WellLife Network Inc.

TITLE VI Plan

Adopted: September 5, 2018

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# 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. WellLife Network Inc. is a subrecipient of FTA financial assistance through a grant from NYSDOT. This Title VI plan details how WellLife Network Inc. incorporates nondiscrimination policies and practices in providing transit services to the ridership we serve.

**WellLife Network Inc.** is a nonprofit who receives a Section 5310 State Grant through NYSDOT to provide closed-door transit services to only individuals who are certified by the New York Office for People with Developmental Disabilities (OPWDD). **WellLife Network Inc.** operates from 8am to 5pm Monday through Saturday. **WellLife Network Inc.** is located at 1985 Marcus Ave. Suite 100, New Hyde Park, NY 11042. **WellLife Network Inc.** has been serving OPWDD clientele since 2005, fare free.

# WellLife Network Inc. Title VI Plan

As a subrecipient to NYSDOT receiving Federal Transit Administration Section 5310, WellLife Network Inc. 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 WellLife Network Inc. shall update its Title VI plan every three years and present the updated plan to NYSDOT for their review and approval.

## WellLife Network Inc. TITLE VI Policy

The WellLife Network Inc. 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 agreement between WellLife Network Inc. and NYSDOT and third-party contractors.

For more information on WellLife Network Inc.’s Title VI program contact:

WellLife Network Inc.

Barbara Selden, Corporate Compliance Officer

1985 Marcus Ave. Suite 100

New Hyde Park, NY 11042

(516) 469-2858

Barbara.Selden@WellLifeNetwork.org

## Title VI Public Notice

The WellLife Network Inc.’s Notice to the Public is posted in the following locations:

[x]  Agency website at: www.welllifenetwork.org

[ ]  Public areas of the agency office (name of office or address. Public areas means common area, public meeting rooms, etc.)

[x]  Inside transit vehicles

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

The WellLife Network Inc. 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. AGENCY NAME also operates it 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 WellLife Network Inc..

For information on WellLife Network Inc.’s Title VI policy or to obtain the Title VI complaint form and procedures visit our website at www.welllifenetwork.org. Or contact:

**Barbara Selden, Compliance Officer**WellLife Network Inc.
1985 Marcus Ave. Suite 100
New Hyde Park, NY 11042
(516) 469-2858
Barbara.Selden@WellLifeNetwork.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 718-559-0516.

## Title VI Complaint Procedures and Complaint Form

The WellLife Network Inc.’s Title VI Complaint Procedure is available in the following locations:

[x]  Agency website at: www.WellLifeNetwork.org

[x]  Hard copy in the central office

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.

WellLife Network Inc.
Barbara Selden, Compliance Officer

1985 Marcus Ave. Suite 100

New Hyde Park, NY 11042

(516) 469-2858
Barbara.Selden@WellLifeNetwork.org

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

The WellLife Network Inc. investigates complaints received no more than 180 days after the alleged incident. Once the complaint is received, the WellLife Network Inc. will follow the steps below:

1. Acknowledge receipt of the complaint within 10 days (*Appendix C*)
2. Determine if the WellLife Network Inc. 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 WellLife Network Inc. 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 WellLife Network Inc. 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 WellLife Network Inc. 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 WellLife Network Inc. at (516) 469-2858.

*Si se necesita informacion en otro idioma por favor contacto,* (516) 469-2858.

## Transit Related Title VI Complaints, Investigations and Lawsuits

The WellLife Network Inc. maintains a log of all Title VI complaints, investigations, and lawsuits pertaining to its transit-related activities since the last Title VI plan update.

|  |
| --- |
| **Reporting Period:** **Check One:**  |
| X | There have been no investigations, complaints and/or lawsuits filed against WellLife Network Inc. during the reporting period.  |
|  | There have been investigations, complaints and/or lawsuits filed against WellLife Network Inc.**.** |
|  |  |

## Public Involvement Process

### Strategies and Desired Outcomes

This section describes how WellLife Network Inc. 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.

WellLife Network Inc.serves only clients that have been determined to be eligible for transit services by OPWDD and as a recipient of this grant, must comply with all Title VI requirements in the development and delivery of the program. WellLife Network Inc.serves all individuals who are determined by the grant to be eligible for services, without regard to race, color, or national origin and low-income status.

### Public Outreach Activities

WellLife Network Inc.’s program decision-making public involvement is limited to the population that meets the eligibility criteria set by OPWDD. OPWDD is 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. OPWDDoutreach consists of relationship building with agencies and stakeholders that provide services to minority, low income and LEP communities.

WellLife Network Inc. assists OPWDD during open-house events and the enrollment period as well as promoting their public involvement campaign to a diverse community.

### Summary on Public Involvement Activity

Since the last Title VI plan update, WellLife Network Inc. conducted the following public involvement outreach (emails, website posting, media outlets, in-person, virtual) sessions:

[x]  Not applicable; WellLife Network Inc. is a closed-door service provider.

## 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, WellLife Network Inc. will take reasonable steps to ensure meaningful access to our programs and activities by LEP persons. The WellLife Network Inc.’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 WellLife Network Inc. transit service.
2. The frequency with which LEP persons come into contact with WellLife Network Inc..
3. The nature and importance of WellLife Network Inc. 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, WellLife Network Inc. has conducted a Four Factor Analysis[[1]](#footnote-2): (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 WellLife Network Inc. 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. WellLife Network Inc. clients and potential clients are individuals certified by OPWDD as eligible for services. Our day-to-day clients are assigned by OPWDD. The clients have developmental disabilities and neurological impairments.

Factor 2–Frequency | Frequency with which LEP people come in contact with WellLife Network Inc.

WellLife Network Inc.’s day-to-day clients are assigned by OPWDD. The clients have developmental disabilities and neurological impairments. During the intake process, WellLife Network Inc. identifies non-English speaking parents or guardians of our clients with whom we have frequent contact and have staff available to provide oral interpretation.

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

WellLife Network Inc.’sservices are critical to the lives of its clients and the services support the parents and guardians. WellLife Network Inc. 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, WellLife Network Inc. 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.

Factor 4 Resources and Costs | Resources available and employee training

During new employee orientation,WellLife Network Inc. 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. WellLife Network Inc. 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.

## Minority Representation on Advisory Boards

WellLife Network Inc.has no transit-related, non-elected committees or advisory councils.

### Efforts to Encourage Minority Representation on Boards and Committees

WellLife Network Inc. understands diverse representation on committees, councils and boards results in sound policy reflective of its entire service area. As such, WellLife Network Inc. encourages participation of all its clientele/patrons and interested parties on boards, committees or councils.

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

## Recordkeeping and Reporting

WellLife Network Inc. 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.

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

## Plan and Policy Review

The Title VI policy will be disseminated to employees through new employee orientation and periodic email messages. WellLife Network Inc. will review its Title VI Plan at least once every three years to determine if modifications are necessary. WellLife Network Inc. 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 Responsible** | **Remarks** |
| --- | --- | --- | --- |
| September 2018 | Adopted and distributed | Lauren Gasparine | Verified intake materials, postings. Verified all employees received Title VI training and copies of Title VI policy. |
| September 2021 | Review of implementation | Lauren Gasparine | Verified all new employees received training and copies of Title VI policy. Verified intake materials and postings. |
| October 2024 | Review of implementation | Barbara Selden | Verified all new employees received training and copies of Title VI policy. Verified intake materials and postings. |

### Program Monitoring

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

## Facility Location Equity Analysis

As a subrecipient of this grant, WellLife Network Inc. 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 WellLife Network Inc. receives 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, WellLife Network Inc. 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 WellLife Network Inc. was required to, completed, and included a Title VI equity analysis with this Title VI Plan update.

Did WellLife Network Inc. construct, expand or acquired a facility in the past three years?

[x]  **No**. WellLife Network Inc. has not constructed, expanded or acquired a facility.

[ ]  **Yes**. WellLife Network Inc. did (construct, expand, acquire) a facility and completed a Title VI equity analysis to compare the equity impacts of various siting alternatives.

Does WellLife Network Inc. plan to construct, expand or acquire a facility in the next three years? (*check the box next to the appropriate response below*)

[x]  **No**. WellLife Network Inc. does not plan to construct, expand or acquire a facility.

[ ]  **Yes**. WellLife Network Inc. 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 an ***Appendix***.

[ ]  **No**. A Title VI equity analysis was not completed.

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

|  |
| --- |
|  |

# Requirements for Fixed Route Transit Providers

**Please note: This section does not apply to WellLife Network Inc. as the agency does not provide a fixed route or public transportation service.**

## Service Standards (Quantitative Measures)

### Vehicle Load Standard

The average of all loads during the peak operating period should not exceed vehicles’ achievable capacities.

### Vehicle Headway Standard

Service operates on weekdays. Scheduling involves the consideration of a number of factors including ridership, productivity, relationship to major trip generators, and the location of community services.

### On Time Performance Standard

A vehicle is considered on time if it departs a scheduled timepoint no more than 5 minutes early and no more than 5 minutes late.

### Service Availability Standard

WellLife Network Inc. will distribute transit service so that all residents in the service area are within appropriate walking distance of the service.

## Service Policies

Service policies (system-wide policies) are adopted to ensure that service design and operations practices do not result in discrimination on the basis of race, color or national origin. WellLife Network Inc. service policies are:

### Transit Amenities Policy

Installation of transit amenities along routes are based on the number of passenger boardings along those routes.

### Vehicle Assignment Policy

Vehicle assignments take into account the operating characteristics of vehicles, which are matched to the operating characteristics of the route, trip purpose of passengers, and volume of ridership along a given route.

# List of Appendices

1. Documentation of Board Approval
2. Title VI Complaint Form
3. Letter Acknowledging Receipt of Title VI Complaint
4. Title VI Complaint Letter of Closure
5. Title VI Complaint Letter of Finding
6. Title VI Notice to the Public

**APPENDIX A: Documentation of Board Approval**

WellLife Network Inc. Title VI Plan Board Approval

We the Board have reviewed and adopted the WellLife Network Inc. 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 WellLife Network Inc. 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.

**IN WITNESS WHEREOF**, the undersigned, being all of the directors of the Company, do hereby consent to and ratify and confirm the foregoing actions as of the date set forth above.

#### Board of Directors:

Jeffrey Finkle, Co-Chairperson Brian Regan, PhD, Co-Chairperson

Marya Piotrowski, Vice Chairperson David Barr, Treasurer

Kathy Kelly, Secretary Marc Aronstein

Nia Bediako Steve Bernstein

Sheila Greene Robert Hettenbach

Gingie McLeod Patrick Solberg

Alan Weinstock

**Being all of the Directors of WellLife Network Inc.**

**APPENDIX B: Title VI Complaint Form**

WellLife Network Inc. **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** |
| ***\*If you answered "yes" to this question, go to Section III.*** |
| **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*****If yes, check all that apply:***[ ]  **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.**

WellLife Network Inc.
Barbara Selden, Compliance Officer

1985 Marcus Ave. Suite 100

New Hyde Park, NY 11042

Barbara.Selden@WellLifeNetwork.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 WellLife Network Inc. 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 me at (516) 469-2858.

Sincerely,

Barbara Selden

Compliance Officer

Title VI Coordinator

1985 Marcus Ave.

Suite 100

New Hyde Park, NY 11042

**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 WellLife Network Inc. 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.

WellLife Network Inc. has analyzed the materials and facts pertaining to your case. There was no evidence identified that a violation of your Title VI rights was 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,

Barbara Selden

Compliance Officer

Title VI Coordinator

1985 Marcus Ave.

Suite 100

New Hyde Park, NY 11042

(516) 469-2858

**APPENDIX E: Title VI Complaint Letter of Finding**



Date

Name

Address

City, State Zip

Dear Name:

The matter referenced in your letter dated \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ against WellLife Network Inc. alleging Title VI violation has been investigated. The investigation determined non-compliance by WellLife Network Inc. 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 516-469-2858.

Sincerely,

Barbara Selden

Compliance Officer

Title VI Coordinator

1985 Marcus Ave.

Suite 100

New Hyde Park, NY 11042

**APPENDIX F: Title VI Notice to the Public**

**Notifying the Public of Rights under Title VI**

WellLife Network Inc.

WellLife Network Inc. 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.  Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the WellLife Network Inc..

For more information on the WellLife Network Inc.’s program, and the obligations and procedures to file a complaint, contact Barbara Selden via phone at (516)-469-2858; via email Barbara.Selden@WellLifeNetwork.org; or write to or visit our office at WellLife Network Inc., 1985 Marcus Ave. Suite 100, New Hyde Park, NY 11042. For more information on how to contact WellLife Network Inc. to find out about Title VI, visit [www.WellLifeNetwork.com](http://www.WellLifeNetwork.com).

A complainant may file a complaint directly with WellLife Network Inc. Title VI Coordinator by following the WellLife Network Inc. 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 *(718)-559-0516.*

*Si necesita información en otra idioma, por favor contacto (718)-559-0516.*

1. DOT LEP guidance <https://www.transportation.gov/civil-rights/civil-rights-awareness-enforcement/dots-lep-guidance> [↑](#footnote-ref-2)