sí En case afirmativo, marque todo lo que corresponda. () NO a. () Agencia Federal (Indique el nombre de la agencia) b. () Tribunal Federal (Indique la ubicación) c. () Tribunal Estatal d. () Agencia Estatal (Especifique la Agencia) e. () Tribunal de condado (Especifique el tribunal y el condado) f. () Agencia Local (Especifique la Agencia)								
14. Sí se respondió Sí a la pregunta 13 anterior, proporcione información de una persona de contacto en la agencia/tribunal donde se entregó la queja. <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Nombre:</td> <td style="width: 50%;">Título:</td> </tr> <tr> <td>Agencia:</td> <td>Teléfono: () -</td> </tr> <tr> <td colspan="2">Dirección:</td> </tr> <tr> <td>Ciudad:</td> <td>Estado: Código Postal:</td> </tr> </table>	Nombre:	Título:	Agencia:	Teléfono: () -	Dirección:		Ciudad:	Estado: Código Postal:
Nombre:	Título:							
Agencia:	Teléfono: () -							
Dirección:								
Ciudad:	Estado: Código Postal:							

Puede adjuntar cualquier material escrito u otra información que considere relevante para su queja.

Se requiere firma y fecha:

Firma

Fecha

E. MONITORING TITLE VI COMPLAINTS, INVESTIGATIONS, LAWSUITS, AND AGENCY STAFF TITLE VI TRAINING

1. Documenting Title VI Complaints, Investigations, and Lawsuits:

A Title VI Coordinator has been/will be appointed within Harbor House of Louisville, Inc. The Title VI Coordinator may be a person who performs other duties within the agency.

- **If a Title VI complaint is filed against an agency employee** (such as a receptionist, caregiver, driver, etc.), then the agency has jurisdiction, and Harbor House of Louisville, Inc.'s Title VI investigator will investigate the complaint.
- When the investigation is completed, Harbor House of Louisville, Inc. will send a summary of the investigation to the TARC Grants Department at rgreenleaf@ridetarc.org
- **If a Title VI complaint is filed against the agency as a whole**, then the agency does not have jurisdiction, and it will forward the complaint to the TARC Grants Department at rgreenleaf@ridetarc.org to be investigated.

All Title VI complaints have been/will be entered and tracked in Harbor House of Louisville, Inc.'s Title VI Complaint Log.

The Harbor House of Louisville, Inc.'s Title VI Coordinator will maintain the log.

The log will be made available to TARC on a semi-annual basis or upon request.

Active investigations will be monitored for timely response on the part of all parties.

Title VI Complaint Log

Date complaint filed	Complainant	Basis of complaint (Race, Color, National Origin)	Summary of allegation	Status of complaint	Actions taken	Date of Closure Letter (CL)	Date of Letter of Finding (LOF)

2. Documenting Agency Staff Title VI Training:

Harbor House of Louisville, Inc.'s staff are/will be given Title VI training, and will be able to answer affirmatively to all the following questions:

1. Are new employees made aware of Title VI responsibilities pertaining to their specific duties?
2. Do new employees receive this information via employee orientation?
3. Is Title VI information provided to all employees and program applicants?
4. Is Title VI information prominently displayed in the agency and on any program materials distributed, as necessary?

F. PUBLIC PARTICIPATION PLAN

Harbor House of Louisville, Inc. participates in TARC's Public Participation Plan, which includes:

Goal

The goal of the Public Participation Plan is to have significant and ongoing public involvement, by all identified audiences, in the public participation process for major agency outreach efforts.

Objectives

- To understand the service area demographics and determine what non-English languages and other cultural barriers exist to public participation.
- To provide general notification of meetings and forums for public input, in a manner that is understandable to all populations in the area.
- To hold public meetings in locations that are accessible to all area stakeholders, including but not limited to minority and low income members of the community.
- To provide methods for two-way communication and information and input from populations which are less likely to attend meetings.
- To convey the information in various formats to reach all key stakeholder groups.

Identification of Stakeholders

Stakeholders are those who are either directly or indirectly affected by an outreach effort, system or service plan or recommendations of that plan. Stakeholders include but are not limited to the following:

- Board of Directors – the governing board of the agency. The role of the Board is to establish policy and legislative direction for the agency. The Board defines the agency's mission, establishes goals, and approves then budget to accomplish the goals.
- Advisory Bodies – non-elected advisory bodies review current and proposed activities of the agency, and are encouraged to be active in the agency's public engagement process. Advisory bodies provide insight and feedback to the agency.
- Agency Transit riders and clients
- Minority and low income populations
- Limited English Proficient (LEP) persons
- Local jurisdictions and other government stakeholders
- Private businesses and organizations
- Employers
- Partner agencies

Elements of the Public Participation Plan:

1. Public Notice:

- a. Official notification of intent to provide opportunity for members of the general public to participate in public engagement plan development, including participation in open Board/council meetings, and advisory committees.

2. Public Participation Process/Outreach Efforts:

- a. Public meetings
- b. Rider outreach
- c. Public hearings
- d. Surveys
- e. Services for individuals with disabilities (notices of opportunities for public involvement include contact information for people needing these or other special accommodations.)
- f. Events such as public meetings and/or open houses are held at schools, churches, libraries and other non-profit locations easily accessible to public transit and compliant with the Americans with Disabilities Act.

3. Public Comment:

- a. Formal public comment periods are used to solicit comments on major public involvement efforts around an agency service or system change.
- b. Comments are accepted through various means:
 - i. Dedicated email address
 - ii. Website
 - iii. Regular mail
 - iv. Phone calls to Customer Service Center [phone]

G. LANGUAGE ASSISTANCE (LEP) PLAN

HARBOR HOUSE OF LOUISVILLE, INC. LIMITED ENGLISH PROFICIENCY PLAN

This limited English Proficiency (LEP) Plan has been/is being prepared to address Harbor House of Louisville, Inc.'s responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited ability to speak, read, write, or understand English. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964 and the Federal Transit Administration Circular 4702.1B, dated October 1, 2012, which states that the level and quality of transportation service is provided without regard to race, color, or national origin.

Executive order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency," indicates that differing treatment based upon a person's limited ability to speak, read, write or understand English is considered to be a type of National Origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discriminations do not take place. This order applies to all state and local agencies which receive federal funds.

Service Area Description:

Jefferson County, KY, Bullitt County, KY, Shelby County, KY, Oldham County, KY

Harbor House of Louisville, Inc. has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by Harbor House of Louisville, Inc.. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write, or understand English. This plan outlines how to identify a person who may need language assistance, and the ways in which assistance may be provided.

In order to prepare this plan, Harbor House of Louisville, Inc. undertook the LEP **Four Factor Analysis** as follows:

Four Factor Analysis

Factor 1 – The number and proportion of LEP persons in the Harbor House of Louisville, Inc. service area:

A significant majority of people in the Harbor House of Louisville, Inc. service area are proficient in the English language. Based on Census data, 3.3% of the population five years of age and older speak English “less than very well” – a definition of limited English proficiency.

See the Census data in the attached Excel spreadsheet:

“LEP Population Spreadsheet”

Factor 2 – Frequency of Contact with LEP Persons by Harbor House of Louisville, Inc.:

The Harbor House of Louisville, Inc. staff performs/will perform reviews of the frequency with which office staff, dispatchers and drivers have, contact with LEP persons.

Current Estimate: Harbor House of Louisville, Inc. has contact with an LEP person, on average, 0 times per month.

Current Estimate: Harbor House of Louisville, Inc. has, on average, 0 requests per month for an interpreter.

HARBOR HOUSE OF LOUISVILLE, INC.

STAFF LEP SURVEY FORM

1. What is your job title?

2. Please indicate with an "x" in the table below how often at work you interact with a person who does not speak English very well ("LEP Person")

- Use the additional boxes to list other languages spoken by LEP persons
- If you are unable to identify the language spoken, use the "All Other Languages" box

	- Frequency of Contact with an LEP Person -				
Language spoken by the LEP person ↓	Most Days	At Least Once a Week	At Least Once a Month	At Least Once a Year	Never
Spanish					
All Other Languages:					

3. Please indicate with an "x" in the table below how you interacted with LEP person(s)

In person	Telephone	Email	Text message	Other

Factor 3 – The importance to LEP persons of services provided by Harbor House of Louisville, Inc. :

Outreach activities, summarized in Harbor House of Louisville, Inc.'s Title VI Public Participation Plan, include events such as public meetings and/or open houses held at schools, churches, libraries and other non-profit locations, and include specific outreach to LEP persons to gain understanding of the needs of the LEP population, and the manner needs are addressed.

“The more frequent the contact with a particular language group, the more likely that enhanced language services in that language are needed. It is also advisable to consider the frequency of different types of language contacts. For example, frequent contacts with Spanish-speaking people who are LEP may require certain assistance in Spanish. Less frequent contact with different language groups may suggest a different and less intensified solution. If a LEP person accesses a program or service on a daily basis, a recipient has greater duties than if the same person's frequency of contact with a recipient's program or activity is unpredictable or infrequent.

Importance of agency services: As a rule of thumb, the more important the activity, information, service, or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed. You should then determine whether denial or delay of access to services or information could have serious implications for the LEP individual.”

Harbor House of Louisville, Inc. does/may do additional outreach to assess the importance of Harbor House of Louisville, Inc. services to LEP persons.

1. Public meetings and/or open houses with outreach to LEP persons at schools, churches, libraries and other non-profit locations.

Factor 4 – The resources available to Harbor House of Louisville, Inc. and overall cost to provide LEP assistance:

A. Monitoring and Updating the LEP Plan:

The LEP Plan is a component of Harbor House of Louisville, Inc.'s Title VI Plan requirement. Harbor House of Louisville, Inc. will update the LEP plan as required. At minimum, the plan will be reviewed and updated when it is clear that higher concentrations of LEP individuals are present in the Harbor House of Louisville, Inc. service area.

Updates include the following:

1. Determine the current LEP population in the service area.
2. Determine how the needs of LEP persons have been addressed.
3. Determine whether the need for translation/interpretation services has changed.
4. Determine whether current language assistance services been effective and sufficient to meet the needs.
5. Determine what financial resources are available to Harbor House of Louisville, Inc. to fund language assistance services and whether they are sufficient.
6. Determine whether Harbor House of Louisville, Inc. has fully complied with the goals of its LEP Plan.
7. Determine whether complaints have been received concerning Harbor House of Louisville, Inc.'s failure to meet the needs of LEP individuals.

B. Services for Providing Language Assistance for Persons with Limited English Proficiency (LEP Persons) include:

1. No one is/will be denied service because of limited English proficiency.
2. Assistance and direction is/will be provided to LEP persons who request assistance.
3. Language line: interpretation via telephone interpretation/translation services is/will be provided as needed.
4. A contract with a translation service is/will be in effect.
5. One-on-one assistance can/will be provided.
6. Website information is/will be posted.
7. The agency's external website is/will be translated.
8. The Title VI Public Notice is/will be translated.
9. LEP persons are/will be notified of the languages interpreted and translated.
10. Training is/will be provided to help staff better communicate with LEP persons.
11. To the extent feasible, bilingual staff can/will be provided for community events, public hearings and Board of Directors meetings and on the customer service phone lines.
12. Based on the Four Factor Analysis, it was determined that written translations of vital documents are not an effective means to provide language assistance measures for LEP persons qualified to be served or likely to be affected or encountered.

Explanation of the Safe Harbor Provision: "The Safe Harbor Provision can be satisfied by providing written translations of vital written documents when an LEP language group:

is at least 1,000 persons in the total population qualified to be served, or likely to be affected or encountered, in the agency's total service area,

- OR -

is at least 5% of the total population qualified to be served, or likely to be affected or encountered, in the agency's total service area."

"A recipient may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures." - *FTA Circular 4702.1B*


"The DOJ LEP Guidance explains that the identification of "reasonable steps" to provide oral and written services in languages other than English is to be determined on a case-by-case basis through a balancing of all four factors."

"The Safe Harbor Provision applies to the written translation of written documents only. There is always a general requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable, including assistance filling out written forms and applications."

C. Staff LEP Training:

The following training is/will be provided to Harbor House of Louisville, Inc. staff:

1. Information on Harbor House of Louisville, Inc. Title VI Procedures and LEP responsibilities
2. The following language identification card will be used when interacting with people with LEP.

I SPEAK ...			
ARABIC أنا أتحدث اللغة العربية	FRENCH Je parle français	LAOTIAN ກວດາຍາມາດ/ລາວ	SPANISH Yo hablo español
ARMENIAN Ես խոսում եմ հայերեն	FRENCH CREOLE [HAÏTIAN CREOLE] M pale kreyòl ayisyen	LITHUANIAN Aš kalbu lietuviškai	SWAHILI Ninaongea Kiswahili
BENGALI আমি বাংলা কথা বলি	GERMAN Ich spreche Deutsch	MANDARIN (CHINESE) 我讲普通话/普通话	SWEDISH Jag talar svenska
BOSNIAN Ja govorim bosanski	GREEK Μιλάω ελληνικά	NORWEGIAN Jeg snakker norsk	TAGALOG Marunong akong mag-Tagalog
BULGARIAN Аз говоря български	GUJARATI મુઝુ ગુજરાતી બોલુ છું	POLISH Mówię po polsku	THAI พูดภาษาไทย
BURMESE ကျွန်ုပ်တို့က မြန်မာစကားပြော	HEBREW אני מדבר עברית	PORTUGUESE Eu falo português do Brasil (Brasil)	TURKISH Türkçe konuşurum
CAMBODIAN ខ្ញុំនិយាយភាសាខ្មែរ	HINDI मैं हिंदी बोलती हूँ।	PORTUGUESE Eu falo português de Portugal (Portugal)	UKRAINIAN Я поговорю українською мовою
CANTONESE (Chinese) 我講廣東話/我讲广东话	HMONG Kuv has lug Moob	PUNJABI ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ/ਬੋਲਦੀ ਹਾਂ।	URDU میں اردو بولتا ہوں
CROATIAN Govorim hrvatski	HUNGARIAN Beszelek magyarul	ROMANIAN Vorbesc românește	VIETNAMESE Tôi nói tiếng Việt
CZECH Mluvim česky	ITALIAN Parlo italiano	RUSSIAN Я говорю по-русски	YORUBA Mo nso Yoruba
DUTCH Ik spreek het Nederlands	JAPANESE 私は日本語を話す	SERBIAN Ja govorim srpski	
FARSI (Persian) من فارسی صحبت می کنم	KOREAN 한국어를 합니다	SLOVAK Hovorim po slovensky	

* Registrars should use this tool to guide patients in identifying their spoken language when they do not speak English at all.
Source: Adapted from the State of Ohio, Office of Criminal Justice Services and recommended by the US Department of Health and Human Services - Office of Civil Rights for use by healthcare facilities

H. TRANSIT RELATED, NON-ELECTED PLANNING BOARD, ADVISORY COUNCIL, OR COMMITTEE

"If a grantee agency has a transit-related, non-elected planning board, advisory council or committee, the grantee must do two things.

One, provide FTA with a table depicting the racial breakdown of its committee membership.

And two, provide FTA with a description of the efforts made to encourage the participation of minorities on such committees."

Harbor House of Louisville, Inc. does not have a Transit-related, Non-elected Planning Board, Advisory Council, or Committee.

Table Depicting Membership of Non-elected Committees, Councils, by Race

Name of Committee	% Caucasian	% Latino	% African American	% Asian American	% Other	Total
						100%
						100%
						100%

Description of efforts made to encourage minority participation on committees:

-
-

Title VI Self-Survey Form – Page 1

Date filed:

DATE

Survey Date:

Period Covered:

Name of Program/Grant:

- A. Summary of Complaints:
- B. Number of complaints for the period:
- C. Number of complaints voluntarily resolved:
- D. Number complaints currently unresolved:
- E. Attach a summary of any type of complaint and provide:
 - Name of complainant
 - Race
 - Allegation
 - Findings
 - Corrective Action
 - Identify any policy/procedure changes made as a result of the complaint.
 - Provide the date history (date complaint received through resolution)

(Continued)

Title VI Self-Survey Form – Page 2

Distribution of Title VI Information

1. Are new employees made aware of the Title VI responsibilities pertaining to their specific duties?

YES _____ NO _____

2. Do new employees receive this information via employee orientation?

YES _____ NO _____

3. Is Title VI information provided to all employees and program applicants?

YES _____ NO _____

4. Is Title VI information prominently displayed in the organization and on relevant program materials?

YES _____ NO _____

5. Identify any improvements you have implemented since the last self-survey to support Title VI communication to employees and program applicants.

6. Identify any improvements you plan to implement before the next self-survey to support Title VI communication to employees and program applicants.

7. Identify any problems encountered with Title VI compliance, and discuss possible remedies.

Signature: _____

Title: _____

Date: _____

Harbor House of Louisville

Procedure for actively pursuing warranty claims for Section 5310 vehicles

Harbor House of Louisville will actively and diligently pursue warranty-covered repairs and services for vehicles purchased with Section 5310 grant funds for as long as they are covered by a warranty.

Before we send a Section 5310 vehicle to the normal repair shop, we will check to see if the repair or service is covered by the warranty. If covered, we will file a warranty claim instead of sending the vehicle to the normal repair shop.

We will:

1. Identify warranty-covered repairs and services,
2. Submit the warranty claims to the manufacturer,
3. Record the warranty claims,
4. Follow up on unpaid claims,
5. Email to TARC invoices or documentation of all warranty repairs and services performed on Section 5310 vehicles. Email to: rgreenleaf@ridetarc.org

All the personnel who are involved in deciding to send a vehicle to the repair shop (and/or approving that decision) are listed below and have agreed to follow this procedure.

Name	Signature	Date signed

EXPLANATION

If a Section 5310 Subrecipient has a vehicle under warranty, FTA requires that the Subrecipient have a system for identifying warranty claims, recording claims, and enforcing claims against the manufacturers.

An aggressive warranty recovery program ensures that the cost of defects is borne properly by the equipment manufacturer and not the Subrecipient and FTA. There should be clear procedures to identify warranty repairs, record the warranty claim, submit the claim to the manufacturer, and follow up on unpaid claims.

FTA will expect TARC to have on file a copy of the Subrecipient's written procedure for actively recording, tracking, and pursuing warranty claims for the vehicles purchased with federal grant funds.

To show that Subrecipients are aggressively pursuing warranty-covered services and repairs, FTA will expect TARC to have on file copies of all invoices that Subrecipients have received for warranty-covered repairs and services for all federally-funded vehicles.