
Title VI Plan and Procedures

Title VI of the Civil Rights Act of 1964



Pleasant View, Inc.

Supporting People with Disabilities

Adopted date

November, 2021

Table of Contents

I.	INTRODUCTION	2
II.	OVERVIEW OF SERVICES	3
III.	POLICY STATEMENT AND AUTHORITIES	4
IV.	NONDISCRIMINATION ASSURANCE TO DRPT	5
V.	PLAN APPROVAL DOCUMENT	6
VI.	ORGANIZATION AND TITLE VI PROGRAM RESPONSIBILITIES	7
VII.	PROCEDURES FOR NOTIFYING THE PUBLIC OF TITLE VI RIGHTS AND HOW TO FILE A COMPLAINT.....	10
VIII.	TITLE VI COMPLAINT PROCEDURES.....	11
IX.	PUBLIC OUTREACH AND INVOLVEMENT.....	14
X.	LANGUAGE ASSISTANCE PLAN FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP).....	17
XI.	MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES.....	26
XII.	MONITORING TITLE VI COMPLAINTS.....	27
	Appendix A - Title VI Notice to the Public.....	28
	Appendix B - Title VI Notice to the Public List of Locations.....	29
	Appendix C - Title VI Complaint Form	30
	Appendix D - Investigations, Lawsuits and Complaints Document.....	34
	Appendix E - Summary of Outreach Efforts	35
	Appendix F -Table Minority Representation on Committees by Race.....	36

I. INTRODUCTION

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground 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." (42 U.S.C. Section 2000d).

The Civil Rights Restoration Act of 1987 clarified the intent of Title VI to include all programs and activities of Federal-aid recipients, sub-recipients, and contractors whether those programs and activities are federally funded or not.

Recently, the Federal Transit Administration (FTA) has placed renewed emphasis on Title VI issues, including providing meaningful access to persons with Limited English Proficiency.

Recipients of public transportation funding from FTA and the Virginia Department of Rail and Public Transportation (DRPT) are required to develop policies, programs, and practices that ensure that federal and state transit dollars are used in a manner that is nondiscriminatory as required under Title VI.

This document details how **Pleasant View, Inc.** incorporates nondiscrimination policies and practices in providing services to the public. **Pleasant View's** Title VI policies and procedures are documented in this plan and its appendices and attachments. This plan will be updated periodically (at least every three years) to incorporate changes and additional responsibilities that arise.

II. OVERVIEW OF SERVICES

Pleasant View, Inc. provides nurturing support for individuals with intellectual disabilities through residential and day support services. Support is provided at the level an individual needs and service plans are Person-Centered, i.e. based on the individual's personal goals. Our mission is that **Pleasant View, Inc.** supports individuals with disabilities to achieve their own spiritual, emotional, relational, vocational, and residential goals. **Pleasant View, Inc.** envisions that all individuals will have the opportunity to live in and enrich their communities. Individuals entering our programs primarily do so with the aid of a Virginia Community Services Board (CSB) case manager or the Virginia Department for Aging and Rehabilitative Services (VDARS).

We provide transportation for individuals living in our residential programs. We also provide transportation to and from our day supports when it is possible to incorporate trips into our transportation schedule. Wheelchair accessible vans are used when necessary. **Pleasant View** currently serves individuals primarily in the city of Harrisonburg and the counties of Shenandoah, Augusta, and Rockingham.

III. POLICY STATEMENT AND AUTHORITIES

Title VI Policy Statement

Pleasant View Inc. is committed to ensuring that no person shall, on the grounds of race, color, national origin, as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 (PL 100.259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity, whether those programs and activities are federally funded or not.

The **Pleasant View, Inc.** Title VI Manager is responsible for initiating and monitoring Title VI activities, preparing required reports, and other responsibilities as required by Title 23 Code of Federal Regulations (CFR) Part 200, and Title 49 CFR Part 21.



Kevin Paluszak, Executive Director

11-22-21

Date

Authorities

Title VI of the 1964 Civil Rights Act provides that no person in the United States 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 program or activity receiving federal financial assistance (refer to 49 CFR Part 21). The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of the terms “programs or activities” to include all programs or activities of Federal Aid recipients, sub recipients, and contractors, whether such programs and activities are federally assisted or not.

Additional authorities and citations include: Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d); Federal Transit Laws, as amended (49 U.S.C. Chapter 53 et seq.); Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended (42 U.S.C. 4601, et seq.); Department of Justice regulation, 28 CFR part 42, Subpart F, “Coordination of Enforcement of Nondiscrimination in Federally-Assisted Programs” (December 1, 1976, unless otherwise noted); U.S. DOT regulation, 49 CFR part 21, “Nondiscrimination in Federally-Assisted Programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act of 1964” (June 18, 1970, unless otherwise noted); Joint FTA/Federal Highway Administration (FHWA) regulation, 23 CFR part 771, “Environmental Impact and Related Procedures” (August 28, 1987); Joint FTA/FHWA regulation, 23 CFR part 450 and 49 CFR part 613, “Planning Assistance and Standards,” (October 28, 1993, unless otherwise noted); U.S. DOT Order 5610.2, “U.S. DOT Order on Environmental Justice to Address Environmental Justice in Minority Populations and Low-Income Populations,” (April 15, 1997); U.S. DOT Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons, (December 14, 2005), and Section 12 of FTA’s Master Agreement, FTA MA 13 (October 1, 2006).

IV. NONDISCRIMINATION ASSURANCE TO DRPT

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from the Federal Transit Administration (FTA) must be accompanied by an assurance that the applicant will carry out the program in compliance with DOT's Title VI regulations. This requirement is fulfilled when the Virginia Department of Rail and Public Transportation (DRPT) submits its annual certifications and assurances to FTA. DRPT shall collect Title VI assurances from sub-recipients prior to passing through FTA funds.


As part of the Certifications and Assurances submitted to DRPT with the Annual Grant Application and all Federal Transit Administration grants submitted to the DRPT, **Pleasant View, Inc.** submits a Nondiscrimination Assurance which addresses compliance with Title VI as well as nondiscrimination in hiring (EEO) and contracting (DBE), and nondiscrimination on the basis of disability (ADA).

In signing and submitting this assurance, **Pleasant View, Inc.** confirms to DRPT the agency's commitment to nondiscrimination and compliance with federal and state requirements.

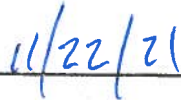
V. PLAN APPROVAL DOCUMENT

NOTE: Attached is a copy of meeting minutes showing that the board of directors has reviewed and approved the Title VI Program.

I hereby acknowledge the receipt of the Pleasant View, Inc. Title VI Implementation Plan 2021-2024. ~~I have reviewed and approve the Plan. I am committed to ensuring that no~~ person is excluded from participation in, or denied the benefits of transit services on the basis of race, color, or national origin, as protected by Title VI according to Federal Transit Administration (FTA) Circular 4702.1B Title VI requirements and guidelines for FTA sub-recipients.



Signature of Authorizing Official
Elroy Miller, Board of Director Chair
Pleasant View, Inc.



DATE



Pleasant View Board of Directors Minutes:

November 22, 2021

Harrisonburg Day Program: 5-7:30 PM

Board of Directors: Elroy Miller, Anthony Resto, Jr., Kendal Swartzentruber, Christine Yutzy, Dave Yutzy, Lori Hostetler

Pleasant View Employees: Pam Miller, James Labarge, Kevin Paluszak

Finance Committee (Dave Yutzy, Elroy Miller, Anthony Resto, Jr, Pam Miller, James Labarge, Kevin Paluszak)

- 5:08 PM: Call to Order (Dave Yutzy)
- 5:10 PM: Review of Reports: Finances look better than budgeted but need to track downward trends from September for ongoing decline in October. Financials reflect wage increase of August 2021. Also, will include the 12.5% temporary increase from Medicaid. Pending application for additional CARES Act funding. (Dave Yutzy and James Labarge)
- 5:32PM: Recruitment and retention has not shown signs of improvement despite wage scale adjustment (Dave Yutzy and Kevin Paluszak)
- 5:37 PM: Fundraising Report, Year to date different as last fiscal year we had two golf tournaments (Dave Yutzy and Pam Miller)
- 5:44PM: Review of dashboards reflects decrease in Day Program attendance and billing associated with DBHDS mandate to return to onsite supports (Dave Yutzy and Kevin Paluszak)
- 5:50PM: Review of renovation proposals. Suggest vote of board to approve Harrison boiler and floors based upon quotes and request additional quotes for other work (Dave Yutzy)
- 5:56PM: Request for holiday appreciation bonus of \$1000 per person for eight residential staff bearing the weight of coverage demands (Kevin Paluszak). Move to present to Board for vote (Elroy Miller).
- 5:59PM: Adjourn Finance Committee Meeting (Dave Yutzy)

Board Meeting

- 6:00 PM: Call to order (Elroy Miller)
- 6:02 PM: Prayer and devotional (Kevin Paluszak)
- 6:05 PM: Review of September minutes. Motion to approve (Dave Yutzy) and second by Anthony Resto, Jr.
- 6:07 PM: Finance Committee Update
- 6:17 PM: Finance Committee presents Harrison House renovations for approving vote. Unanimous approval.



- 6:19 PM: Finance Committee presents holiday bonus request for approval. Unanimous approval.
- 6:20 PM: James Labarge presents shifting of PFA process to F and M Bank. Dave Yutzy makes a motion, Elroy Miller seconds, all approve.
- 6:28 PM: Governance Committee Update included review of Executive Director evaluation process (December 27-January 7 via MHS) and the current application process and needs for Board members (Lori Hostetler). Applications and CV should be sent to Lori and interviews will be conducted viz Zoom (Elroy Miller)
- 6:45 PM: Governance presented changes and updates to Title VI policy and protocols (Lori Hostetler and Kevin Paluszak). Board unanimously approved and signed by Board President Elroy Miller.
- 6:50 PM: Legal Update regarding resolution of misappropriation of funds. Public statement to be placed on Pleasant View website under the “news” tab. Statement should remain in place for a period of two years. (Elroy Miller). Motion to approve (Anthony Resto Jr) seconded by Christine Yutzy. Board unanimous agreement.
- 6:53 PM: Governance and Board request detailed announcement of program closures be posted publicly.
- 6:55 PM: Elroy Miller finished Governance update with review of complaint from former employee. No action needed and legal counsel has already been provided (Kevin Paluszak).
- 7:00 PM: Church and Community Committee Update, committee agreed to focus on reconnecting in the midst of potential lost relationships due to pandemic and leadership changes across all agencies (Kendal Swartzentruber) . A six-month review of current active relationships will be followed up for expanding partnership to strengthen relationships. An additional review will be followed up for the last 18 months to explore potential weakened relationships and measures to enhance relationship. Purposeful attention to community stakeholders and continued effort to better connect with EMU identified as priorities (Kendal Swartzentruber and Kevin Paluszak).
- 7:15 PM: Review of Executive Director report
- 7:27 PM: Focused review of CMS mandate for vaccination of staff and the conflict of staffing shortage and staff not willing to get vaccinated. Pleasant View will strategically move to full vaccination of or documented exemption of employees in accordance with CMS standards documenting evidence of efforts to compliance while balancing risk of lost staffing. Pleasant View may not hit CMS target date of January 5, 2022 for full compliance, but evidence of risk and measures will be kept. (Kevin Paluszak, supported by Elroy Miller and Dave Yutzy).
- 7:35 PM: Review of Executive Director report from Director of Program Integrity. Elroy Miller and Christine Yutzy voice appreciation of transparency and documented evidence of challenge/improvements.
- 7:36 PM: Executive Director presents request to move administrative office from Broadway to Harrisonburg. Board expresses support but would like to review surveys of stakeholders taken on this matter prior to pandemic. (Dave Yutzy)
- 7:45 PM: Motion to adjourn (Elroy Miller, second by Lori Hostetler).

VI. ORGANIZATION AND TITLE VI PROGRAM RESPONSIBILITIES

Pleasant View's Director of Program Integrity and Accessibility Committee Chair, Emily Bowman, is responsible for ensuring implementation of the agency's Title VI program. Title VI program elements are interrelated and responsibilities may overlap. The specific areas of responsibility have been delineated below for purposes of clarity.

Overall Organization for Title VI

The Title VI Manager and staff are responsible for coordinating the overall administration of the Title VI program, plan, and assurances, including complaint handling, data collection and reporting, annual review and updates, and internal education.

Detailed Responsibilities of the Title VI Manager

The Title VI Manager is charged with the responsibility for implementing, monitoring, and ensuring compliance with Title VI regulations. Title VI responsibilities are as follows:

1. Process the disposition of Title VI complaints received.
2. Collect statistical data (race, color or national origin) of participants in and beneficiaries of agency programs, (e.g., affected citizens, and impacted communities).
3. Conduct annual Title VI reviews of agency to determine the effectiveness of program activities at all levels.
4. Conduct Title VI reviews of construction contractors, consultant contractors, suppliers, and other recipients of federal-aid fund contracts administered through the agency.
5. Conduct training programs on Title VI and other related statutes for agency employees.
6. Prepare a yearly report of Title VI accomplishments and goals, as required.
7. Develop Title VI information for dissemination to the general public and, where appropriate, in languages other than English.
8. Identify and eliminate discrimination.
9. Establish procedures for promptly resolving deficiency status and writing the remedial action necessary, all within a period not to exceed 90 days.

General Title VI responsibilities of the agency

The Title VI Manager is responsible for substantiating that these elements of the plan are appropriately implemented and maintained, and for coordinating with those responsible for public outreach and involvement and service planning and delivery.

1. Data collection

To ensure that Title VI reporting requirements are met, **Pleasant View, Inc.** will maintain:

- A database or log of Title VI complaints received. The investigation of and response to each complaint is tracked within the database or log.
- A log of the public outreach and involvement activities undertaken to ensure that minority and low-income people had a meaningful access to these activities.

2. Annual Report and Updates

As a sub-recipient of FTA funds, **Pleasant View, Inc.** is required to submit a Quarterly Report Form to DRPT that documents any Title VI complaints received during the preceding quarter and for each year **Pleasant View, Inc.** will also maintain and provide to DRPT an annual basis, the log of public outreach and involvement activities undertaken to ensure that minority and low-income people had a meaningful access to these activities.

Further, we will submit to DRPT updates to any of the following items since the previous submission, or a statement to the effect that these items have not been changed since the previous submission, indicating date:

- A copy of any compliance review report for reviews conducted in the last three years, along with the purpose or reason for the review, the name of the organization that performed the review, a summary of findings and recommendations, and a report on the status or disposition of the findings and recommendations
- Limited English Proficiency (LEP) plan
- procedures for tracking and investigating Title VI complaints
- A list of Title VI investigations, complaints or lawsuits filed with the agency since the last submission
- A copy of the agency notice to the public that it complies with Title VI and instructions on how to file a discrimination complaint

3. Annual review of Title VI program

Each year, in preparing for the Annual Report and Updates, the Title VI Manager will review the agency's Title VI program to assure implementation of the Title VI plan. In addition, they will review agency operational guidelines and publications, including those for contractors, to verify that Title VI language and provisions are incorporated, as appropriate.

4. Dissemination of information related to the Title VI program

Information on our Title VI program will be disseminated to agency employees, contractors, and beneficiaries, as well as to the public, as described in the “public outreach and involvement” section of this document, and in other languages when needed according to the LEP plan as well as federal and State laws/regulations.

5. Resolution of complaints

Any individual may exercise his or her right to file a complaint if that person believes that he, she or any other program beneficiaries have been subjected to unequal treatment or discrimination in the receipt of benefits/services or prohibited by non-discrimination requirements. **Pleasant View, Inc.** will report the complaint to DRPT within three business days (per DRPT requirements), and make a concerted effort to resolve complaints locally, using the agency’s Title VI Complaint Procedures. All Title VI complaints and their resolution will be logged as described under Section 1. Data collection and reported annually (in addition to immediately) to DRPT.

6. Written policies and procedures

Our Title VI policies and procedures are documented in this plan and its appendices and attachments. This plan will be updated periodically to incorporate changes and additional responsibilities that arise. During the course of the Annual Title VI Program Review (item 3 above), the Title VI Manager will determine whether or not an update is needed.

7. Internal education

Our employees will receive training on Title VI policies and procedures upon hiring and upon promotion. This training will include requirements of Title VI, our obligations under Title VI (LEP requirements included), and required data that must be gathered and maintained. In addition, training will be provided when any Title VI-related policies or procedures change (agency-wide training), or when appropriate in resolving a complaint.

Title VI training is the responsibility of Emily Bowman, Director of Program Integrity and Accessibility Committee Chair.

8. Title VI clauses in contracts

In all federal procurements requiring a written contract or Purchase Order (PO), **Pleasant View’s** contract/PO will include appropriate non-discrimination clauses. The Title VI Manager will work with the Administrative Services Director and Administrative Services Assistant, who is/are responsible for procurement contracts and PO’s, to ensure appropriate non-discrimination clauses are included.

VII. PROCEDURES FOR NOTIFYING THE PUBLIC OF TITLE VI RIGHTS AND HOW TO FILE A COMPLAINT

Requirement to Provide a Title VI Public Notice

Title 49 CFR Section 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI. At a minimum, **Pleasant View, Inc.** shall disseminate this information to the public by posting a Title VI notice on the agency's website and in public areas of the agency's office(s), including the reception desk, meeting rooms, in federally-funded vehicles, etc.

NOTE: As part of Title VI requirements, sub-recipients are also required to maintain a list of locations where their Title VI Notices have been posted or displayed.

SEE APPENDIX A-Title VI Notice to the Public
SEE APPENDIX B-Title VI Notice to the Public List of Locations

TITLE VI COMPLAINT PROCEDURES

Requirement to Develop Title VI Complaint Procedures and Complaint Form.

In order to comply with the reporting requirements established in 49 CFR Section 21.9(b), all recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public. Recipients must also develop a Title VI complaint form. The form and procedure for filing a complaint shall be available on the recipient's website and at their facilities.

Any individual may exercise his or her right to file a complaint with **Pleasant View, Inc.** if that person believes that he or she has been subjected to unequal treatment or discrimination in the receipt of benefits or services. We will report the complaint to DRPT within three business days (per DRPT requirements), and make a concerted effort to resolve complaints locally, using the agency's Nondiscrimination Complaint Procedures. All Title VI complaints and their resolution will be logged and reported annually (in addition to immediately) to DRPT.

Pleasant View, Inc. includes the following language on all printed information materials, on the agency's website, in press releases, in public notices, in published documents, and on posters on the interior of each vehicle operated in passenger service:

Pleasant View, Inc. is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964.

For additional information on Pleasant View's nondiscrimination policies and procedures, or to file a complaint, please visit the website at <http://pleasantviewinc.org/civilrights.html> or contact Emily Bowman, Director of Program Integrity and Accessibility Committee Chairperson, PO Box 426, Broadway, VA 22815-0426, email: ebowman@pleasantviewinc.org, phone: 540-433-8960 between 9-5pm M-F, or Fax: 540-433-0483.

Instructions for filing Title VI complaints are posted on the agency's website and in posters on the interior of each vehicle operated in passenger service and agency's facilities, and are also included within **Pleasant View's admissions packet or passenger policy brochure.**

SEE APPENDIX C-Title VI Complaint Form

Procedures for Handling and Reporting Investigations/Complaints and Lawsuits

Should any Title VI investigations be initiated by FTA or DRPT, or any Title VI lawsuits are filed against **Pleasant View, Inc.** the agency will follow these procedures:

Procedures

1. Any individual, group of individuals, or entity that believes they have been subjected to discrimination on the basis of race, color, or national origin may file a written complaint with the Title VI Manager. The complaint is to be filed in the following manner:
 - a. A formal complaint must be filed within 180 calendar days of the alleged occurrence.
 - b. The complaint shall be in writing and signed by the complainant(s).
 - c. The complaint should include:
 - the complainant's name, address, and contact information
 - (i.e., telephone number, email address, etc.)
 - the date(s) of the alleged act of discrimination (if multiple days, include the date when the complainant(s) became aware of the alleged discrimination and the date on which the alleged discrimination was discontinued or the latest instance).
 - a description of the alleged act of discrimination
 - the location(s) of the alleged act of discrimination (include vehicle number if appropriate)
 - an explanation of why the complainant believes the act to have been discriminatory on the basis of race, color, and national origin
 - if known, the names and/or job titles of those individuals perceived as parties in the incident
 - contact information for any witnesses
 - indication of any related complaint activity (i.e., was the complaint also submitted to DRPT or FTA?)
 - d. The complaint shall be submitted to the **Pleasant View, Inc.**'s Title VI Manager at **PO BOX 426, Broadway, VA 22815 or ebowman@pleasantviewinc.org.**
 - e. Complaints received by any other employee of **Pleasant View, Inc.** will be immediately forwarded to the Title VI Manager.
 - f. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Title VI Manager. Under these circumstances, the complainant will be interviewed, and the **Pleasant View, Inc. Director of Program Integrity** will assist the complainant in converting the verbal allegations to writing.
2. Upon receipt of the complaint, the Title VI Manager will immediately:
 - a. notify DRPT (no later than 3 business days from receipt)
 - b. notify the **Pleasant View, Inc. Authorizing Official**
 - c. ensure that the complaint is entered in the complaint database
3. Within 3 business days of receipt of the complaint, the Title VI Manager will contact the complainant by telephone to set up an interview.

4. The complainant will be informed that they have a right to have a witness or representative present during the interview and can submit any documentation he/she perceives as relevant to proving his/her complaint.
5. If DRPT has assigned staff to assist with the investigation, the Title VI Manager will offer an opportunity to participate in the interview.
6. The alleged discriminatory service or program official will be given the opportunity to respond to all aspects of the complainant's allegations.
7. The Title VI Manager will determine, based on relevancy or duplication of evidence, which witnesses will be contacted and questioned.
8. The investigation may also include:
 - a. investigating contractor operating records, policies or procedures
 - b. reviewing routes, schedules, and fare policies
 - c. reviewing operating policies and procedures
 - d. reviewing scheduling and dispatch records
 - e. observing behavior of the individual whose actions were cited in the complaint
9. All steps taken and findings in the investigation will be documented in writing and included in the complaint file.
10. The Title VI Manager will contact the complainant at the conclusion of the investigation, but prior to writing the final report, and give the complainant an opportunity to give a rebuttal statement at the end of the investigation process.
11. At the conclusion of the investigation and **within 60 days** of the interview with the complainant, the Title VI Manager will prepare a report that includes a narrative description of the incident, identification of persons interviewed, findings, and recommendations for disposition. This report will be provided to the Authorizing Official, DRPT, and, if appropriate, **Pleasant View's** legal counsel.
12. The Title VI Manager will send a letter to the complainant notifying them of the outcome of the investigation. If the complaint was substantiated, the letter will indicate the course of action that will be followed to correct the situation. If the complaint is determined to be unfounded, the letter will explain the reasoning, and refer the complainant to DRPT in the event the complainant wishes to appeal the determination. This letter will be copied to DRPT.
13. A complaint may be dismissed for the following reasons:
 - a. The complainant requests the withdrawal of the complaint.
 - b. An interview cannot be scheduled with the complainant after reasonable attempts.
 - c. The complainant fails to respond to repeated requests for additional information needed to process the complaint.
14. DRPT will serve as the appealing forum to a complainant that is not satisfied with the outcome of an investigation conducted by **Pleasant View, Inc.** DRPT will analyze the facts of the case and will issue its conclusion to the appellant according to their procedures.

A person may also file a complaint directly with the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

Transportation-Related Title VI Investigations, Complaints, and Lawsuits

Background

All recipients shall prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin:

- Active investigations conducted by FTA and entities other than FTA;
- Lawsuits; and
- Complaints naming the recipient.

This list shall include the date that the transportation-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint. This list shall be included in the Title VI Program submitted to DRPT every three years and information shall be provided to DRPT quarterly and annually.

SEE APPENDIX D-INVESTIGATIONS, LAWSUITS AND COMPLAINTS DOCUMENT

VIII. PUBLIC OUTREACH AND INVOLVEMENT

PUBLIC PARTICIPATION PLAN

Introduction

The Public Participation Plan (PPP) is a guide for ongoing public participation endeavors. Its purpose is to ensure that Pleasant View, Inc. utilizes effective means of providing information and receiving public input on transportation decisions from low income, minority and limited English proficient (LEP) populations, as required by Title VI of the Civil Rights Act of 1964 and its implementing regulations.

Under federal regulations, transit operators must take reasonable steps to ensure that Limited English Proficient (LEP) persons have meaningful access to their programs and activities. This means that public participation opportunities, normally provided in English, should be accessible to persons who have a limited ability to speak, read, write, or understand English.

In addition to language access measures, other major components of the PPP include: public participation design factors; a range of public participation methods to provide information, to

invite participation and/or to seek input; examples to demonstrate how population-appropriate outreach methods can be and were identified and utilized; and performance measures and objectives to ensure accountability and a means for improving over time.

Pleasant View, Inc. established a public participation process that will determine how, when, and how often specific public participation activities should take place, and which specific measures are most appropriate.

Pleasant View, Inc. will make these determinations based on a demographic analysis of the population(s) affected, the type of plan, program, and/or service under consideration, and the resources available. Efforts to involve minority and Limited English Proficient (LEP) populations in public participation activities may include both comprehensive measures, such as placing public notices at all transit stations, stops, and vehicles, as well as targeted measures to address linguistic, institutional, cultural, economic, historical, or other barriers that may prevent minority and LEP persons from effectively participating in our decision-making process.

SOME OF THOSE EFFECTIVE PUBLIC OUTREACH PRACTICES INCLUDE:

- a. Pleasant View facilitates the Community Services Board case manager in scheduling meetings at times and locations which are convenient and accessible for minority and Limited English Proficient (LEP) communities. These meetings are scheduled at times and location that meet each individual's schedule and needs.
- b. We employ different meeting sizes and formats per the individuals' preference and need. Meetings are scheduled by Community Services Board case manager and Pleasant View with input from the individual. Any LEP needs would be coordinated by the case manager.
- c. We are a private non-profit agency supporting individuals with developmental disabilities. Each individual primarily accesses our services through a case manager at a Virginia Community Services Board. We don't actively recruit ridership, but do educate the community through community and faith-based organizations, educational institutions, and other organizations to implement public engagement. The local community services board implements strategies that regularly reach out specifically to members of affected minority and/or LEP communities.
- d. We invite participation in Pleasant View, Inc.'s Accessibility Committee meetings. Participation is encouraged by having periodic meetings in the different program locations to get input from more people.
- e. Participation in provider and job fairs to advertise services.

Throughout the year, *Pleasant View, Inc.* participates in various outreach efforts. The Executive Director and Development Director speak to multiple community organizations emphasizing how our services extend to people of all faiths, races, and ethnicities. The social work department attends several provider fairs each year, speaking to prospective clients about the extent of our

services. **Pleasant View, Inc.** has commercials that run on both television and radio throughout the year.

SEE APPENDIX E-Summary of Outreach Efforts

IX. LANGUAGE ASSISTANCE PLAN FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP)

LANGUAGE ASSISTANCE PLAN FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP)

Introduction and Legal Basis

LEP is a term that defines any individual not proficient in the use of the English language. The establishment and operation of an LEP program meets objectives set forth in Title VI of the Civil Rights Act and Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency (LEP). This Executive Order requires federal agencies receiving financial assistance to address the needs of non-English speaking persons. The Executive Order also establishes compliance standards to ensure that the programs and activities that are provided by a transportation provider in English are accessible to LEP communities. This includes providing meaningful access to individuals who are limited in their use of English. The following LEP language implementation plan, developed by **Pleasant View, Inc.** is based on FTA guidelines.

As required, **Pleasant View, Inc.** developed a written LEP Plan (below). Using American Community Survey (ACS) Census data, **Pleasant View, Inc.** has evaluated data to determine the extent of need for translation services of its vital documents and materials.

LEP persons can be a significant market for public transit, and reaching out to these individuals can help increase their utilization of transit. Pleasant View, Inc. is a private nonprofit. We provide transportation to individuals with developmental disabilities receiving services through our residential and day programs. Therefore, although it also makes good business sense to translate vital information into languages that the larger LEP populations in the community can understand, we come into contact with LEP individuals through different access points than public transit.

Assessment of Needs and Resources

The need and resources for LEP language assistance were determined through a four-factor analysis as recommended by FTA guidance.

Factor 1: Assessment of the Number and Proportion of LEP Persons Likely to be Served or Encountered in the Eligible Service Population

The agency has reviewed census data on the number of individuals in its service area that have limited English Proficiency, as well as the languages they speak.

U.S. Census Data – American Community Survey (2011-2015)

Data from the U.S. Census Bureau’s American Community Survey (ACS) were obtained through www.census.gov by Pleasant View Inc’s service area. The agency’s service area includes a total of 10,665 (4.57%) persons with Limited English Proficiency (those persons who indicated that they spoke English less than “very well,” in the 2011-2015 ACS Census). The 2011-2015 ACS data was used due to the lack of LEP by language group data for the 2012-2016 ACS estimates.

Information from the 2011-2015 ACS also provides more detail on the specific languages that are spoken by those who report that they speak English less than very well. Languages spoken at home by those with LEP are presented below. These data indicate the extent to which translations into other language are needed to meet the needs of LEP persons.

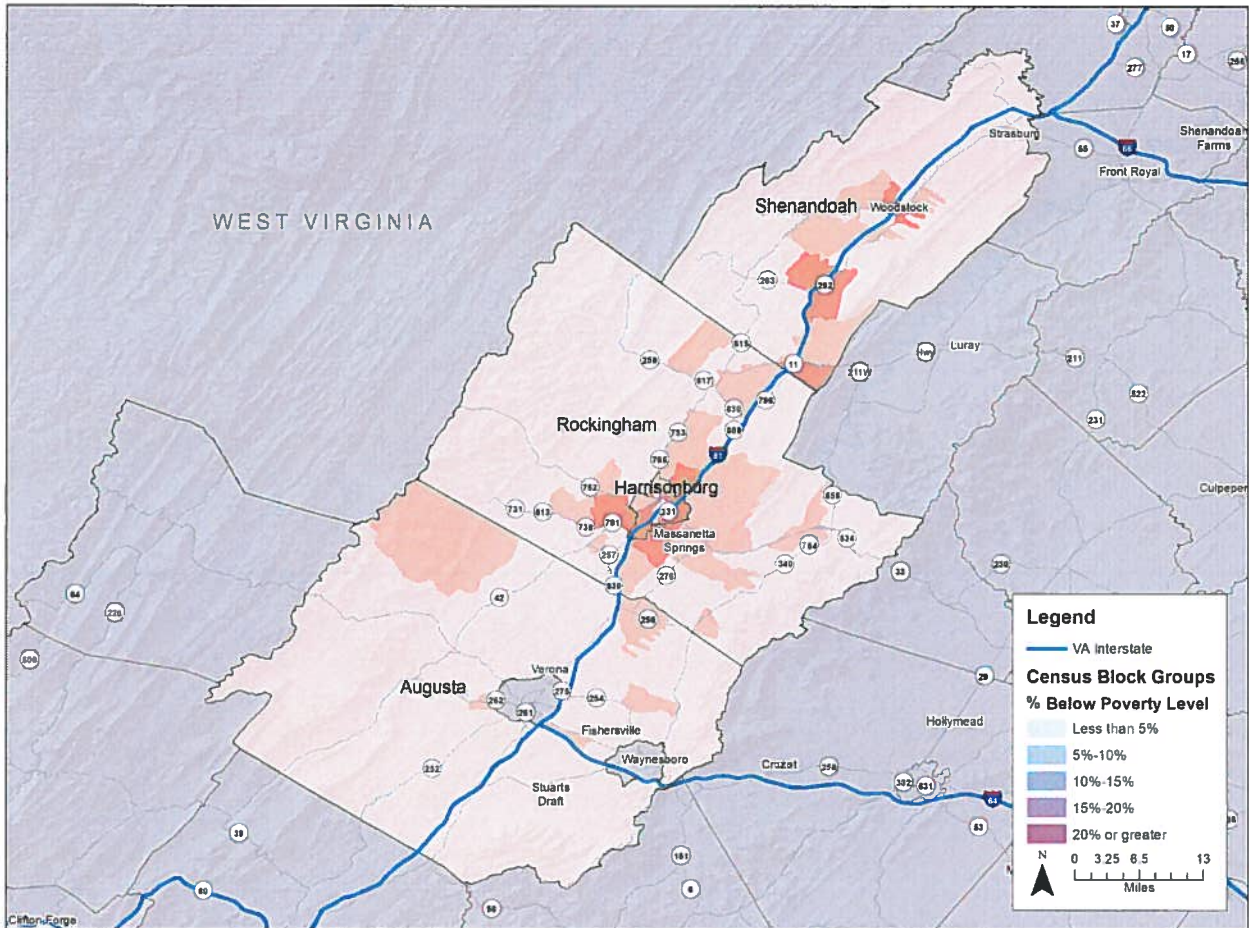
Table 1 - LEP Individuals by Language Spoken

Pleasant View Service Area			
Language	Number of LEP Population	Percent of Service Area Population Speaking Language	Percent of LEP Population Speaking Language
Spanish or Spanish Creole	7,567	3.24%	70.95%
Russian	642	0.28%	6.02%
Chinese	469	0.20%	4.40%
Arabic	435	0.19%	4.08%
African languages	313	0.13%	2.93%
Other Indo-European languages	280	0.12%	2.63%
Korean	141	0.06%	1.32%
Other Slavic languages	114	0.05%	1.07%
Vietnamese	106	0.05%	0.99%
Serbo-Croatian	89	0.04%	0.83%
Italian	83	0.04%	0.78%
German	76	0.03%	0.71%
Japanese	66	0.03%	0.62%
French	61	0.03%	0.57%
Hindi	53	0.02%	0.50%
Urdu	53	0.02%	0.50%
Tagalog	16	0.01%	0.15%
Portuguese or Portuguese Creole	15	0.01%	0.14%
Gujarati	14	0.01%	0.13%
Other Pacific Island languages	12	0.01%	0.11%

Scandinavian languages	10	0.00%	0.09%
Greek	9	0.00%	0.08%
Mon-Khmer	9	0.00%	0.08%
Laotian	8	0.00%	0.08%
Polish	7	0.00%	0.07%
Hungarian	7	0.00%	0.07%
Other and unspecified languages	5	0.00%	0.05%
Other Indic languages	5	0.00%	0.05%
Total LEP Population	10,665	4.57%	
Total Service Area Population	233,216		

The most spoken language group among LEP individuals is Spanish or Spanish Creole (7,567). No other language group surpasses the Safe Harbor Provision. Figure 1 maps the percentage of LEP individuals by Census Block Group. Larger percentages of LEP persons are found in Harrisonburg, Rockingham, and Shenandoah.

Figure 1 – % LEP by Census Block Group



Factor 2: Assessment of Frequency with Which LEP Individuals Come Into Contact with the Transit Services or System

Pleasant View, Inc. reviewed the relevant benefits, services, and information provided by the agency and determined the extent to which LEP persons have come into contact with these functions through the following channels:

- Calls to **Pleasant View, Inc.**'s Social Work or Development Departments;
- Contact with residential and day support directors or coordinators;
- Calls to **Pleasant View, Inc.**'s administrative services assistants;
- Visits to the Pleasant View's headquarters;
- Access to the agency's website;
- **Pleasant View, Inc.**'s attendance at community meetings or public meetings.
- Contact with the agency's ADA complementary paratransit system

Pleasant View, Inc. provides important transportation for individuals with developmental disabilities (DD). We currently provide day support services to one LEP participant. For any meetings, the Social Work Department coordinates with the local Community Services Board (CSB) to arrange for an interpreter. These meetings typically occur three to four times a year for each participant. Pleasant View, Inc. provides transportation for one LEP participant five days a week, twice a day. This equates to approximately 1000 trips a year. Between staff who speak the LEP participant's language and her family's comprehension of English, language has not been a barrier.

Many of the individuals we support have other barriers to communication. They use nonverbal means of communication their direct support professionals (DSP's) can understand after time. The direct support professionals who provide assistance with their daily lives and provide transportation communicate with the individual before they get in the vehicle and are alert to specific and individual sounds of alert from the person they are helping. Each direct support professional communicates in the way the individual indicates. This may include, but is not limited to sign language, assistive technology, pointing at communication cards, and paralanguage.

We will continue to identify emerging populations as updated Census and American Community Survey data become available for our service area. In addition, when LEP persons contact our agency, we attempt to identify their language and keep records on contacts to accurately assess the frequency of contact. To assist in language identification, we use a language identification flashcard based on that which was developed by the U.S. Census. (<http://www.lep.gov/ISpeakCards2004.pdf>)]

Information from Community Organizations that Serve LEP Persons

To supplement the Census, education and labor department data, **Pleasant View, Inc.** conducted community outreach to the following organizations that work with LEP populations.

- School systems;
- Community organizations;
- State and local governments;
- Religious organizations;

Pleasant View, Inc. maintains an active and open dialogue with various groups within the community. The Social Work and Development Departments hosted special education groups from various schools to tour the agency and gather information. The Development Department and Executive Director spoke to various church and community organizations throughout the year. **Pleasant View, Inc.** hosted a lunch with their state delegate and the Executive Director is active with the network of private providers in advocating to state and local governments.

Factor 3: Assessment of the Nature and Importance of the Transit Services to the LEP Population

Pleasant View, Inc. provides supports for individuals with developmental disabilities. Many of the individuals we support need individualized attention and would not tolerate many aspects of public transportation or outside paratransit options. We provide the following (and more) person-centered programs, activities and services as specified in each individual's service plan (ISP):

Personalized Transportation, Nutrition, Shopping and Meal Preparation, Budget Coaching and Money Management, Total Care or Assistance with Personal Care and Daily Living Skills, Supported Employment, Options Counseling, Rights Advocacy, Disease Prevention/ Health Promotion, Behavior Support, Home and Community Safety Skills, Medication and Medical Appointment Management, Community Exploration and Volunteer Programs, In-Home Services for individuals who don't live in a Pleasant View residential program with individualized supports, Communicate/coordinate with external Modivcare Transportation.

Pleasant View, Inc. supports people referred by a Virginia Community Services Board (CSB) or the Virginia Adult Disability and Rehabilitative Services (VADRS). Day support services/programs are currently of particular importance to persons with LEP in our community. The family we currently serve is caring for their adult family member with developmental disabilities in their own home, but needs assistance during the day. Given the nature of our services most of the public interaction in regards to services is through the Community Services Board.

The Social Work Department attends at least two provider fairs throughout the year to educated community members on our services. Pam Miller, Development Director and member of the Accessibility Committee, attends Department of Rail and Public Transportation (DRPT) Human Service Program grant recipient and Central Shenandoah Planning District Commission (CSPDC) Mobility Management meetings, Virginia Department of Transportation (VDOT) and DRPT public hearings, and attends DRPT Coordinated Human Service Mobility Plan (CHSM) meetings. Emily Bowman and Pam Miller also meet with other 5310 grantees at least once a year to discuss transit services.

The following are some of the most critical services provided by **Pleasant View, Inc.** for all customers with developmental disabilities, including LEP persons.

- Safety and security awareness instructions
- Emergency evacuation procedures
- Other paratransit services

Factor 4: Assessment of the Resources Available to the Agency and Costs

If someone with LEP wants to access to our programs, our staff is trained to direct them to the Community Services Board. We will also check for availability of our bilingual staff members. Because individuals access our services through other agencies, public outreach to families of individuals with developmental disabilities is done primarily by the Community Services Board. The resources provided by the Community Services Board help families and individuals in situations such as touring new programs or residences and during meetings.

The following language assistance measures currently being provided by **Pleasant View, Inc.**

- *Advocacy and Self Advocacy pictographs are posted in all of the programs-copying costs;*
- *Coordinating with local Community Services Boards to secure interpreters as needed- no cost to us;*
- *Each staff person works closely with the individuals with ID we support. At this time, approximately three staff persons are fluent Spanish speakers, and three staff persons are fluent in French. The time needed to translate is minimal.*

Based on the analysis of demographic data and contact with community organizations and LEP persons, **Pleasant View, Inc.** has determined that no other changes are needed at this time for our services to be accessible to the population we serve.

Resources

The available budget that could currently be devoted to additional language assistance expenses is not likely to increase. This amount is likely to be stable over time.

In addition, in-kind assistance may be available through church organizations and/or local community services boards.

Feasible and Appropriate Language Assistance Measures

Based on the available resources, the following language assistance measures are feasible and appropriate for our agency at this time:

- *Acquiring a translator from the CSB.*
- *Scheduling current staff persons to translate documents as needed.*

LEP Implementation Plan

Pleasant View, Inc. is a private nonprofit agency providing day and residential supports to individuals with developmental disabilities (DD). Individuals with DD access our services through the community services board or Virginia Employment Commission. Through the four-

factor analysis, **Pleasant View, Inc.** has determined that the following types of language assistance are most needed and feasible:

- Attempt to hire bilingual staff with competency in spoken and written (Spanish as appropriate for our service area).
- In-person translation for ADA eligibility assessments.

Staff Access to Language Assistance Services

Pleasant View, Inc. is a private nonprofit agency working with individuals with developmental disabilities. Agency staff members provide transportation to individuals who participate in **Pleasant View** programs. If the individual has a communication barrier, we communicate with the individual using adaptive communication devices, sign language, or pictures as stated in their individual service plan. Staff members who come into contact with LEP persons will first check the availability of bilingual staff or their supervisor.

Responding to LEP Callers

Staff members who answer calls from the public respond to LEP customers as follows: The staff member would first check the office for the availability of bilingual staff. We are a private nonprofit agency providing transportation for individuals with developmental disabilities within our programs. All trips are scheduled in house. We currently have no LEP individuals with whom we could not communicate.

Responding to Written Communications from LEP Persons

The following procedures are followed when responding to written communications from LEP persons: We would first check in the office for the availability of bilingual staff members. If we need to look beyond the office, because of the possible personal nature of written communication and HIPAA restrictions, we would first contact the Community Services Board to ask for assistance interpreting the document.

Responding to LEP Individuals in Person

The following procedures are followed when an LEP person visits our administrative office: Our Administrative Assistant first checks in the office the availability of bilingual staff members. If the questions appear to be about services, we refer them to the Community Services Board or the Virginia Employment Commission. Most of our services are accessed through those entities and they have the use of translation services.

The following procedures are followed by direct support professional (DSP) operating the vehicle when an LEP person has a question on board a **Pleasant View, Inc.** vehicle: **Pleasant View Inc.** is a private nonprofit agency providing transportation to the individuals with developmental disabilities within our programs. If a question is asked of our DSP, they would be able to communicate with that person because they know him or her. If the DSP is just getting to know the person, they would ask for help from another

staff person when they arrive at their destination or stop and call for clarification if the person is in distress.

Staff Training

Pleasant View staff does not routinely come into contact with LEP persons. We advise staff members to attempt to find a bilingual staff person, if possible, to assist with translation. We advise our staff to refer service questions to the individual's case manager at the Community Services Board.

Pleasant View offers tuition reimbursement for courses including language courses at local community college or university.

Providing Notice to LEP Persons

LEP persons are notified of the availability of language assistance on our website and by their case manager at the Community Services Board.

LEP persons will also be included in all community outreach efforts related to the services we provide. This is also being done by the Community Services Board.

Monitoring/Updating the plan

This plan will be updated on a periodic basis (at least every three years), based on feedback, updated demographic data, and resource availability.

As part of ongoing outreach to community organizations, **Pleasant View, Inc.** will solicit feedback on the effectiveness of language assistance provided and unmet needs. We will make note of any requests for changes to the language assistance provided and research ways to meet those needs.

In preparing the triennial update of this plan, **Pleasant View, Inc.** will conduct an internal assessment. We are not a public transportation provider so we will not use the Language Assistance Monitoring Checklist provided in the FTA's "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers."

Based on the feedback received from individuals we support and agency employees, **Pleasant View, Inc.** will make incremental changes to the type of written and oral language assistance we provide as needed. The cost of proposed changes and the available resources will affect the enhancements that can be made, and therefore **Pleasant View, Inc.** will attempt to identify the most cost-effective approaches.

As the community grows and new LEP groups emerge, **Pleasant View, Inc.** will strive to address the needs for additional language assistance.

X. MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES

Title 49 CFR Section 21.5(b)(1)(vii) states that a recipient may not, on the grounds of race, color, or national origin, “deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program.”

Pleasant View, Inc. has transit-related non-elected Accessibility Committee, the membership of which we invite are:

- 1. Staff members who access the community with individuals with developmental disabilities. We also invite individuals supported by Pleasant View, Inc. who receive transportation services. We meet at varied times to make it accessible to a variety of people.**

SEE APPENDIX F- TABLE MINORITY REPRESENTATION ON COMMITTEES BY RACE

XI. MONITORING TITLE VI COMPLAINTS

As part of the complaint handling procedure, the Title VI Manager investigates possible inequities in service delivery for the route(s) or service(s) about which the complaint was filed. Depending on the nature of the complaint, the review examines span of service (days and hours), frequency, routing directness, interconnectivity with other routes and/or fare policy. If inequities are discovered during this review, options for reducing the disparity are explored, and service or fare changes are planned if needed.

In addition to the investigation following an individual complaint, the Title VI Manager periodically reviews all complaints received to determine if there may be a pattern. At a minimum, this review is conducted as part of preparing the Annual Report and Update for submission to DRPT.

Appendix A - Title VI Notice to the Public



P.O. Box 426, Broadway, Virginia 22815

Pleasant View, Inc.

540 896 8255 Fax 540 896 8454

Supporting People with Disabilities

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground 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" (42 U.S.C. Section 2000d).

Pleasant View, Inc. is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1B. If you feel you are being denied participation in or being denied benefits of the transit services provided by Pleasant View, Inc. or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, our contact information is:

Emily Bowman
Director of Program Integrity and Accessibility Committee Chair
Pleasant View, Inc.
PO BOX 426
Broadway, VA 22815
540-433-8960
ebowman@pleasantviewinc.org



APPENDIX B - TITLE VI NOTICE TO THE PUBLIC LIST OF LOCATIONS

TITLE VI NOTICE TO THE PUBLIC LIST OF LOCATIONS

- **Pleasant View, Inc.** website (links from home page)
<http://pleasantviewinc.org/ADATitleVI.html>
- All vehicles
- In admissions packet
- In Policy Manual
- Broadway Regional Office Administrative Assistant's desk
- Harrisonburg Day Support Services building: Administrative Assistant's desk and meeting rooms.
- Residential Support Services brochure
- Day Support Services brochure
- **Pleasant Views** quarterly newsletter

APPENDIX C - TITLE VI COMPLAINT FORM



P.O. Box 426, Broadway, Virginia 22815

Pleasant View, Inc.

540-896-8255 Fax: 540-896-8454

Supporting People with Disabilities

Title VI ADA Complaint Form

Section I:				
Name:				
Address:				
Home Phone #:			Work Phone #:	
E-mail Address:				
Preferred method of contact				
<input type="checkbox"/> Email <input type="checkbox"/> Phone <input type="checkbox"/> Mail				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			*Yes	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person 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:	Yes	No
---	-----	----

Section III:

I believe the discrimination I experienced was based on (check all that apply):
 Race Color National Origin Disability
 Select each of the following that are applicable to the access barrier or discrimination complaint:
 Public rights-of-way Program Service Activity

Date of Alleged Incident or when you became aware the incident occurred (Month, Day, Year):

Month	Day	Year
--------------	------------	-------------

Explain as clearly as possible the issue(s) or incident: How were you discriminated against?

Does this complaint involve a specific individual(s) associated with Pleasant View, Inc? If yes, include names and job titles of those individuals perceived as parties in the complaint.

What happened?

Where did the incident take place?

Include contact information of any witnesses. **If more space is needed, please use the back of this form:**

Section IV:		
Have you previously filed an ADA complaint with this agency?	Yes	No
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, list the agency/agencies contact information below.		
Agency:	Contact Name:	
Address:		
Telephone:		
Section VI:		
Name of agency complaint is against:		
Contact person:		
Title:		
Telephone number:		

Provide a solution to the complaint.

Complainant signature	Date
------------------------------	-------------

The laws enforced by this agency prohibit retaliation or intimidate against anyone because they have either taken action or participated in action to secure the rights protected by these laws. If you experience retaliation or intimidation separate from the discrimination alleged in this complaint, or if you have questions regarding the completion of this form, please contact:

Emily Bowman, Pleasant View, Inc. PO Box 426 Broadway, VA 22815 or (540) 433-8960

Office Use Only	
Date received	Received by

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

Signature and date required below:

Signature	Date
-----------	------

The complaint should be submitted by the complainant and/or their designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Emily Bowman, Director of Program Integrity
Pleasant View, Inc.
PO Box 426, Broadway, VA 22815
540-433-8960
TTY/TDD (for the deaf or hard-of-hearing) 1-800-828-1120 or 711
ebowman@pleasantviewinc.org

Within 15 calendar days after receipt of the complaint Emily Bowman or their designee will meet with the complainant to discuss the complaint and the possible resolution. Within 15 calendar days of the meeting Emily Bowman or their designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille or audio tape. The response will explain Pleasant View, Inc.'s position and offer options for substantive resolution of the complaint.

If Pleasant View, Inc.'s response does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the Virginia Department of Rail and Public Transportation.

All written complaints received by Emily Bowman or their designee, appeals to the Department of Rail and Public Transportation or their designee, and responses from these two offices will be retained by Pleasant View, Inc. for at least three years.

APPENDIX D - INVESTIGATIONS, LAWSUITS AND COMPLAINTS DOCUMENT

There have been no complaints, investigations, or lawsuits regarding Title VI at Pleasant View, Inc.

List of Investigations, Lawsuits and Complaints

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color or national origin)	Status	Action(s) taken
Investigations				
1.				
Lawsuits				
1.				
Complaints				
1.				

APPENDIX E - SUMMARY OF OUTREACH EFFORTS

- a. We Schedule meetings at times and locations which are convenient and accessible for minority and Limited English Proficient (LEP) communities. Meetings are scheduled by each individual's Community Services Board case manager at times and location that meet his or her schedule and needs.
- b. We employ different meeting sizes and formats per the individuals' preference and need. Meetings are scheduled by Community Services Board case manager with input from the individual. Any LEP needs would be coordinated by the case manager.
- c. We are a private non-profit agency supporting individuals with developmental disabilities. Each individual primarily accesses our services through a case manager at a Virginia Community Services Board. We don't actively recruit ridership, but do educate the community through community and faith-based organizations, educational institutions, and other organizations to implement public engagement. The local community services board implements strategies that regularly reach out specifically to members of affected minority and/or LEP communities.
- d. We invite participation in Pleasant View, Inc.'s Accessibility Committee meetings. Participation is encouraged by having periodic meetings in the different residential and day programs to get input from more people.
- e. Participation in provider and job fairs to advertise services.

Throughout the year, **Pleasant View, Inc.** participates in various outreach efforts. The Executive Director and Development Director speak to multiple community organizations emphasizing how our services extend to people of all faiths, races, and ethnicities. The social work department attends several provider fairs each year, speaking to prospective clients about the extent of our services. **Pleasant View, Inc.** has commercials that run on both television and radio throughout the year.

APPENDIX F -TABLE MINORITY REPRESENTATION ON COMMITTEES BY RACE

**Pleasant View, Inc.
Accessibility Committee Membership**

Committee	Black or African American	White/ Caucasian	Latino/ Hispanic	American Indian or Alaska Native	Asian	Native Hawaiian or other Pacific Islander	Other <i>*Note</i>	Totals
Staff members		3						3
% of Accessibility Committee								50%
Individuals with DD	1	2						3
% of Accessibility Committee								50%

**Note – Other races reported: Lithuania, Ukrainian, and Polish*