

Head Injury Association

TITLE VI Plan

TABLE OF CONTENTS

A. Program Description and Services	2
B. Head Injury Association Title VI Plan.....	3
B1. Head Injury Association TITLE VI Policy	4
B2. Title VI Public Notice.....	4
B3. Title VI Complaint Procedures and Complaint Form.....	6
B4. Transit Related Title VI, Complaints, Investigations and Lawsuits.....	8
B5. Public Involvement Process	9
B6. Language Assistance Plan.....	10
B7. Minority Representation on Advisory Boards.....	12
B8. Recordkeeping and Reporting	12
B9. Plan and Policy Review	12
B10. Facility Location Equity Analysis	14
B11. Service Policies	Error! Bookmark not defined.
D. List of Appendices.....	A-1
D1. Documentation of Board Approval	A-3
D2. Title VI Complaint Form	A-5
D3. Letter Acknowledging Receipt of Complaint.....	A-8
D4. Title VI Complaint Letter of Closure	A- 10
D5. Title VI Complaint Letter of Finding	A-12
D6. Title VI Notice to the Public	A-14

A. PROGRAM DESCRIPTION AND SERVICES

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."

Subrecipients of public transportation funding from the Federal Transit Administration (FTA), are required to develop policies, programs, and practices that ensure that federal and state transit dollars are used in a manner that is nondiscriminatory. Head Injury Association is a subrecipient of FTA financial assistance through a grant from NYSDOT. This Title VI plan details how Head Injury Association incorporates nondiscrimination policies and practices in providing transit services to the ridership we serve.

Head Injury Association is a nonprofit who receives FTA Section 5310 funding through NYSDOT to provide closed-door transit services to only individuals who are certified by the New York State Office for People with Developmental Disabilities (OPWDD), the New York State Traumatic Brain Injury (TBI) Medicaid Waiver, and the New York State Nursing Home Transition Diversion (NHTD) Medicaid Waiver program. Head Injury Association operates its day program transportation services six (6) days a week from 8:00 am to 4:00 pm and its residential transportation services seven (7) days a week as needed. Head Injury Association's main office is located at 300 Kennedy Drive Hauppauge New York, 11788. Head Injury Association has been serving individuals with disabilities since 1988, fare free.

B. HEAD INJURY ASSOCIATION TITLE VI PLAN

As a subrecipient to NYSDOT receiving Federal Transit Administration Section 5310 and/or 5311 funds, Head Injury Association Title VI plan shall comply with Title VI of the Civil Rights Act of 1964 as presented with the following elements:

- ✓ Title VI Notice to the Public, including a list of locations where the notice is posted
- ✓ Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)
- ✓ Title VI Complaint Form
- ✓ List of transit-related Title VI investigations, complaints, and lawsuits
- ✓ Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Program submission
- ✓ Language Assistance Plan for providing language assistance to persons with limited English proficiency
- ✓ A table depicting the membership of transit related non-elected committees and councils, the membership of which is selected by the subrecipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees
- ✓ A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program. The approval must occur prior to submission to NYSDOT. (Board approval is not required if the subrecipient does not have a Board.)

The Head Injury Association shall update its Title VI plan every three years and present the updated plan to NYSDOT for their review and approval.

B1. Head Injury Association TITLE VI Policy

The Head Injury Association commits to comply with Title VI of the Civil Rights Act of 1964 that prohibits discrimination based on 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" (Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d et seq.). This requirement is included in the Section 5310/5311 agreement between Head Injury Association and NYSDOT and third-party contractors.

For more information on Head Injury Association's Title VI program contact:

Title VI Coordinator

Head Injury Association
Matthew Guerrido
300 Kennedy Drive
Hauppauge, New York 11788
(631) 543-2245 ext. 4077
mguerrido@headinjuryassoc.org

B2. Title VI Public Notice

The Head Injury Association's Notice to the Public is posted in the following locations:

- ☒ Agency website at: www.headinjuryassoc.org
- ☒ Public areas of the agency office (name of office or address. Public areas mean common area, public meeting rooms, etc.)
- ☒ Inside transit vehicles

A sample of the notice posted is shown on the next page.

The Head Injury Association operates its programs and services without regard to race, color, and national origin, in accordance with Title VI of the Civil Rights Act of 1964. Head Injury Association also operates its programs and services to accommodate persons with disabilities under the Americans with Disabilities Act of 1990. Any person who believes they are subject to discrimination based on race, color, national origin or disability may file a complaint with Head Injury Association .

For information on Head Injury Association 's Title VI policy or to obtain the Title VI complaint form and procedures visit our website at or contact:

Matthew Guerrero
Head Injury Association
300 Kennedy Drive
Hauppauge, New York 11788
Phone (631) 543-2245 ext. 4077
mguerido@headinjuryassoc.org

A complainant may also file a complaint directly with New York State Department of Transportation on its Civil Rights website at <https://www.dot.ny.gov/main/business-center/civil-rights/title-vi-ej>.

A complaint can also be filed directly with the Federal Transit Administration Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590

For information in another language, please contact the Title VI Coordinator.

Si necesita información en otra idioma, por favor contacto 631-543-2245 ext. 4077.

B3. Title VI Complaint Procedures and Complaint Form

The Head Injury Association's Title VI Complaint Procedure is available in the following locations:

- ☒ Agency website at: www.headinjuryassoc.org
- ☒ Hard copy in the central office
- ☒ In client intake materials
- ☐ Other

Anyone who believes they have been discriminated against on the basis of race, color, or national origin, may file a complaint by completing and submitting the Title VI Complaint Form (contained in *Appendix B*) to the address below.

Head Injury Association
Matthew Guerrero
300 Kennedy Drive
Hauppauge, NY 11788
Phone (631) 543-2245 ext.4077
mguerrido@headinjuryassoc.org

The complaint form is not required to file a complaint. The complainant may submit any written report as a complaint notice. Head Injury Association will make reasonable modifications and take information verbally if the complainant requires this accommodation.

The Head Injury Association investigates complaints received no more than 180 days after the alleged incident. Once the complaint is received, the Head Injury Association will follow the steps below:

1. Acknowledge receipt of the complaint within 10 days (*Appendix C*)
2. Determine if the Head Injury Association has jurisdiction to investigate the complaint.
3. Plan to complete the investigation within 45 days.
4. Schedule an interview, if deemed necessary.
5. Determine if other public or private entities are or should be involved.
6. Determine if additional information is needed. Complainant has 15 days to provide the additional information.
7. If the Head Injury Association is not contacted by the complainant or does not receive the additional information within 15 days, the case can be administratively closed. Additionally, a case can be administratively closed if the complainant no longer wishes to pursue the case.
8. Determine if meetings with the affected party or other interested parties are needed.

After the investigative process has been completed, the Head Injury Association will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF).

1. A **closure letter** summarizing the allegations and stating that there was no Title VI violation and that the case will be closed. (*Appendix D*)
2. A **letter of finding (LOF)** summarizing the allegations and the interviews regarding the alleged incident, and explaining whether any disciplinary action, additional training of the staff member, or other action will occur. (*Appendix E*)

If the complainant wishes to appeal the decision, the complainant must submit the appeal within 21 days after the date of the closure letter or the LOF.

Filing complaints with Head Injury Association enables the agency to properly investigate the complaint. A person may also file a complaint directly with:

- New York State Department of Transportation
Office of Diversity and Opportunity
50 Wolf Road, 6th Floor
Albany, NY 12232
(518) 457-1129 Fax (518) 549-1273
OCR-TitleVI@dot.ny.gov
- Federal Transit Administration
Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR,
1200 New Jersey Ave., SE Washington, DC 20590

If information is needed in another language, please contact Head Injury Association at (631)-543-2245.

Si se necesita informacion en otro idioma por favor contacto, (631)-543-2245.

B4. Transit Related Title VI Complaints, Investigations and Lawsuits

The Head Injury Association maintains a log of all Title VI complaints, investigations, and lawsuits pertaining to its transit-related activities since the last Title VI plan update. (Do not include the complainant name. A case number is preferable.

Reporting Period:

2022

2023

2024

Check One:

☒ There have been no investigations, complaints and/or lawsuits filed against Head Injury Association during the reporting period.

☐ There have been investigations, complaints and/or lawsuits filed against Head Injury Association. *See list below.*

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, national origin)	Status (open/closed)	Disposition (finding/no finding)
Complaints				
1.				
2.				
3.				
Investigations				
1.				
2.				
3.				
Lawsuit				
1.				
2.				
3.				

B5. Public Involvement Process

Strategies and Desired Outcomes

This section describes how Head Injury Association will disseminate vital agency information and engage the public in the decision-making process. We will seek out and consider the input and needs of interested parties and groups traditionally underserved by transportation systems. These groups may face challenges accessing our services, such as minority and limited English proficient (LEP) persons. Underlying these efforts is our commitment to determining the most effective public involvement methods for a given project or population.

Head Injury Association primarily serves only clients that have been determined to be eligible for our transit service by the **OPWDD**. The Funder, as a recipient of federal financial assistance, must comply with all Title VI requirements in the development and delivery of their programs. Head Injury Association serves all individuals who are determined by the Funder to be eligible for services, without regard to race, color, or national origin and low-income status.

Public Outreach Activities

Head Injury Association's program decision-making public involvement is limited to the population that meets the eligibility criteria set by the OPWDD, the NYS TBI Waiver and the NHDT Waiver. The Funders are the lead agency for public involvement in the decision-making process with the goal of offering minority and low-income individuals the opportunity to comment on the benefits of the program services being provided with federal financial assistance. The Funder outreach consists of relationship building with agencies and stakeholders that provide services to minority, low income and LEP communities

Head Injury Association assists the Funders during open-house events and the enrollment period as well as promoting the Funders' public involvement campaign to a diverse community. Members of the public who request notices and or handouts in a language other than English will be referred to staff who can provide interpretation assistance or to the Funders for assistance.

Summary on Public Involvement Activity

Since the last Title VI plan update, Head Injury Association conducted the following public involvement outreach (emails, website posting, media outlets, in-person, virtual) sessions:

☒ Not applicable; Head Injury Association is a closed-door service provider.

B6. Language Assistance Plan

Language Assistance Plan Components

Limited English Proficient (LEP) persons are people for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. To comply with the FTA Title VI requirement on nondiscrimination based on national origin, as it affects limited English proficient persons, Head Injury Association will take reasonable steps to ensure meaningful access to our programs and activities by LEP persons. The Head Injury Association's Language Assistance Plan considers the following factors:

1. A number or proportion of the LEP population(s) specifically served or that could be served by Head Injury Association transit service.
2. The frequency with which LEP persons come into contact with Head Injury Association .
3. The nature and importance of Head Injury Association transit services to LEP population(s).
4. The resources available for LEP outreach and how employees are trained to provide language assistance to LEP persons.

LEP Four Factor Analysis

To determine what the specific languages are spoken in our transit service area and to determine what language services are appropriate for the LEP population, the Head Injury Association has conducted a Four Factor Analysis [1]: (1) Demography, (2) Frequency, (3) Importance, and (4) Resources and costs.

Factor 1–Demography | Number or proportion of the LEP population(s), specifically served or could be served by Head Injury Association transit service.

The first step to considering the development of a Language Assistance Plan is to examine our transit services and our experiences with LEP individuals, who specifically use our transit services and determine the breadth and scope of the LEP preferred language services that were needed in providing the specific transit services.

Head Injury Association clients and potential clients are individuals certified by the New York Office for People with Developmental Disabilities (OPWDD), the New York State Traumatic Brain Injury (TBI) Medicaid Waiver, and the New York State Nursing Home Transition Diversion (NHTD) Medicaid Waiver program as eligible for services. Our day-to-day clients are pre-assigned by OPWDD, the TBI Waiver, and the NHTD Waiver. The clients have traumatic brain injuries or developmental disabilities, including intellectual disabilities, cerebral palsy, Down syndrome, autism spectrum disorders, Prader-Willi syndrome and other neurological impairments. The OPWDD, TBI Waiver and NHTD Waiver assess the client's language communication ability and communicates their assessment to Head Injury Association. Since the last Title VI plan update, Head Injury Association has not had to provide a transit service to our client in another language.

Factor 2–Frequency | Frequency with which LEP people come in contact with Head Injury Association

The Head Injury Association's day-to-day clients are pre-assigned by OPWDD. The clients have traumatic brain injuries or developmental disabilities, including intellectual disabilities, cerebral palsy, Down syndrome, autism spectrum disorders, Prader-Willi syndrome and other neurological impairments. The OPWDD, TBI Waiver and NHTD Waiver assess the client's language communication ability and communicates their assessments to Head Injury Association. During the intake process, Head Injury Association is able to identify non-English speaking parents or guardians of our clients with whom we have frequent contact; and therefore, have staff available to provide oral interpretation. Since the last Title VI plan update, Head Injury Association has not had to provide a transit service to our client in another language.

Factor 3–Importance | Importance of the service to clients who need language assistance

The Head Injury Association 's services are critical to the lives of its clients and the services support the parents and guardians. The Head Injury Association has taken positive steps at the intake process to identify non-English speaking clients and their parents or guardians with whom we have regular contact. Therefore, the Head Injury Association has staff available to provide oral interpretation as needed thus ensuring the importance of our client services be communicated to all clients, parents and guardians in a language other than English. Since the last Title VI plan update, Head Injury Association has not had to provide our client and the client's parent or guardian with assistance in another language.

Factor 4 Resources and Costs | Resources available and employee training

During new employee orientation, Head Injury Association provides the principles on Title VI and language assistance with an emphasis that the client's parents and guardians are protected under Title VI and LEP. Our employees obtain language assistance training to continue to meet the needs of our clientele and the LEP individual. Head Injury Association has adequate resources to provide employee training. Oral interpretation for the client's parent or guardian is provided at no cost to the client.

Implementing the Language Assistance Plan

As a result of the four-factor analysis, a Language Assistance Plan is not required. However, reasonable attempts will be made to accommodate any persons encountered who require written translation or oral interpretation services. The Language Assistance Plan will be monitored annually for any language assistance change. If no change occurs, the Language Assistance Program will at a minimum be updated during the Title VI plan update.

B7. Minority Representation on Advisory Boards

Head Injury Association has no transit-related, non-elected committees or advisory councils.

Table X: Racial Composition of Membership of Board, Committees, Councils-

Body	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
HIA Board of Directors	85%	%	5%	5%	%	5%

Efforts to Encourage Minority Representation on Boards and Committees

The Head Injury Association understands diverse representation on committees, councils and boards results in sound policy reflective of its entire service area. As such, the Head Injury Association encourages participation of all its clientele/patrons and interested parties on boards, committees or councils.

As vacancies on boards, committees, and councils become available, the Head Injury Association will make efforts to encourage and promote diversity with active participation of clientele/patrons, community organizations and interested parties. Head Injury Association contacts advocate of the minority community, such as organizations that serve minority communities and leaders to garner interest in participating onboards, committees or councils.

B8. Recordkeeping and Reporting

Head Injury Association maintains records related to the agency's implementation of Title VI program, including records of the Title VI Plan Board adoption, records of Title VI staff training, public involvement activities, complaints, investigations, language assistance services and other implementation activities.

Head Injury Association shall update the Title VI Plan, every three years and submit the plan to the New York State Department of Transportation (NYSDOT) for approval.

B9. Plan and Policy Review

The Title VI policy will be disseminated to employees through new employee orientation and periodic email messages. The Head Injury Association will review its Title VI Plan at least once every three years to determine if modifications are necessary. The Head Injury Association [directly operates services and will review implementation annually to ensure compliance with Title VI Plan requirements. The agency's review includes verifying that all employees have received ongoing updates, training, and a copy of the Title VI policies and that all postings are in place and in good condition.

Title VI Plan Monitoring – Activity Log

Date	Activity (Review-Update- Addendum- Adoption- Distribution)	Person Respon sible	Remarks
March 07, 2022	Amended Title VI Plan- Distributed updated plan via NEO, website posting, on the vehicles, and in the public areas	Michele Magro	Updated Plan and reviewed implementation. Verified with HR Director that all employees received Title VI training and are aware how to access the Title VI policy. Verified intake materials & postings are in use. Title VI Plan approved by Office of Diversity, Inclusion and Opportunity to be in compliance with all applicable Federal and State regulations as of July 2022.
December 19, 2023	Review of implementation	Michele Magro	Reviewed implementation of Title VI plan with Executive Administration and Transportation Dept. staff. Verified all new employees continue to receive training and are aware how to access the Title VI policy. Verified on going access to intake materials and postings. Verified that there were no Title VI transportation related complaints, investigations, allegations or lawsuits
February 5, 2024	Review of implementation of Title VI Plan	Michele Magro	Reviewed implementation of the Title VI plan. Verified with Director of HR that all new employees receive training on HIA's Title VI policy and are aware how to access the full Title VI Plan. Verified ongoing access to intake materials and postings. Verified that there were no Title VI transportation related complaints, investigations, allegations or lawsuits
March 20, 2025	Amended Title VI plan- Distribution via NEO, website posting, on the vehicles, and in the public areas pending BOD adoption on 3/20/25	Michele Magro	Reviewed implementation of the Title VI plan with Executive Administration and Transportation Dept. staff. Updated the Title VI Plan to conform more closely with NYSDOT recommended format. Verified with HR Director that all employees received Title VI training and are aware how to access the Title VI policy. Updated HIA's Title VI postings online, in vehicles and in public areas will updated to reflect any changes in the amended Title VI plan upon BOD adoption.

Program Monitoring

The Head Injury Association will monitor the effectiveness of the Title VI program through the feedback from clientele, employees, general public and other agencies (NYSDOT, FTA). Head Injury Association seeks opportunities to continuously improve its Title VI plan, public participation outreach efforts and providing meaningful access of our services to LEP individuals.

B10. Facility Location Equity Analysis

As a subrecipient of federal funds, Head Injury Association understands we are required to conduct a Title VI equity analysis when planning to construct, expand, or purchase a facility. A facility includes storage facilities, maintenance facilities, and operations centers, but it does not include bus shelters, transit stations, or power substations. The equity analysis requirement applies even to facilities that do not receive direct federal funding (as long as Head Injury Association receives federal financial assistance, Title VI requirements apply to all programs and activities). The equity analysis compares the equity impacts of various siting alternatives and must occur during the planning phase, prior to the selection of the preferred site, and must include the following:

1. A description of the outreach to persons potentially impacted.
2. A comparison of equity impacts of various siting alternatives.
3. An analysis about whether a disparate impact occurs on the basis of race, color or national origin (including potential cumulative adverse impacts from other facilities with similar impacts in the area) because of the location and construction of a facility. (If there is a disparate impact, the construction of the facility may only occur if there is a substantial legitimate justification, there are no alternative locations that would have a less disparate impact, and it is not a pretext for discrimination).

For any new facility construction, expansion, or acquisition, Head Injury Association will work with NYSDOT to ensure that the equity analysis is completed and submitted to NYSDOT. The equity analysis will be provided upon request to NYSDOT, FTA and during the triennial review.

The below is intended to provide direction to the reader as to whether Head Injury Association was required to, completed, and included a Title VI equity analysis with this Title VI Plan update.

Did Head Injury Association construct, expand or acquired a facility in the past three years?

- ☒ **No.** Head Injury Association has not constructed, expanded or acquired a facility.
- ☐ **Yes.** Head Injury Association did (construct, expand, acquire) a facility and completed a Title VI equity analysis to compare the equity impacts of various siting alternatives.

Does Head Injury Association plan to construct, expand or acquire a facility in the next three years? *(check the box next to the appropriate response below)*

- ☒ **No.** Head Injury Association does not plan to construct, expand or acquire a facility.
- ☐ **Yes.** Head Injury Association plans to (construct, expand or acquire) a facility.

If yes, was a Title VI equity analysis completed?

☐ **Yes.** A Title VI equity analysis was completed. A copy of the analysis is included as ***Appendix X***.

☐ **No.** A Title VI equity analysis was not completed.

If no, when will the Title VI equity analysis be completed?

C. LIST OF APPENDICES

- A. Documentation of Board Approval
- B. Title VI Complaint Form
- C. Letter Acknowledging Receipt of Title VI Complaint
- D. Title VI Complaint Letter of Closure
- E. Title VI Complaint Letter of Finding
- F. Title VI Notice to the Public

APPENDIX A: Documentation of Board Approval

Head Injury Association Title VI Plan Board Approval

On behalf of Head Injury Association Board members, we the Board have reviewed and adopted the Head Injury Association Title VI plan. We the Board are committed to ensuring that all decisions are made in accordance with the adopted Title VI plan, to that end no person is excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination under any Head Injury Association services and activities based on race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964 and Federal Transit law under Title 49 Part 21.

Effective:

March 20, 2025

Adopted:

March 20, 2025

Adopted By:

Board of Directors-

DocuSigned by:
Joseph Morris
E06F8DAAF9DA41F...

secretary

Revised:

Adopted By:

APPENDIX B: Title VI Complaint Form

Head Injury Association Title VI Complaint Form

Section I:				
Your Name:				
Address:				
Telephone (Home):			Telephone (Work/Mobile):	
Email Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	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.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
☐ Race ☐ Color ☐ National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Agency name complaint is against: _____				
Location of where the alleged discrimination occurred: - _____				
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 attach additional pages.				

Section IV	
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? ☐ Yes ☐ No <i>If yes, check all that apply:</i> ☐ Federal Agency: _____ ☐ Federal Court: _____ ☐ State Agency: _____ ☐ State Court: _____ ☐ Local Agency: _____	
Provide information for the contact person at the agency/court where the complaint was filed.	
Name and Title:	

Agency:	
Address:	
Telephone:	

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

Signature and date required below.

Signature

Date

Please submit this form by mail, email or in person to the address below.

Head Injury Association
Matthew Guerrido
300 Kennedy Drive
Hauppauge, NY 11788
mguerrido@headinjuryassoc.org

This complaint may also be filed directly with the New York State Department of Transportation, Office of Civil Rights, 50 Wolf Road, 6th Floor, Albany, NY 12232, (518) 457-1129 Fax (518) 549-1273, OCR-TitleVI@dot.ny.gov or the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

APPENDIX C: Letter Acknowledging Receipt of Complaint

Date

Name

Address

City, State Zip

Dear Name:

This letter is to acknowledge receipt of your Title VI complaint against Head Injury Association alleging _____.

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by contacting our office at (631) 543-2245 ext. 4077 or in writing to Head Injury Association , address, or email.

Sincerely,

Matthew Guerrido

Title VI Coordinator

300 Kennedy Drive

Hauppauge, NY 11788

631-543-2245 ext.4077

APPENDIX D: Title VI Complaint Letter of Closure

Date

Name

Address

City, State Zip

Dear Name:

The matter referenced in your Title VI complaint dated _____ against Head Injury Association alleging _____ has been investigated. The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964, had in fact been violated. As you know Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance.

Head Injury Association has analyzed the materials and facts pertaining to your case. There was no evidence identified that a violation of your Title VI rights were denied. I therefore advise you that your complaint was not substantiated and that I am closing the matter in our files.

You have the right to 1) provide additional information to this office for reconsideration of your complaint within seven (7) calendar days of receipt of this final written decision and/or 2) file a complaint externally with the Federal Transit Administration at:

Federal Transit Administration Office of Civil Rights Attention: Title VI Program Coordinator East Building, 5th Floor- TCR 1200 New Jersey Ave., SE Washington DC 20590

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to call me.

Sincerely,

Matthew Guerrido

Title VI Coordinator

300 Kennedy Drive

Hauppauge, NY 11788

631-543-2245 ext.4077

APPENDIX E: Title VI Complaint Letter of Finding

Date

Name

Address

City, State Zip

Dear Name:

The matter referenced in your letter dated _____ against Head Injury Association alleging Title VI violation has been investigated. The investigation determined non-compliance by Head Injury Association in administering the Title VI obligations of nondiscrimination in the programs and services we administer. Immediate efforts are underway to correct the findings.

Thank you for bringing this important matter to our attention. You were extremely helpful during our review of the program to correct our implementation of the Title VI Program. If I can be of assistance to you in the future, do not hesitate to call me at _____.

Sincerely,

Matthew Guerrido

Title VI Coordinator

300 Kennedy Drive

Hauppauge, NY 11788

631-543-2245 ext. 4077

APPENDIX F: Title VI Notice to the Public

Notifying the Public of Rights under Title VI and the ADA

Head Injury Association

The **Head Injury Association** operates its programs and services without regard to race, color, and national origin, in accordance with Title VI of the Civil Rights Act of 1964, and for persons with disabilities under the Americans with Disabilities Act of 1990. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI or the ADA may file a complaint with the **Head Injury Association**.

For more information on the **Head Injury Association**'s program, and the obligations and procedures to file a complaint, contact Matthew Guerrido (631)-543-2245 ext. 4077, email, mguerrido@headinjuryassoc.org or visit our office at **Head Injury Association**, 300 Kennedy Drive, Hauppauge, NY 11788. For more information on how to contact **Head Injury Association** to find out about Title VI, visit www.headinjuryassoc.org.

A complainant may file a complaint directly with **Head Injury Association** TITLE VI Coordinator by following the **Head Injury Association** complaint procedures also found on the agency's website. A complaint can also be filed with the New York State Department of Transportation on its Civil Rights website at <https://www.dot.ny.gov/main/business-center/civil-rights/title-vi-ej>. Finally, a complaint can be filed directly with the Federal Transit Administration Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, contact (631)-543-2245 ext. 4077.

Si necesita información en otra idioma, por favor contacto (631)-543-2245 ext. 4077.