
Title VI Implementation Plan



September 21, 2020 – September 21, 2023

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Title VI Policy Statement

Aster Aging, Inc. policy assures full compliance with Title VI of the Civil Rights Act of 1964, and related statutes and regulations in all programs and activities. Title VI states that “no person shall on the grounds of race, color, national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination” under any Aster Aging sponsored program or activity. There is no distinction between the sources of funding.

Aster Aging, Inc. also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies and activities on minority and low-income populations. Furthermore, Aster Aging, Inc. will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

The CEO has delegated the authority to Allie Montes, Human Resources Specialist, as Title VI Program Coordinator, to oversee and implement FTA Title VI requirements



Deborah B Schaus, CEO
Aster Aging, Inc.

Title VI Notice to the Public

The Aster Aging, Inc. operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Aster Aging, Inc.

For more information on the Aster Aging, Inc.'s civil rights program, and the procedures to file a complaint, contact Aster's Human Resources Specialist, 480-964-9014 (TTY number 800-842-4681); email: amontes@asteraz.org or visit our administrative office at 45 W. University Drive, Mesa, AZ 85201. For more information, visit www.asteraz.org.

A complainant may file a complaint directly with the City of Phoenix Public Transit Department or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: **City of Phoenix Public Transit Department:** ATTN: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix AZ 85003 **FTA:** ATTN: Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact the Human Resources Specialist at 480-964-9014. Para información en Español llame: Human Resources Specialist at 480-964-9014

Title VI Notice to the Public -Spanish

Aviso al Público Sobre los Derechos Bajo el Título VI Aster Aging, Inc

Aster Aging, Inc. (y sus subcontratistas, si cualquiera) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964. El nivel y la calidad de servicios de transporte serán provehidos sin consideración a su raza, color, o país de origen.

Para obtener más información sobre la Aster Aging Inc.'s programa de derechos civiles, y los procedimientos para presentar una queja, contacte Human Resources Specialist, 480-964-9014, (TTY 800-842-4681); correo electrónico amontes@asteraz.org; o visite nuestra oficina administrativa en 45 W University Dr., Ste A, Mesa, AZ 85201. Para obtener más información, visite www.asteraz.org

El puede presentar una queja directamente con City of Phoenix Public Transit Department o Federal Transit Administration (FTA) mediante la presentación de una queja directamente con las oficinas correspondientes de Civil Rights: **City of Phoenix Public Transit Department:** ATTN Title VI Coordinator 302 N. 1st Ave., Suite 900, Phoenix AZ 85003 FTA: ATTN Title VI Program Coordinator, East Building, 5th Floor –TCR 1200 New Jersey Ave., SE Washington DC 20590

The above notice is posted in the following locations: Mesa Downtown Senior Center, 247 N. Macdonald Street, Mesa, Arizona; Red Mountain Senior Center, 7550 E. Adobe Street, Mesa, Arizona.

This notice is posted online at www.asteraz.org

Title VI Complaint Procedures

Any person who believes that he or she has been excluded from participation in, been denied the benefits of, or otherwise subjected to unlawful discrimination under any Aster Aging, Inc. program or activity, and believes the discrimination is based upon race, color, or national origin may file a complaint with Aster Aging, Inc. Any complaint must be filed within 180 days of alleged discriminatory act (or latest occurrence).

Passengers using federally funded public transportation are entitled to equal access, seating, and treatment. Under Title VI of the Civil Rights Act of 1964 (as amended) and related statutes, Aster Aging, Inc. must ensure that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any federally funded program, activity or service it administers.

Complaints for alleged non-compliance with Title VI and related statutes may be lodged with Aster Aging, Inc. Any such complaint must be filed within 180 days of the alleged discriminatory act (or last occurrences).

To submit a claim by mail or in person, please fill out the printable complaint form and mail/drop off to:

Aster Aging, Inc. Human Resources Specialist, 45 W. University Dr., Mesa, AZ 85201 Email: amontes@asteraz.org Phone: (480) 964-9014.

Complaints received by Aster Aging, Inc. will be investigated in accordance with Federal standards (28CFR Part 35 and FTA Circular 4702.1B). After the complaint is processed, Aster Aging, Inc will respond to the complainant and, if warranted by the investigation, take appropriate action. The City of Phoenix, as the designated recipient of federal funds for the region, is responsible for monitoring this process.

A complainant dissatisfied with Aster Aging's decision may file a complaint with the City of Phoenix Public Transit Department or the Federal Transit Administration (FTA) offices of Civil Rights: City of Phoenix Public Transit Department: ATTN: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix AZ 85003; FTA: ATTN: Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

Title VI Complaint Form

Section I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
Section II:		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes*	<input type="checkbox"/> No
<i>*If you answered "yes" to this question, go to Section III.</i>		
If not, please supply the name and relationship of the person for whom you are complaining.		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Section III:		
I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin
Date of Alleged Discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		

Section VI:		
Have you previously filed a Title VI complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If yes, please provide any reference information regarding your previous complaint.

Section V:

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes No

If yes, check all that apply:

Federal Agency: _____
 Federal Court: _____ State Agency: _____
 State Court : _____ Local Agency: _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone: _____

Section VI:

Name of agency complaint is against: _____

Name of person complaint is against: _____

Title: _____

Location: _____

Telephone Number (if available): _____

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are required below

Signature

Date

Please submit this form in person at the address below, or mail this form to:

Aster Aging, Inc.

Human Resources Specialist

45 W. University Drive

Mesa, AZ 85201

480-964-9014

A copy of this form can be found online at www.asteraz.org

Title VI Complaint Form-Spanish

Forma Para Poner una Queja De Acuerdo Al Título VI

Nota: La siguiente información se necesita para procesar su queja.

Información de la persona que está poniendo la queja:

Nombre: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código Postal: _____

Teléfono (casa): _____ Teléfono (trabajo): _____

Nombre de la persona a la quien se discriminó
(alguien que no sea la persona que está poniendo la queja): _____

Dirección: _____

Ciudad: _____ Estado: _____ Código Postal: _____

Teléfono (casa): _____ Teléfono (trabajo): _____

¿Cuál de las siguientes razones describe por lo que usted siente que se le discriminó?

Raza/Color (Especifique): _____

Nacionalidad (Especifique): _____

¿En qué fecha(s) sucedió la discriminación? _____

Describa la presunta discriminación. Explique qué sucedió y quién cree usted que fue responsable (si necesita más espacio, agregue otra hoja).

Escriba una lista con los nombres de las personas que puedan tener conocimiento de la presunta discriminación y cómo contactarlas.

¿Ha presentado esta queja con otra agencia federal, estatal o local, o con cualquier corte federal o estatal? Marque todas las que apliquen.

- Agencia Federal Corte Federal Agencia Estatal
 Corte Estatal Agencia Local

Por favor proporcione información de la persona a la que presentó su queja en la agencia/corte.

Nombre: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código Postal: _____

Teléfono (casa): _____ Teléfono (trabajo): _____

Por favor firme abajo. Puede anexas cualquier material escrito u otra información que usted crea que es relevante sobre su queja.

Firma de la persona que presenta la queja: _____ Fecha: _____

Someta la forma y cualquier información adicional a:

Aster Aging, Inc.
Human Resources Specialist
45 W. University Dr., Mesa, AZ 85201
Phone: 480-964-9014 TTY: 800-842-4681
Correo electrónico: amontes@asteraz.org

Número de Anexos: _____

Title VI Investigations, Complaints, and Lawsuits

This form will be submitted annually. If no investigations, lawsuits, or complaints were filed, a blank form will be submitted.

Description/Name	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, national origin or disability)	Status	Action(s) Taken (Final findings?)
Investigations				
1)				
2)				
Lawsuits				
1)				
2)				
Complaints				
1)				
2)				

✓ Aster Aging, Inc. has not had any Title VI complaints, investigations, or lawsuits in 2019

Public Participation Plan

Aster Aging, Inc. Public Participation Plan



Aster Aging, Inc. provides limited transit services solely to persons who are participants in its programs. Aster Aging provides marketing and outreach to the community in the following manner:

- Outreach via community partners, senior health fairs, and collaboration with other aging service providers
- Aster provides an electronic newsletter to our database on a monthly basis
- Aster provides a paper newsletter monthly to all program participants and families/caregivers
- Aster is engaged in social media platforms including FaceBook, Twitter, Instagram and LinkedIn

Aster Aging, Inc. hosts several health fairs annually and participates as a presenter to senior housing residences, churches, and city community fairs and public events. Below are some of the many Outreach events participated in throughout FY 2020. In addition to the events listed below, Aster hosts monthly Community Food Share and Commodity Senior Food programs.

Unity Church of Mesa	7/1/2019	Mesa United Way Health Fair	10/5/2019
Without Walls Church	7/8/2019	Holliday Village	10/28/2019
Hillsong	7/12/2019	Veteran’s Resource Center	10/29/2019
Seyenna Vistas	7/17/2019	Mountain View Mobile Home Park	11/6/2019
Terros Health	7/24/2019	East Valley Healthy Living Expo	11/13/2019
Tempe Transit	7/26/2019	Encore on First	11/16/2019
Tiffany Mobile Home Park	8/1/2019	Empowerment Systems	12/15/2019
A Place for Mom	8/6/2019	Venture Out	1/25/2020
Paz De Cristo	8/9/2019	Red Mountain Spring Expo	2/28/2020
Mesa Multigen. Open House	9/27/2019	Mesa Fire Dept. Presentation	3/11/2020

Aster Aging, Inc. participates in the Maricopa Association of Governments (MAG) outreach meetings. These meetings are specific to non-transit planning or decision making.

Limited English Proficiency Plan

Aster Aging, Inc.

Limited English Proficiency Plan



Aster Aging, Inc. has developed the following Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to Aster Aging, Inc.

The plan document identifies four factors that recipients of federal funds should follow when determining what reasonable steps should be taken to ensure meaningful access for LEP persons.

The four-factor analysis includes the following:

- 1) The number or proportion of LEP persons eligible in Aster Aging, Inc. service area who may be served or likely to be encountered with transit service.
- 2) Assess frequency with which LEP individuals come in contact with Aster Aging, Inc. transit services.
- 3) The nature and importance of transit services provided by Aster Aging, Inc. to the LEP population.
- 4) Assess resources available to the recipient for LEP outreach, as well as associated costs with that outreach.

A statement in Spanish will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested.

Safe Harbor Provision

Aster Aging, Inc. complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

- (1) Title VI Notice
- (2) Complaint Procedures
- (3) Complaint Form

In addition, we will conduct our marketing (including using translated materials) in a manner that reaches each LEP group. Vital Documents include the following:

- (1) Notices of free language assistance for persons with LEP
- (2) Notice of Non-Discrimination and Reasonable Accommodation
- (3) Outreach Materials
- (4) Public Hearings

Non-elected Committees Membership Table

Aster Aging, Inc. does NOT select the membership of any transit-related committees, planning boards, or advisory councils.

Title VI Equity Analysis

Title VI Equity Analysis applies if recipient is 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 refers to storage facilities, maintenance facilities, and operation centers.

Aster Aging, Inc. has no current or anticipated plans to develop new transit facilities covered by these requirements. No facilities covered by these requirements were developed since.

Board Approval for the Title VI Program

The Aster Aging, Inc. Board of Directors approved the Title VI Implementation Plan at its meeting on September 24, 2020.