

# **Title VI Plan Cover Page**

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## **New Horizons Disability Empowerment Center 2023**

**Title VI Contact: Darlene Golson, Assistant Executive Director**

**Title VI Contact Phone: 928-772-1266**

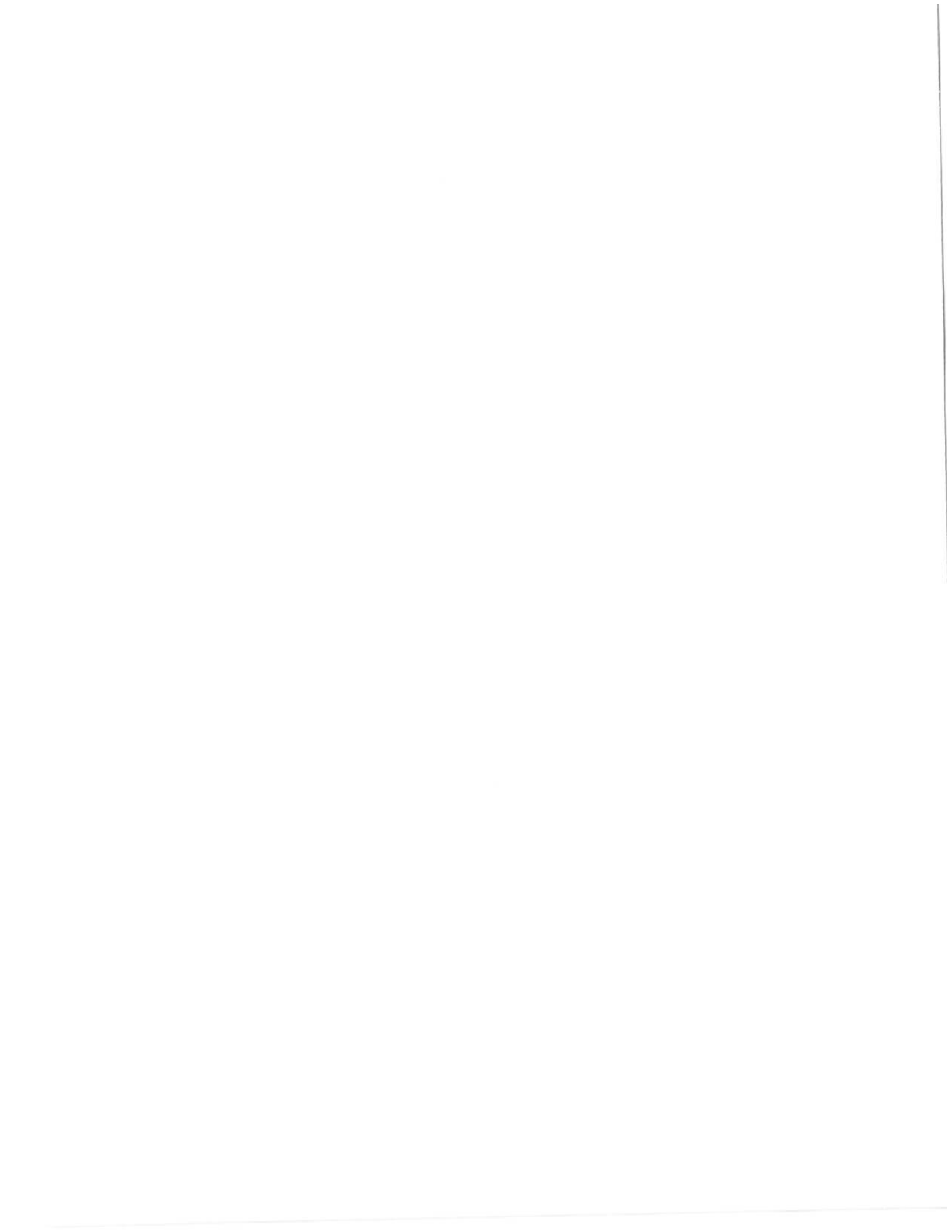
**TTY Number (If applicable): N/A**

**Alternate Language Phone: N/A**

**Address: 9400 East Valley Road, Prescott Valley, AZ 86314**

**Web Address: [www.nhdec.org](http://www.nhdec.org)**

**Para Información en Español: De Empoderamiento De Discapacitados De New Horizons,  
Darlene Golson (928)772-1266 o [dgolson@nhdec.org](mailto:dgolson@nhdec.org)**



# Title VI Plan Table of Contents

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Title VI Plan Cover Page .....	1
Title VI Plan Table of Contents.....	2
Executive Summary .....	3
Non Discrimination Notice to the Public .....	4
Non Discrimination Notice to the Public - Spanish.....	5
Non Discrimination ADA/Title VI Complaint Procedures.....	6
Discrimination ADA/Title VI Complaint Form .....	8
Discrimination ADA/Title VI Investigations, Complaints, and Lawsuits.....	10
Public Participation Plan .....	11
Limited English Proficiency Plan .....	13
Non-elected Committees Membership Table .....	20
Monitoring for Subrecipient Title VI Compliance .....	21
Title VI Equity Analysis.....	22
Fixed Route Transit Provider Analysis .....	23
Board Approval for the Title VI Plan .....	24



# Executive Summary

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## New Horizons Executive Summary

As a multi-service agency, the mission of New Horizons Disability Empowerment Center (NHDEC) is to provide services and advocacy, which empower and enable people with disabilities to self-determine the goals and activities of their lives. We continue do this through a multiplicity of programs and services to help local residents live inclusively and independently in the community. We provide employment services, a durable medical equipment loan closet, referral services including accessible housing, various classes, support groups and social programs, and have been providing safe and accessible transportation services to the local community of elderly and/or disabled individuals for the past 16 years.

As a Center for Independent Living, NHDEC operates under the auspices of Title VII of the Rehabilitation Act, which promotes a philosophy of independent living, including a philosophy of consumer control, peer support, self-help, self-determination, equal access, and individual and system advocacy, in order to maximize the leadership, empowerment, independence, and productivity of individuals with disabilities, and the integration and full inclusion of individuals with disabilities into the mainstream of American society.

The term "center for independent living" means a consumer controlled, community based, cross disability, nonresidential private nonprofit agency that is designed and operated within a local community by individuals with disabilities; and provides an array of independent living services specific to the needs of the community. Because accessible transportation is a huge need in our area NHDEC opted to develop our transportation department for people with disabilities and senior citizens who are unable to drive due to medical constraints. To the best of our knowledge NHDEC is the largest local non-profit providing ADA compliant transportation services to the general population of elderly and/or disabled individuals outside of our own clientele.

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

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

### Type of Funding Requests? (Check all that apply)

- Vehicle Funds
- Operating Funds
- Other (please explain) Other Capital – Preventative maintenance, Other Mobility Management

### Is your agency receiving direct funds from FTA?

- If yes, please attach a copy of your FTA letter of approval of Title VI Plan.
- No



# Non Discrimination Notice to the Public

## Notifying the Public of Rights Under Title VI and ADA New Horizons Disability Empowerment Center

**New Horizons Disability Empowerment Center** operates its programs and services without regard to race, color, national origin or disability in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the **New Horizons Disability Empowerment Center**.

For more information on the **New Horizons Disability Empowerment Center's** civil rights program, and the procedures to file a complaint, contact **Darlene Golson, Assistant Executive Director, (928)772-1266, (TTY N/A); email [dgolson@nhdec.org](mailto:dgolson@nhdec.org)**; or visit our administrative office at **9400 East Valley Road, Prescott Valley, AZ 86314**. For more information, visit [www.nhdec.org](http://www.nhdec.org).

Complaints may be filed directly with the Arizona Department of Transportation (**ADOT**) **Civil Rights Office**. ATTN: Title VI Program Coordinator 206 S. 17<sup>TH</sup> Ave MD 155A RM: 183 Phoenix AZ, 85007 or with the Federal Transit Administration (**FTA**). ATTN: Title VI Program Coordinator, 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact **N/A**. \*Para información en Español llame: **De Empoderamiento De Discapacitados De New Horizons, Darlene Golson (928)772-1266 o [dgolson@nhdec.org](mailto:dgolson@nhdec.org)**





# Non Discrimination Notice to the Public - Spanish

## Aviso Público Sobre los Derechos Bajo el Título VI Y ADA New Horizons Disability Empowerment Center

**New Horizons Disability Empowerment Center** (y sus subcontratistas, si cualquiera) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964, Sección 504 de la Ley de Rehabilitación de 1973 y La Ley de ciudadanos Americanos con Discapacidades de 1990 (ADA). El nivel y la calidad de servicios de transporte serán proveídos sin consideración a su raza, color, país de origen, o discapacidad.

Para obtener más información sobre el programa de Derechos Civiles de **New Horizons Disability Empowerment Center**, y los procedimientos para presentar una queja, contacte **Darlene Golson, Assistant Executive Director (928)772-1266, (TTY N/A)**; o visite nuestra oficina administrativa en **9400 East Valley Road, Prescott Valley, AZ 86314**. Para obtener más información, visite **www.nhdec.org**

Una queja puede ser presentada con la oficina de Derechos Civiles del Departamento de Transporte de Arizona (**ADOT**). Atención: Title VI Program Manager, 206 S. 17th Ave MD 155A Phoenix AZ, 85007 o con la Administración Federal de Transporte (**FTA**). Atención: Title VI Coordinator, 1200 New Jersey Ave., SE Washington DC 20590

The above notice is posted in the following locations:

*The administrative office of the New Horizons Disability Empowerment Center's transportation department located at 9400 East Valley Rd., Prescott Valley, AZ 86314 as well as our center's lobby at the same address.*

This notice is posted online at **www.nhdec.org**



# Non Discrimination ADA/Title VI Complaint Procedures

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These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA) as they relate to any program or activity that is administered by **New Horizons Disability Empowerment Center** including consultants, contractors and vendors. Intimidation or retaliation as a result of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

- (1) Any person who believes he and/or she has been discriminated against on the basis of race, color, national origin, or disability may file a Discrimination complaint by completing and submitting the agency's Title VI Complaint Form.
- (2) Formal complaints must be filed within **180** calendar days of the last date of the alleged act of discrimination or the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.
- (3) Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number. The ADA/Title VI contact person will assist the complainant with documenting the issues if necessary.
- (4) Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or email transmittal for the complaint to be processed.
- (5) Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return for processing.
- (6) Once submitted **New Horizons Disability Empowerment Center** will review the complaint form to determine jurisdiction. All complaints will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the **New Horizons Disability Empowerment Center** or submitted to the State or Federal authority for guidance.



- (7) **New Horizons Disability Empowerment Center** will notify the ADOT Civil Rights Office of ALL Discrimination complaints within 72 hours via telephone at 602-712-8946; or email at [civilrightsoffice@azdot.gov](mailto:civilrightsoffice@azdot.gov).
- (8) **New Horizons Disability Empowerment Center** has 10 business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
- (9) After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Discrimination violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.
- (10) A copy of either the closure letter or LOF must be also be submitted to ADOT within **72** hours of that decision. Letters may be submitted by hardcopy or email.
- (11) A complainant dissatisfied with **New Horizons Disability Empowerment Center** decision may file a complaint with the Arizona Department of Transportation (**ADOT**) or the Federal Transit Administration (**FTA**) offices of Civil Rights: **ADOT**: ATTN ADA/Title VI Program Coordinator 206 S. 17<sup>TH</sup> Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA**: Attention Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (12) A copy of these procedures can be found online at: [www.nhdec.org](http://www.nhdec.org).

Para obtener más información sobre la NHDEC's programa de derechos civiles, y los procedimientos para presentar una queja, contacte Executive Director (928) 772-1266, sordos o con problemas de los consumidores auditiva pueden llamar al sistema 711; o visite nuestra oficina administrativa en 9400 East Valley Road, Prescott Valley, AZ 86314. Para obtener más información, visite [www.nhdec.org](http://www.nhdec.org)



# Discrimination ADA/Title VI Complaint Form

<b>Section I:</b>		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
<b>Section II:</b>		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes*	<input type="checkbox"/> No
<i>*If you answered "yes" to this question, go to 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
<b>Section III:</b>		
I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin
<input type="checkbox"/> Disability		
Date of Alleged Discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		
_____		
_____		
_____		
<b>Section VI:</b>		
Have you previously filed a Discrimination 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:

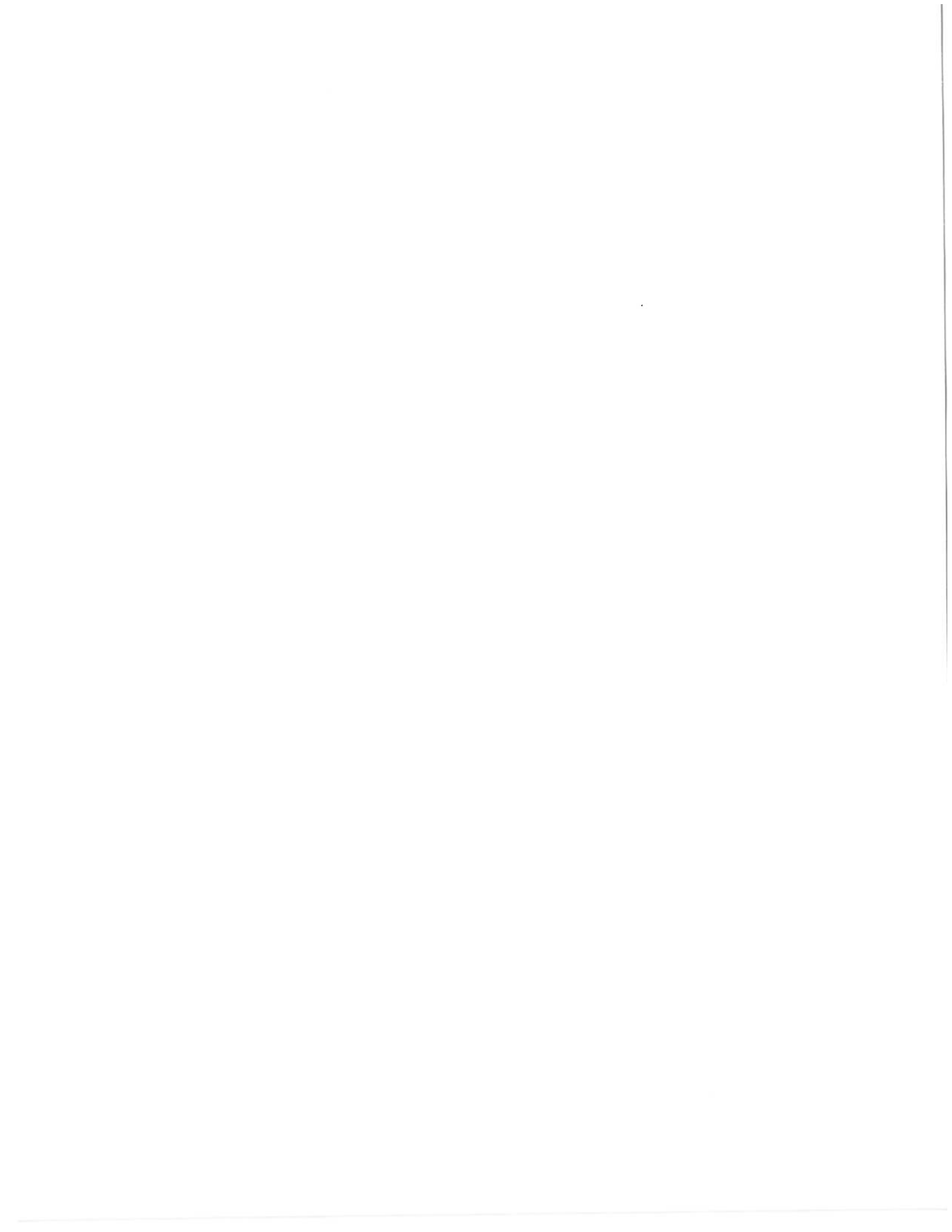
\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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

**New Horizons Disability Empowerment Center**  
**Darlene Golson, Assistant Executive Director**  
**9400 East Valley Road, Prescott Valley, AZ 86314**  
**(928)772-1266**  
**dgolson@nhdec.org**

A copy of this form can be found online at [www.nhdec.org](http://www.nhdec.org)



# Discrimination ADA/Title VI Investigations, Complaints, and Lawsuits

If no investigations, lawsuits, or complaints were filed select the option below.

**New Horizons Disability Empowerment Center** has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in **2021-2022**.

Complainant	Date (Month, Day, Year)	Basis of Complaint (Race, Color, National Origin or Disability)	Summary of Allegation	Status	Action(s) Taken	Final Findings?
<b>Investigations</b>						
1)						
2)						
<b>Lawsuits</b>						
1)						
2)						
<b>Complaints</b>						
1)						
2)						



# Public Participation Plan

New Horizons Disability Empowerment Center's (NHDEC) mission is to provide programs and services in Northern Arizona which encourage and empower people with disabilities to self-determine the goals and activities of their lives. Our vision is to ensure inclusiveness throughout our service area, of people with disabilities, so that they can participate as equal community members, by providing the necessary skills and tools to enhance their independence and actualize their potential.

**New Horizons Disability Empowerment 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, **New Horizons Disability Empowerment Center** made the following community outreach efforts and activities to engage minority and Limited English Proficient populations since the last Title VI Plan submittal to ADOT CRO.

- Advertised public announcements through newspapers, fliers, or radio
- Posted the Nondiscrimination Public Notices to the following locations:
  - Within transportation vehicles
  - Lobby of agency
- Partnered with other local agencies to advertise services provided
- Added public interactive content to the agency's webpage for the public e.g. social media, to communicate schedule changes or activities (Please provide a web link here)
- Updated agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures

**New Horizons Disability Empowerment Center** will make the following community outreach efforts for the **upcoming year**:

- Expand the distribution of agency brochures
- Advertise public announcements through newspapers, fliers, or radio
- Post the Nondiscrimination Public Notices to the following locations:
  - Within transportation vehicles
  - Lobby of agency
- Partner with other local agencies to advertise services provided.
- Host public information meetings and or hearings.
- Add public interactive content to the agency's webpage for the public e.g. social media, to communicate schedule changes or activities.
- Host an information booth at a community event
- Update agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures.



## WHAT WE OFFER

### TECHNICAL ASSISTANCE

We respond to telephone and email inquiries by giving updated, factual, and understandable information about ADA regulations and law.

**Toll free hotline:** (800) 949-4232 V/TTY  
**Email us:** [adatech@adapacific.org](mailto:adatech@adapacific.org)

### TRAININGS

Our ADA trainings cover an array of topics from employment, to accessibility of public buildings, to understanding concepts of Section 508 of the Rehabilitation Act and can be custom designed to meet your needs. We deliver training in a variety of formats, including in-person, webinar, and interactive online trainings.

### WEBINARS

We offer webinars on a variety of topics, including general ADA information. All webinars are real-time captioned for those who are deaf or hard-of-hearing, accessible to screen readers for persons who are blind or with vision disabilities, and accessible to those with mobility/dexterity impairments who use a keyboard instead of a mouse.

### MATERIALS

We provide electronic materials from all federal agencies regarding the ADA. Paper materials and alternate formats are also available by request. Visit our website at [www.adapacific.org](http://www.adapacific.org) to download materials.

### CONFERENCES

We coordinate and conduct regional ADA conferences, workshops, and updates.

## DO YOU HAVE QUESTIONS ABOUT THE AMERICANS WITH DISABILITIES ACT?

Pacific ADA Center can answer your questions on ADA topics including:

- Reasonable accommodation
- Essential job functions
- Program access
- Accessible transportation
- Service animals
- Effective communication
- Building accessibility
- Accessible path of travel
- Accessible information and communication technology
- Emergency preparedness
- Examinations and courses



## PACIFIC ADA CENTER

555 12<sup>th</sup> Street, Suite 1030  
Oakland, CA 94607-4046

**(800) 949-4232 V/TTY**  
**(510) 285-5600 V/TTY**

[adatech@adapacific.org](mailto:adatech@adapacific.org)  
[www.adapacific.org](http://www.adapacific.org)

Pacific ADA Center serves Arizona, California, Hawaii, Nevada, and the Pacific Basin Territories of American Samoa, the Commonwealth of the Northern Mariana Islands, and Guam.

The information, materials, and technical assistance provided are intended solely as information guidance and are neither a determination of your legal rights or responsibilities under the Act, nor binding on any agency with enforcement responsibility under the ADA.

*This document is available in alternate formats by contacting the Pacific ADA Center.*



### ABOUT US

The Pacific ADA Center provides information, training, guidance, and materials on the Americans with Disabilities Act (ADA).

We serve Arizona, California, Hawaii, Nevada and the Pacific Basin Territories of American Samoa, the Commonwealth of the Northern Mariana Islands, and Guam.

### OUR MISSION

The purpose of the Pacific ADA Center is to build a partnership between the disability community and the general public by enhancing understanding of the ADA.

### WHAT WE DO

We provide up-to-date ADA information, including its amendments and regulations related to employment; state and local government; public accommodations (private entities); telecommunications; and transportation. We also provide information on the ADA in relationship to other disability laws.

Our staff is continuously trained by federal agencies such as the U.S. Department of Justice (DOJ), the Equal Employment Opportunity Commission (EEOC), and the U.S. Access Board.

We provide updated and understandable answers to your questions, as well as updated materials, when you call our toll-free hotline.

**Toll free hotline:**  
**(800) 949-4232 V/TTY**



**Committed to full  
implementation of the  
Americans with Disabilities Act  
(ADA)**

## PACIFIC ADA CENTER

Serving Arizona, California, Hawaii,  
Nevada, and Pacific Basin Territories

**(800) 949-4232 V/TTY**  
**(510) 285-5600 V/TTY**

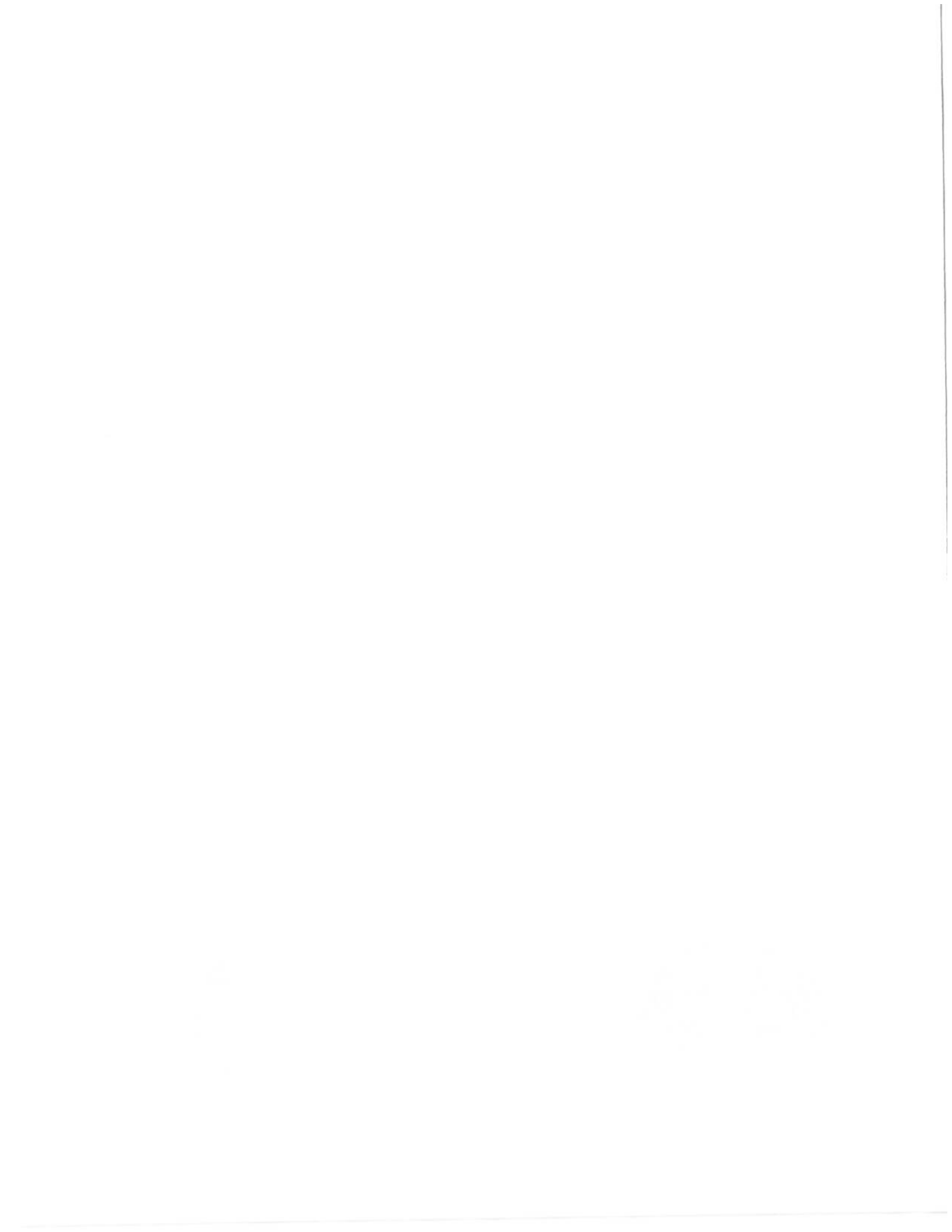
[adatech@adapacific.org](mailto:adatech@adapacific.org)  
[www.adapacific.org](http://www.adapacific.org)



### WHO WE SERVE

- All Private Entities - For Profit and Non-Profit
- Employers
- State and Local Governments
- Architects and Designers
- Persons with Disabilities
- Educational Entities
- Information Technology Specialists
- Emergency Managers and Planners
- Anyone Interested in the ADA







### Our Organization

New Horizons Disability Empowerment Center is a non-profit, 501(c)3 organization, empowered by the Americans With Disabilities Act to assist all people with any disability to live the most independent, self-directed life possible. You can learn more at [www.nhce.org](http://www.nhce.org).

### Our Facility

New Horizons Disability Empowerment Campus is home to a myriad of services. In addition to the services we at New Horizons provide, our partners also are experts in Service American Legion Post 140 brings a full spectrum of services for Veterans as well as some religious services through the Full Throttle Bible Church, and Ability 360 operates a Home Care service to help people remain independent longer.

### Employment Services

If you are seeking the workforce for the first time or for the first time in a long time - we can help you be prepared and find the job that is right for you! From how to dress, to covering a writing resume, our job coach can help when others have said, "No." There is NO COST to participate.

### Computer Lab

Filled with adaptive equipment and an instructor who could teach my Mother to use her computer. Open daily 9-4. No charge for use!



### Small Peer Groups

We operate several different groups. If you want to meet with people who are traveling down a similar road, have met or will meet some of the same challenges then there are the groups for you! You can help others, or get help yourself. Have some fun and fellowship is a good thing! Small

groups include: **BIG** - for people with brain trauma, Arthritis and Diabetes, Fibromyalgia and Chronic Pain, Multiple Chemical Sensitivities, Stroke Victims, and we are adding more groups as needs are identified. There is **NO** COST to participate.

### Sports and Fitness

We offer an adaptive Sports and Fitness Center. We have plan various classes such as yoga and Zumba, we have weights, weight machines, hand cycles and MORE. We also have a trainer on site to help you learn the equipment and will be bringing in a nutrition expert to one of monthly. There is **currently** no fee charged.



### Advocacy

We can help you reach the right people, say the right things, and get action! In fact, we have started a new Class Community Leadership Academy. Training people with disabilities with the skills they need to effectively sit on Boards and Councils, and elected positions.

### Social Events

Monthly luncheons and other gatherings for sports and other fitness activities. We also provide ADA linkings and classes.

### Info and Referral

We provide 1 on 1 assistance for residents of Yavapai, Mohave, Apache, Navajo and Coconino Counties.

### Transportation

We have nearly 20 vans and buses that we use to help people with disabilities remain mobile and access critical services. Our doctor's appointments as well as social activities. Riders are scheduled 1-3 days in ADVANCE - call to discuss your transportation needs. 928-775-8870

### Durable Medical Equipment Loan Closet

From a shower stool or a cane, to an adjustable hospital bed, if you need some temporary equipment, let us know first! This is a free service.



Serving People With Disabilities and Seniors Monday through Friday.

Call 928-775-8870, 72 hours in advance if possible to schedule a ride anywhere in Yavapai County.

We accept NACOG vouchers.

Donations to New Horizons Disability Empowerment Center are VERY appreciated and are accepted by the drivers or the main office.

Out of consideration for those with Chemical Sensitivities and other health issues, our vans and facilities are FRAGRANCE FREE and SMOKE FREE.



## FOR ALL YOUR TRANSPORTATION NEEDS

- Work or School
- Appointments
- Shopping Trips
- Social Activities
- Prescription Pickup

Please call 928-775-8870 for rates or to make a reservation.

All of us at New Horizons Disability Empowerment Center Transportation strive to get you to your appointments on time and assist you in a safe and caring manner. So, relax and enjoy the ride.





From a New Horizons rider -  
 "Your drivers are always very professional as well as excellent drivers. I have a significant visual impairment, but I find I feel safe and reassured when I use your service. I will recommend your company to everyone I meet that has transportation needs."

New Horizons Disability Empowerment Center is a NPO, 501c(3) charitable organization and we are grateful to receive funds from many sources, including: individuals, businesses, private and public foundations, Area Agency on Aging-NACOG, Arizona DES, Rehabilitation Services Administration, ADOT, Federal Gov/Title 7, and more. Your support is needed and appreciated! NHDEC acknowledges Pacific ADA Center, NIDRR and NIDILRR sponsorship, and the Department of Health and Human Services Administration for Community Living.

**New Horizons  
 Transportation**  
**928-775-8870**  
 9400 E Valley Rd.  
 Prescott Valley, AZ 86314  
[www.NHDEC.ORG](http://www.NHDEC.ORG)



## Need a Ride?



**928-775-8870**

We are a charitable organization serving the Quad City area and points beyond at reasonable rates.

Wheelchair accessible vans at your service.

**Mission**  
 To provide programs and services in Northern Arizona which encourage and empower people with disabilities to self-determine the goals and activities of their lives.

**Vision**  
 To ensure inclusiveness throughout our service area of people with disabilities, so that they can participate as equal community members, by providing the necessary skills and tools to enhance their independence and actualize true potential.

- Values & Beliefs**
- All people are deserving of dignity and respect
  - Work to fill unmet needs for people with disabilities
  - Committed to focusing on our consumer's abilities.
  - Always strive to collaborate with community partners for the good of all people.
  - Be mindful of the need for integrity and transparency with our funding partners.
  - Accepting of all viewpoints and be open to new ideas from within the organization, from our consumers, and from our community partners.

Monday through Friday  
 8:00 am. to 5:00 pm.  
 VOLUNTEERS ARE ALWAYS NEEDED!

**Contact Us**  
**(928)772-1266**

NHDEC is a NPO, 501c(3) charitable organization and we are grateful to receive funds from many sources, including: individuals, businesses, private and public foundations, Area Agency on Aging-NACOG, Arizona DES, Rehabilitation Services Administration, ADOT, Federal Gov/Title 7, and more. Your support is needed and appreciated! NHDEC acknowledges Pacific ADA Center, NIDRR and NIDILRR sponsorship, and the Department of Health and Human Services Administration for Community Living.

[www.NHDEC.org](http://www.NHDEC.org)  
 Blog: [www.newhorizonsinc.org/blog](http://www.newhorizonsinc.org/blog)

WE ARE A  
**FRAGRANCE FREE FACILITY**  
 Prescott Valley Campus  
 9400 E Valley Rd  
 Prescott Valley, AZ 86314  
[mhesselschwerdt@nhdec.org](mailto:mhesselschwerdt@nhdec.org)

**NEW HORIZONS  
 DISABILITY EMPOWERMENT CENTER**

**Programs and Services  
 which  
 Empower People**

A Charity YOU should support



# Limited English Proficiency Plan

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**New Horizons Disability Empowerment 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 **New Horizons Disability Empowerment Center** 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 **New Horizons Disability Empowerment Center's** extent of obligation to provide LEP services, the **New Horizons Disability Empowerment Center** 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 **New Horizons Disability Empowerment Center** service area who may be served or likely to encounter by **New Horizons Disability Empowerment Center** program, activities, or services;



	Yavapai County, Arizona	
	Estimate	Margin of Error
Total.	206,720	*****
Speak only English	185,224	+/-1,367
Spanish or Spanish Creole.	16,104	+/-1,168
Speak English "very well"	9,804	+/-886
Speak English less than "very well"	6,300	+/-840
French (incl. Patois, Cajun):	726	+/-225
Speak English "very well"	618	+/-217
Speak English less than "very well"	108	+/-78
French Creole:	3	+/-7
Speak English "very well"	3	+/-7
Speak English less than "very well"	0	+/-29
Italian:	470	+/-203
Speak English "very well"	344	+/-152
Speak English less than "very well"	126	+/-80
Portuguese or Portuguese Creole:	61	+/-63
Speak English "very well"	60	+/-63
Speak English less than "very well"	1	+/-2
German:	1,007	+/-387
Speak English "very well"	879	+/-329
Speak English less than "very well"	128	+/-97
Yiddish:	0	+/-29
Speak English "very well"	0	+/-29
Speak English less than "very well"	0	+/-29
Other West Germanic languages:	214	+/-121
Speak English "very well"	192	+/-119
Speak English less than "very well"	22	+/-24
Scandinavian languages:	217	+/-127
Speak English "very well"	195	+/-125
Speak English less than "very well"	22	+/-28
Greek:	108	+/-102
Speak English "very well"	108	+/-102
Speak English less than "very well"	0	+/-29

- 2) The frequency with which LEP individuals come in contact with an **New Horizons Disability Empowerment Center** services;

**New Horizons Disability Empowerment Center's** staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons for **2021-2022** . **New Horizons Disability Empowerment Center** averages 3-5contacts per year.

- 3) The nature and importance of the program, activities or services provided by the **New Horizons Disability Empowerment Center** to the LEP population.

The nature and importance of our program, activities and services are exactly the same for our LEP clients and our non-LEP demographic clients. We serve clients living with disabilities regardless of their language.





- 4) The resources available to **New Horizons Disability Empowerment Center** and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

Resources available to **New Horizons Disability Empowerment Center** in the provision of the LEP assistance include a vetted and qualified interpreter to answer phone calls from the LEP clients, and complaint forms in Spanish, both printed and available on our website. Cost for these components are quite low due to the low number of LEP clients living with disabilities contacting us. The yearly cost for these components combined are typically less than \$500 per year.

**New Horizons Disability Empowerment Center** provides a statement in Spanish and will for additional languages specific to the LEP community make up that 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 for written translations**

**New Horizons Disability Empowerment Center** 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) Non Discrimination Notice
- (2) Discrimination Complaint Procedures
- (3) Discrimination 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

1) **New Horizons Disability Empowerment Center** provides language assistance services through the below methods:

- Staff is provided a list of what written and oral language assistance products and methods the agency has implemented and how agency staff can obtain those services.
- Instructions are provided to customer service staff and other **New Horizons Disability Empowerment Center** staff who regularly take phone calls from the general public on how to respond to an LEP caller.
- Instructions are provided to customer service staff and others who regularly respond to written communication from the public on how to respond to written communication from an LEP person.
- Instructions are provided to vehicle operators, station managers, and others who regularly interact with the public on how to respond to an LEP customer.
- Bilingual or multilingual versions of:



- "How to ride" brochures
  - List other Phone apps for language conversion
- 

2) **New Horizons Disability Empowerment Center** has a process to ensure the competency of interpreters and translation service through the following methods:

**New Horizons Disability Empowerment Center** will ask the interpreter or translator to demonstrate that he or she can communicate or translate information accurately in both English and the other language. **New Horizons Disability Empowerment Center** will train the interpreter or translator in specialized terms and concepts associated with the agency's policies and activities. **New Horizons Disability Empowerment Center** will instruct the interpreter or translator that he or she should not deviate into a role as counselor, legal advisor, or any other role aside from interpreting or translator. **New Horizons Disability Empowerment Center** will ask the interpreter or translator to attest that he or she does not have a conflict of interest on the issues that they would be providing interpretation services.

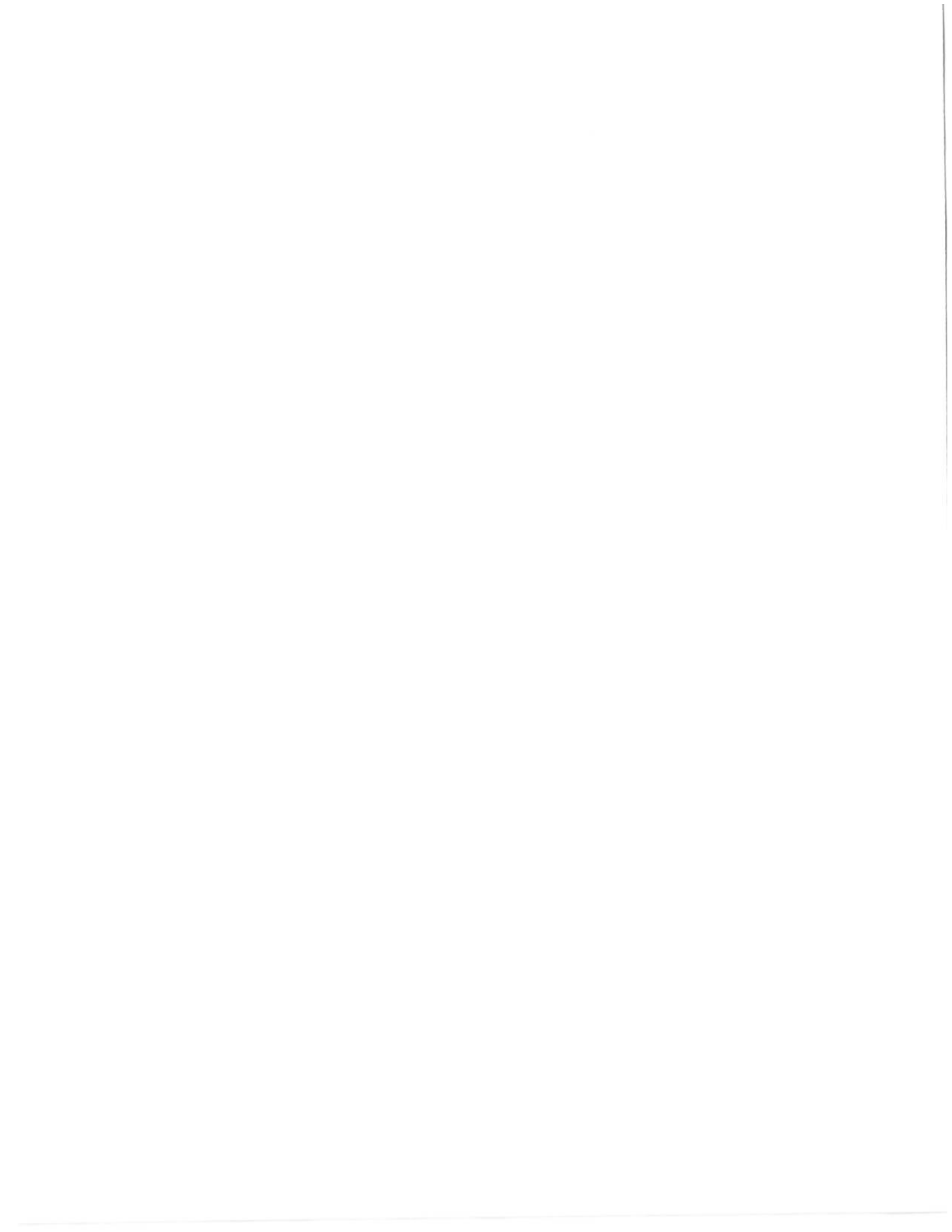
3) **New Horizons Disability Empowerment Center** provides notice to LEP persons about the availability of language assistance through the following methods:

- Posting signs in intake areas and other points of entry
- Statements in outreach documents that language services are available from the agency.
- Signs and handouts available in vehicles and at stations
- Announcements in vehicles and at stations
- Agency websites

4) **New Horizons Disability Empowerment Center** monitors, evaluates and updates the LEP plan through the following process:

**New Horizons Disability Empowerment Center** will monitor the LEP plan by conducting an annual Four-Factor analysis, establishing a process to obtain feedback from internal staff and members of the public and conducting internal evaluations to determine whether the language assistance measures are working for staff. **New Horizons Disability Empowerment Center** will make changes to the language assistance plan based on feedback received. **New Horizons Disability Empowerment Center** may take into account the cost of proposed changes and the resources available to them. Depending on the evaluation, **New Horizons Disability Empowerment Center** may choose to disseminate more widely those language assistance measures that are particularly effective or modify or eliminate those measures that have not been effective. **New Horizons Disability Empowerment Center** will consider new language assistance needs when expanding transit service into areas with high concentrations of LEP persons will consider modifying their implementation plan to provide language assistance measures to areas not previously served by the agency.

5) **New Horizons Disability Empowerment Center** trains employees to know their obligations to provide meaningful access to information and services for LEP persons and all employees in public contact positions will be properly trained to work effectively with in-person and telephone interpreters. **New**



**Horizons Disability Empowerment Center** will implement processes for training of staff through the following procedures:

**New Horizons Disability Empowerment Center** will identify staff that are likely to come into contact with LEP persons as well as management staff that have frequent contact with LEP persons in order to target training to the appropriate staff. **New Horizons Disability Empowerment Center** will identify existing staff training opportunities, as it may be cost-effective to integrate training on their responsibilities to persons with limited English proficiency into agency training that occurs on an ongoing basis. **New Horizons Disability Empowerment Center** will include this training as part of the orientation for new employees. Existing employees, especially managers and those who work with the public may periodically take part in re-training or new training sessions to keep up to date on their responsibilities to LEP persons. **New Horizons Disability Empowerment Center** will implement LEP training to be provided for agency staff. **New Horizons Disability Empowerment Center** staff training for LEP to include:

- A summary of the **New Horizons Disability Empowerment Center** responsibilities under the DOT LEP Guidance;
- A summary of the **New Horizons Disability Empowerment Center** language assistance plan;
- A summary of the number and proportion of LEP persons in the **New Horizons Disability Empowerment Center** service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population;
- A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and
- A description of the **New Horizons Disability Empowerment Center** cultural sensitivity policies and practices.

\*New Horizons provides documents on as needed basis for LEP Individuals.



# Non-elected Committees Membership Table

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Subrecipients who select 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.

**New Horizons Disability Empowerment Center** does not select the membership of any transit-related committees, planning boards, or advisory councils.





# Monitoring for Subrecipient Title VI Compliance

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Describe how you monitor your subrecipients. This can be through site visits, submissions of Title VI Plans annually, or training and surveys.

**New Horizons Disability Empowerment Center** does not monitor subrecipients for Title VI compliance.



# Title VI Equity Analysis

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

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

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

**New Horizons Disability Empowerment Center** has no current or anticipated plans to develop new transit facilities covered by these requirements

- 1) national origin. **In order to show that both tests have been met, the recipient must consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.**



# Fixed Route Transit Provider Analysis

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Fixed Route: Public transit service (other than by aircraft) provided on a repetitive, fixed-schedule basis along a specific route, with vehicles stopping to pick up passengers.

A subrecipient providing fixed route service, as defined above, must determine the distribution of transit amenities or the vehicle assignments for each mode in a non-discriminatory manner. The subrecipient must develop policies to ensure service is not distributed on the basis of race, color, or national origin.

Effective practices to fulfill the Service Standards requirements include developing written policies covering each of the following service indicators: (can be expressed in writing or in table format – see Circular Appendix G & H pp. 87-91)

**New Horizons Disability Empowerment Center is not a Fixed Route Transit Provider**



# Board Approval for the Title VI Program

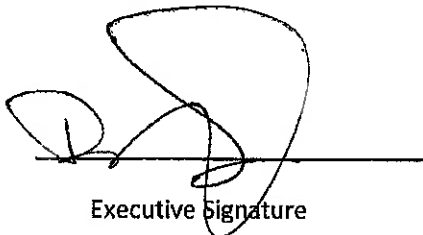
Adopted by a resolution of the Board of Directors on April 2023. Below are the Board Minutes for the resolution that adopted the Title VI implementation plan.

BOARD MINUTES for April 2023:

NHDEC make changes to the Policy and Procedure manual to adhere to Title VI policies. NHDEC operates under Title VII and some things don't apply to us. Nevertheless, the asked additions have been made and a response drafted and sent to ADOT per the request. The Board has to ratify the new Implementation Plan.

The date and signature lines below will be used when this Title VI policy is updated or changed.

I, the undersigned, have the authority to change organizational doctrine and have read and understood the updates to the Non-Discrimination policy. I will ensure these updates to the policy go into effect on the date this document is signed. Subsequent revisions will require that this document be resigned and resubmitted to ADOT.



Executive Signature

5-1-2023  
Date

