



Title VI Implementation Plan

Implementation Time Frame
May 26, 2020 – May 26, 2023

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Title VI Policy Statement

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

CHEEERS Recovery Center 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, CHEEERS Recovery Center will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When CHEEERS Recovery Center distributes Federal-aid funds to another entity/person, CHEEERS Recovery Center will ensure all subrecipients fully comply with CHEEERS Recovery Center Title VI Nondiscrimination Program requirements. The Chief Executive Officer, Kimberly Craig, has delegated the authority to Maria Whaley, Director of Operations, Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.

Title VI Notice to the Public

Notifying the Public of Rights Under Title VI CHEEERS Recovery Center

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

For more information on the CHEEERS Recovery Center's civil rights program, and the procedures to file a complaint, contact Maria Whaley, Director of Operations 602-246-7607, (TTY email Maria.Whaley@cheeers.org); or visit our administrative office at 1950 W. Heatherbrae Dr. Suite 5, Phoenix, AZ 85015. For more information, visit <https://www.cheeers.org/leisure---community.html>

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 602-246-7607. Para información en Español llame: Maria Whaley, Director of Operations

Title VI Notice to the Public -Spanish

Aviso al Público Sobre los Derechos Bajo el Título VI CHEEERS Recovery Center

CHEEERS Recovery Center (*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 CHEEERS Recovery Center's programa de derechos civiles, y los procedimientos para presentar una queja, contacte Maria Whaley, Director of Operations 62-246-7607, o visite nuestra oficina administrativa en 1950 W. Heatherbrae Dr. Suite 5, Phoenix, AZ 85015. Para obtener más información, visite www.CHEEERS.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: CHEEERS Main Campus building 5 hallway and building 7 hallway as well as both 5310 grant vehicles (E and F).

This notice is also posted online at <https://www.cheeers.org/leisure---community.html>

Title VI Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by CHEEERS Recovery Center (hereinafter referred to as “the Authority”) may file a Title VI complaint by completing and submitting CHEEERS Recovery Center Title VI Complaint Form. CHEEERS Recovery Center investigates complaints received no more than 180 days after the alleged incident. CHEEERS Recovery Center will process complaints that are complete.

Once the complaint is received, CHEEERS Recovery Center will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

CHEEERS Recovery Center has 10 days to investigate the complaint. If more information is needed to resolve the case, the CHEEERS Recovery Center 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, CHEEERS Recovery Center can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the City of Phoenix, Public Transit Department, Title VI Coordinator, Phoenix Public Transit Department ATTN: Civil Rights Coordinator 302 N. First Ave., Suite 900 Phoenix, Ariz. 85003 Email: PHXTransitEO@phoenix.gov Phone: 602-262-7242.

In addition, a person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590. Investigations, Complaints, and Lawsuits Cheers will submit on an annual basis any investigations, complaints and lawsuits. If no investigations, lawsuits, or complaints were filed, a blank form will be submitted. See attached form, Annual Reporting.

Finally, a person may find the above information at <https://www.cheers.org/leisure---community.html>.

Procedimientos de queja del Título VI

Cualquier persona que crea que él o ella ha sido discriminada por motivos de raza, color u origen nacional por el Centro de Recuperación de CHEEERS (en adelante, "la Autoridad") puede presentar una queja de Título VI completando y presentando el Título del Centro de Recuperación de CHEEERS VI Formulario de queja. El Centro de Recuperación CHEEERS investiga las quejas recibidas no más de 180 días después del presunto incidente. El Centro de Recuperación CHEEERS procesará las quejas que estén completas.

Una vez que se recibe la queja, el Centro de Recuperación de CHEEERS la revisará para determinar si nuestra oficina tiene jurisdicción. El demandante recibirá una carta de reconocimiento informándole si la queja será investigada por nuestra oficina.

El Centro de Recuperación CHEEERS tiene 10 días para investigar la queja. Si se necesita más información para resolver el caso, el Centro de Recuperación de CHEEERS puede contactar al demandante. El demandante tiene 10 días hábiles a partir de la fecha de la carta para enviar la información solicitada al investigador asignado al caso. Si el demandante no contacta al investigador o no recibe la información adicional dentro de los 10 días hábiles, el Centro de Recuperación de CHEEERS puede cerrar el caso administrativamente. Un caso puede cerrarse administrativamente también si el demandante ya no desea continuar con su caso.

Después de que el investigador revisa la queja, él / ella emitirá una de dos cartas al demandante: una carta de cierre o una carta de hallazgo (LOF). Una carta de cierre resume las acusaciones y establece que no hubo una violación del Título VI y que el caso se cerrará. Un LOF resume las acusaciones y las entrevistas sobre el presunto incidente, y explica si se producirá alguna acción disciplinaria, capacitación adicional del miembro del personal u otra acción. Si el demandante desea apelar la decisión, tiene 30 días después de la fecha de la carta o el LOF para hacerlo.

Una persona también puede presentar una queja directamente con la Ciudad de Phoenix, el Departamento de Tránsito Público, el Coordinador del Título VI, el Departamento de Tránsito Público de Phoenix ATTN: Coordinador de Derechos Civiles 302 N. First Ave., Suite 900 Phoenix, Arizona. 85003 Correo electrónico: PHX transitEO @ phoenix .gov Teléfono: 602-262-7242.

Además, una persona también puede presentar una queja directamente ante la Administración Federal de Tránsito, en la Oficina de Derechos Civiles de la FTA, 1200 New Jersey Avenue SE, Washington, DC 20590. Investigaciones, quejas y pleitos Cheers presentará anualmente cualquier investigación , quejas y pleitos. Si no se presentaron investigaciones, demandas o quejas, se enviará un formulario en blanco. Ver formulario adjunto, Informes anuales.

Finalmente, una persona puede encontrar la información anterior en <https://www.cheeers.org/leisure---community.html>.

Title VI Complaint Form



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?		
<input type="checkbox"/> Yes <input type="checkbox"/> 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: _____		
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:

CHEEERS -Center Director
1950 W. Heatherbrae Dr. Suite 5
Phoenix, AZ 85015
602-246-7607 |

A copy of this form can be found online at <https://www.cheers.org/leisure---community.html>



**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): _____

Persona A La Que Se Discriminó (alguien que no sea la persona que está poniendo la queja)

Nombre: 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 Estatal _____ Corte Federal _____
Agencia Local _____ Agencia Estatal _____

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 anexar cualquier material escrito u otra información que usted crea que es relevante sobre su queja.

Firma de la Persona que presenta la queja

Fecha

Número de Anexos: _____

Someta la forma y cualquier información adicional a:

CHEEERS
Director de programa
1950 W. Heatherbrae Dr. Suite 5
Phoenix, AZ 85015
602-246-7607

Puede encontrar una copia de este formulario en línea en <https://www.cheeers.org/leisure---community.html>

Americans with Disabilities Act Notice

Americans with Disabilities Act NOTICE

In 1990, the ADA became law that prohibits discrimination and ensures equal opportunity and access for persons with disabilities. CHEEERS is committed to the ADA in our role as a transportation provider. No one who uses CHEEERS transportation will be the subject of discrimination under the rules set forth in the ADA. CHEEERS Vans are equipped to accept passengers who use mobility devices.

CHEEERS Facilities are also ADA compliant offering ease to access services for any individual needing such accommodation.

What if I need to file an ADA complaint?

Everyone should be able to access our services and participate in our programming that offers transportation. However, if there is ever an instance where you or another member feels they've been discriminated against by being denied service or related reasons by CHEEERS to should initiate a complaint investigation by calling Maria Whaley at 602-246-7607 or by emailing maria.whaley@cheeers.org.

ADA complaint forms have been attached below in English and Spanish.

Estadounidenses con Discapacidades Act

AVISO de la Ley de Estadounidenses con Discapacidades

En 1990, la ADA se convirtió en ley que prohíbe la discriminación y garantiza la igualdad de oportunidades y acceso para las personas con discapacidades. CHEEERS está comprometido con la ADA en nuestro papel como proveedor de transporte. Nadie que utilice el transporte DE CHEEERS será objeto de discriminación bajo las reglas establecidas en la ADA. Las furgonetas CHEEERS están equipadas para aceptar pasajeros que utilicen dispositivos de movilidad.

Las instalaciones de CHEEERS también cumplen con la normativa ADA y ofrecen facilidad para acceder a los servicios para cualquier persona que necesite este tipo de alojamiento.

¿Qué sucede si necesito presentar una queja de ADA?

Todo el mundo debe poder acceder a nuestros servicios y participar en nuestra programación que ofrece transporte. Sin embargo, si alguna vez hay un caso en el que usted u otro miembro siente que han sido discriminados por ser denegado el servicio o razones relacionadas por CHEEERS para iniciar una investigación de queja llamando a Maria Whaley al 602-246-7607 o enviando un correo electrónico a maria.whaley@cheeers.org.

ADA formularios de queja se han adjuntado a continuación en inglés y español .

ADA Complaint Procedures

Any person who believes that he or she has an ADA related or accessibility complaint while utilizing an CHEEERS service, program or activity may file a complaint with Maria Whaley at 602- 246-7607 or by emailing at maria.whaley@cheeers.org

To request a form in alternative format, please contact Maria Whaley at 602- 246-7607 or by emailing at maria.whaley@cheeers.org

Any such complaint must be filed within 180 days of the alleged discriminatory act (or latest occurrence).

Once a complaint is received it will be assigned and an investigation will be conducted. Appropriate action will be taken based on the findings of the investigation. The City of Phoenix, as the designated recipient of the Federal Funds for CHEEERS , is responsible for monitoring the process.

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

CHEEERS

Attn: Maria Whaley

1950 W. Heatherbrae Suite 1

Phoenix, AZ 85015

maria.whaley@cheeers.org

A complainant may also be filed directly with the City of Phoenix Public Transit Department or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding office of Civil Rights:

City of Phoenix Public Transit Department
ATTN: Title VI Coordinator
302 North 1st Avenue, Suite 900
Phoenix, AZ. 85003

Federal Transit Administration (FTA)
Federal Transit Administration (FTA)
East Building, 5th Floor-TCR
1200 New Jersey Avenue SE
Washington, DC. 20590

Procedimientos de Quejas de la ADA

Cualquier persona que crea que tiene una queja relacionada con la ADA o accesibilidad mientras utiliza un servicio, programa o actividad de CHEEERS puede presentar una queja ante Maria Whaley al 602- 246-7607 o enviando un correo electrónico a maria.whaley@cheeers.org

Para solicitar un formulario en formato alternativo, póngase en contacto con Maria Whaley al 602- 246-7607 o por correo electrónico a maria.whaley@cheeers.org
Dicha queja debe presentarse dentro de los 180 días posteriores al presunto acto discriminatorio (o a la última ocurrencia).

Una vez que se recibe una queja, se asignará y se llevará a cabo una investigación. Se tomarán las medidas apropiadas sobre la base de las conclusiones de la investigación. La ciudad de Phoenix, como receptor designado de los Fondos Federales para CHEEERS, es responsable de monitorear el proceso.

Para presentar una reclamación por correo o en persona, rellene el formulario de queja imprimible y envíe un correo/tome a:

CHEEERS

Attn: Maria Whaley

1950 W. Heatherbrae Suite 1

Phoenix, AZ 85015

[Maria.whaley@cheeers.org](mailto:maria.whaley@cheeers.org)

Un reclamante también puede ser presentado directamente ante el Departamento de Tránsito Público de la Ciudad de Phoenix o la Administración Federal de Tránsito (TLC) presentando una queja directamente ante la oficina correspondiente de Derechos Civiles:

Departamento de Tránsito Público de la Ciudad de Phoenix

ATTN: Coordinador del Título VI

302 North 1st Avenue, Suite 900

Phoenix, AZ. 85003

Administración de Tránsito Federal (TLC)

Edificio Este,^{5o} Piso-TCR

1200 New Jersey Avenue SE

Washington, DC. 20590

Title VI ADA Complaint Form



Title VI ADA 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"/> Disability (ADA Act of 1990) re: a person who has a physical or mental impairment that substantially limits one or more major life activities) 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?		
<input type="checkbox"/> Yes <input type="checkbox"/> 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: _____		
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:
 CHEEERS -Center Director
 1950 W. Heatherbrae Dr. Suite 5
 Phoenix, AZ 85015
 602-246-7607
 A copy of this form can be found online at <https://www.cheers.org/leisure---community.html>



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): _____

Persona A La Que Se Discriminó (alguien que no sea la persona que está poniendo la queja)

Nombre: Dirección: _____
Ciudad/Estado/Código Postal: _____
Teléfono(Casa): _____
Teléfono (Trabajo): _____

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

Discapacidad (Ley ADA de 1990) re: una persona que tiene un impedimento físico o mental que limita sustancialmente una o más actividades importantes de la vida)

¿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.

Title VI Investigations, Complaints, and Lawsuit

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)				

CHEEERS Recovery Center has not had any Title VI complaints, investigations, or lawsuits in 2019 - 2020.

Public Participation Plan

CHEEERS Recovery Center Public Participation Plan

CHEEERS Recovery Center is engaging the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public will be invited to participate in the process whether through public meetings or surveys. As an agency receiving federal financial assistance, CHEEERS Recovery Center made the following community outreach efforts:

CHEEERS continues to engage the public in its planning and decision-making processes, as well as its marketing and outreach activities. CHEEERS frequently attends public meetings and events to promote the programs activities and to gather input. Community forums sponsored by the Regional Health Authority, Office of Individual and Family Affairs are attended by agency representatives on a monthly basis. Cultural Competency Quarterly meetings are held by the Regional Behavioral Health Authority and attended by CHEEERS leadership.

Other outreach activities on an annual basis include:

- Hope Fest
- Seeds Conference
- NAMI Walk, tabling
- CONNECTIONS CONFERENCE
- Out of the Darkness Public Event

In the upcoming year CHEEERS Recovery Center will make the following community outreach efforts:

Office of Individual and Family Affairs meeting one time per month

Participate advisory council meeting, 3rd Wednesday of month, monthly

All participant community meeting 2nd Wednesday of the month, monthly

Community Forums and listening sessions with Regional Behavioral Health Authority, As scheduled.

Hope Fest

- Seeds Conference
- NAMI Walk, tabling
- CONNECTIONS CONFERENCE
- Out of the Darkness Public Event

Public Meetings:

- (1) Public meetings are scheduled to increase the opportunity for attendance by stakeholders and the general public. This may require scheduling meetings during non-traditional business hours, holding more than one meeting at different times of the day or on different days, and checking other community activities to avoid conflicts.
- (2) When a public meeting or public hearing is focused on a planning study or program related to a specific geographic area or jurisdiction within the region, the meeting or hearing is held within that geographic area or jurisdiction.
- (3) Public meetings are held in locations accessible to people with disabilities and are located near a transit route when possible.

Limited English Proficiency Plan

CHEEERS Recovery Center Limited English Proficiency Plan

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

- 1) The number or proportion of LEP persons eligible in the CHEEERS Recovery Center's service area who may be served or likely to encounter by CHEEERS Recovery Center's program, activities, or services;
- 2) The frequency with which LEP individuals come in contact with an CHEEERS Recovery Center's services;
- 3) The nature and importance of the program, activities or services provided by the CHEEERS Recovery Center's to the LEP population; and
- 4) The resources available to CHEEERS Recovery Centers and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

A statement in *Spanish or other specific identified language* 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

CHEEERS Recovery Center's complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

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

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

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

- (4) Bus Schedules
- (5) Route Changes
- (6) Public Hearings

CHEEERS 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 CHEEERS 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.

Limited English Proficiency and Non-English-Speaking Clients and Accessibility those with disabilities

Bilingual staff members will be available 7 day a week. The program’s target population promotes a diverse workforce representing many languages and cultures.

Translator services and telecommunication devices for the deaf (TTD) are also provided by. All written material include client rights are available in both English and Spanish.

Language Assistance

Language is not a barrier to getting and receiving services at CHEEERS. CHEEER accesses language service providers through contracts established by Mercy Maricopa Integrated Care which provides two options to receive language services at no cost to the individual.

For interpretation by telephone, CHEEERS uses VOIANCE. VOIANCE connects CHEEERS with an interpreter who speaks the member’s language. VOIANCE can be used to interpret during clinical contacts, such a therapy session, group counseling and children's behavioral health care. They can also be used in non-clinical, such as member's making or confirming appointments.

For face-to-face interpretation, CHEEERS works with AKORBI. Face-to-face interpretation is the most effective type of interpretation. CHEEERS may request an interpreter for individuals through their assigned clinic.

Persons eligible for benefits under the Arizona Health Care Cost Containment System (AHCCCS) and/or you are a person determined to have a serious mental illness (SMI), oral interpreter services are available at no cost.

Deaf or Hard of Hearing, aids are available as well as Sign Language interpreter.

Any difficulty in accessing services both providers and members may contact Mercy Maricopa Member Services at 602-586-1841 or 1-800-564-5465; hearing impaired (TTY/TDD) 711.

Visual assistance

For members with visual impairment, materials are available in large print. Some materials, like the Mercy Maricopa Integrated Care Member Handbook, are also available in alternative formats, including on audiocassette or CD. For information on what's available, you can call Mercy Maricopa Member Services at 602-586-1841 or 1-800-564-5465; (TTY/TDD) 711.

CHEEERS additionally uses the following agencies as resources to assist in overcoming any limitations or barriers:

- AZ Commission for the Deaf and Hard of Hearing

- Office of Refugee Health
- Arizona Department of Health
- Office of Minority Health
- CDC Office of Minority Health
- Substance Abuse and Mental Health Services Administration (SAMHSA)
- Center for Cultural Competence, Georgetown University
- CLAS Standards - Think Cultural Health

Non-elected Committees Membership Table

A sub recipient who selects the membership of transit-related, non-elected planning boards, advisory councils, or committees must provide a table depicting the membership of those organizations broken down by race. Subrecipients also must include a description of the efforts made to encourage participation of minorities on these boards, councils, and committees.

Table Depicting Membership of Committees, Councils, Broken Down by Race

Body	Caucasian	Latino	African American	Asian American	Native American
Population	N/A	N/A	N/A	N/A	N/A
COMMITTEE	N/A	N/A	N/A	N/A	N/A

CHEERS Recovery Center’s does NOT select the membership of any transit-related committees, planning boards, or advisory councils.

Title VI Equity Analysis

CHEEERS Recovery Center has no current or anticipated plans to develop new transit facilities covered by these requirements. No facilities covered by these requirements were developed since 1/30/2017.

Board Approval for the Title VI Program

Board Meeting Minutes from March 26th, 2020 with approval attached on next page.



CHEEERS BOARD OF DIRECTORS
Board Meeting MINUTES
Tuesday May 26th, 2020

IN ATTENDANCE Via Virtual Meeting

Tonya MacBeth	Board Chairperson
Kimberly Craig	CEO
Robert Wright	Board Vice-chair
Thomas Pynn	Secretary
Kristen Polin	Director
Linda Blair	Director
Elizabeth Athens	Director

Proxy: Bill Kennard Board Treasurer N/A

ABSENT: Sheree Lee Director

ALSO, IN ATTENDANCE: Steve Pavich, Director of Finance and Maria Whaley, Director of Operations.

CALL TO ORDER: The CHEEERS Board of Directors meeting was held May 26th, 2020 via GoToMeeting and conference call due to stay at home orders issued by Governor Ducey considering the pandemic. The meeting was called to order at 12:06pm by Tonya MacBeth, Board Chairperson. Roll call was taken with Proxy vote assigned to Robert on behalf of Bill Kennard. Sheree's proxy was not assigned.

REVIEW AND APPROVAL

The March BOD Meeting Minutes were reviewed with a call for discussion. A motion to approve the March BOD meeting minutes was entered by Robert W. seconded by Tom P. and approved by unanimous vote.

FINANCE REPORT – Steve P.

Steve P. presented and reviewed the February, March and April financial reports. Steve provided explanation and clarification when asked about the Payroll Protection Program and CHEEERS having received this loan. Noted was the significant decrease in our revenue for March, April. Tonya board chair commended Steve for keeping the finance reports clear during difficult times.

A motion to accept the February, March and April financial reports was entered by Kristen P., seconded by Tom P. and approved by unanimous vote.

CEO Report: Kimberly Craig

Kimberly provided the Board with an update to programming and response to the COVID-19 pandemic. CHEEERS has started a slow reopen of programming with May 26th, 2020 being the first day. Protocols have been put in place to align with Center for Disease Control requirements.

Kimberly also shared that despite current times CHEEERS members and staff remain strong and resilient. The board was provided with links to member videos created by Mercy Care.



The new lease has been signed and CHEEERS will take possession of the new office space on June 1st, 2020. This will help with social distancing . CHEEERS will have a grand opening ribbon cutting at a later date.

Kimberly asked Maria Whaley to review the Title VI plan submission requirements. Board Chair asked who was responsible for the maintaining compliance with the plan on an operational level to which the Board was informed of Maria's duties in this area.

A motion to approve the Title VI Plan was entered by Kimberly C., seconded by Robert W. and approved by unanimous vote.

Tonya, Board Chair asked that the record show the Title VI Plan was reviewed and approved for submission per the requirements.

Advisory Council: Sheree L., Robert W.,Linda B

The Advisory Council had no updates due to not having met during the pandemic.

Call to the Community: Tonya M.

The call to the community was made at 12:47pm with Robert W. sharing his approval of operations and member engagement with the board. Robert offered examples of how the organization, members and staff have responded in difficult times and his pride in being a part of the team.

Other board members made comment about their approval of operations and handling of programming and operations during the pandemic.

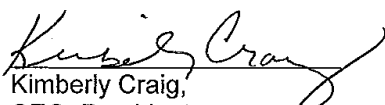
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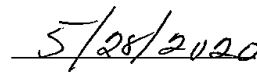
There being no further business before the CHEEERS Board of Directors, a motion was made by Linda B. and seconded by Robert W. to close the meeting, with a vote that unanimously carried at 12:55 pm.

NEXT MEETING

The next meeting is scheduled for Tuesday, July 28th, 2020 at 12:00 pm

Approved by,


Kimberly Craig,
CEO, President
CHEEERS Board of Directors



Date