



Federal Transit Authority

Title VI PROGRAM

The Arc of Essex County
123 Naylor Avenue
Livingston, NJ 07039
www.arcessex.org

Contact Person for Title VI Program:
Erin Koropsak
Senior Director for Quality Improvement
123 Naylor Avenue
Livingston, NJ 07039
(973) 535-1181
x. 1246



NOTICE TO BENEFICIARIES OF PROTECTION UNDER TITLE VI

The Arc of Essex provides this notice as information to the public regarding the Agency's obligations under the FTA's Title VI regulations and the protections against discrimination afforded to the public by Title VI.

The Arc of Essex County Anti-Discrimination Policy

"The Arc of Essex County believes that equal opportunity is important for the continuing success of our organization. In accordance with applicable federal, state and municipal laws, The Arc of Essex County does not discriminate on the basis of race, disability, color, religion, gender, age sexual orientation, national origin, veteran status or any other protected classification. This policy applies to all activities of The Arc of Essex County including employment, Board membership, volunteers and consultants."

In accordance with Title VI, which 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 subjected to discrimination under any program or activity receiving Federal financial assistance" The Arc of Essex County has developed the following Title VI procedure and forms for use by any person who believes that he/she has been aggrieved by any unlawful discriminatory practice under Title VI. Complaints may be filed in writing to:

The Arc of Essex County
123 Naylor Avenue
Livingston, NJ 07039
Attn: Erin Koropsak

The Title VI notice and all associated forms can be found on the website at: www.arcessex.org, filed in any NJ Transit vehicle log book, at each Day program and Residential program filed in the manager's office and posted on the main office bulletin board in the kitchen at 123 Naylor Avenue.

Transportation services provided by this agency are in part funded through federal funds received through NJ TRANSIT and as an individual you also have the right to file your complaint under Title VI to the FTA by writing to: Title VI Program Coordinator, East Building, 5th Floor –



TCR, U.S. Department of Transportation, Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Avenue, SE, Washington, DC 20590. If information is needed in another language, please contact (973) 535-1181.

*Si necesita información en otro idioma, comuníquese al (973) 535-1181.

* Si yo bezwen information nan yon lòt lang , tanpri kontakte (973) 535-1181



COMPLAINT PROCEDURE UNDER TITLE VI

The Arc of Essex County (“the Agency”) is committed to ensuring that no person is excluded from or denied the benefits of its transit services on the basis of race, color, or national origin as protected by the Title VI of the Civil Rights Act of 1964, as amended. No person or group of persons shall be discriminated against with regards to the routing, scheduling, or quality of transportation service on the basis of race, color, or national origin.

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended, by the Agency may file a Title VI complaint by completing and submitting the Agency’s Title VI Complaint Form to: The Arc of Essex County, ATTN: Erin Koropsak, 123 Naylor Avenue, Livingston, NJ 07039. The Agency investigates complaints received no more than 180 days after the alleged incident. The Agency will process complaints that are complete.

Once the Agency receives the written Complaint Form, the Agency will review it to determine if it has jurisdiction. If the Agency has jurisdiction, the complainant will receive an acknowledgement letter accepting the written complaint and assigning an Agency investigator. The Agency allows 30 working days to complete the investigation of a complaint provided all relevant and required documentation is received from the complainant. If additional time is needed to resolve the case, the assigned investigator will advise the complainant in writing of the additional time needed. If more information is needed to resolve the case, the assigned investigator will contact the complainant directly. The investigator will send a formal letter requesting the additional information and will make at least (2) follow up attempts to contact the complainant for the additional information using the contact information provided. 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 Agency can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint and it is determined to meet the criteria for investigation, an investigation is performed. Once complete, the investigator 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 explains that after careful review and consideration of the facts and interviews of witnesses (where applicable), there is no evidence that a violation of Title VI occurred and the case has been closed. A LOF summarizes the allegations and the interviews regarding the alleged incident and indicates a violation of Title VI and Agency policy has occurred. The letter also explains whether any disciplinary action,



additional training of the staff members or other action will occur. If the complainant wishes to appeal the decision, he or she has 10 calendar days from the date of the letter to do so by submitting an appeal in writing to: The Arc of Essex County, ATTN: Kathleen Hinnigan-Cohen, COO, 123 Naylor Avenue, Livingston, NJ 07039. The complainant shall indicate the reason for the appeal. Upon receipt of the appeal, the Agency has 30 business days to complete an additional review, including gathering any additional information (if applicable). Once the review is complete, the administrator will issue the complainant a closure letter or an LOF in response to the appeal. This letter will serve as the Agency's final decision on the matter.

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

Title VI Program Coordinator,
East Building, 5th Floor – TCR, U.S. Department of Transportation,
Federal Transit Administration, Office of Civil Rights,
1200 New Jersey Avenue, SE, Washington, DC 20590.

If information is needed in another language, please contact (973) 535-1181.

*Si necesita información en otro idioma, comuníquese al (973) 535-1181.

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COMPLAINT FORM UNDER TITLE VI

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A. Complainant's Information

Name: _____

Address: _____

City, State, and Zip Code: _____

Home Telephone: _____

Work Telephone: _____

Cell Phone: _____

Email Address: _____

Accessible Format Requirements? (Select one or more)

- Large print
- TDD
- Audio tape
- Other

B. Person Discriminated Against (if different than complainant above)

Name: _____

Address: _____

City, State, and Zip Code: _____

Home Telephone: _____

Cell Phone: _____

Email Address: _____



Relationship to the person for whom you are complaining: _____

Please explain why you are filing on behalf of person identified in section B :

Please confirm you have obtained the permission of the aggrieved party if you are filing on behalf of a third party:

- Yes
- No

C. Which of the following best describes the reason you believe the discrimination took place?

- Race
- Color
- National Origin
- Other: _____

D. On what date(s) did the discrimination take place?

- Date: _____
- Date: _____
- Date: _____
- Date: _____
- Other: _____

E. Please describe the alleged discrimination. Explain what happened and whom you believe was responsible. 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 the names and contact information of any witnesses. If additional space is needed, please add a sheet of paper.



If you have filed in any of the above, please provide information about the contact person at that agency/court where the complaint was filed.

Name: _____

Title: _____

Address: _____

City, State and Zip Code: _____

Telephone Number: _____

Email Address: _____

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

Signature: _____

Date: _____

Attachments: YES _____ NO _____

H. Submit form and any additional information to:

The Arc of Essex County
ATTN: Erin Koropsak
123 Naylor Avenue
Livingston, NJ 07039