

The Arc of Rensselaer County

Title VI Plan for Closed-Door Services

Date Adopted: June 17, 2026

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

B. THE ARC OF RENSSELAER COUNTY TITLE VI PLAN

As a subrecipient to NYSDOT receiving Federal Transit Administration Section 5310 and/or

The Arc of Rensselaer County is a nonprofit that receives FTA Section 5310 funding 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). The Arc of Rensselaer County at Brunswick Center Services operates from 7:30am to 4:30pm Monday – Friday. The Arc of Rensselaer County is located at 350 Jordan Rd, Troy NY 12180. Brunswick Center Services operates from 4015 NY 2, Troy, NY 12180. The Arc of Rensselaer County has been serving OPWDD clientele since 1951; transportation is covered by OPWDD funding (clients do not pay fares).

5311 funds, **The Arc of Rensselaer County** 's 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. (Board approval is not required if the subrecipient does not have a Board.)

The Arc of Rensselaer County shall update its Title VI plan every three years and present the updated plan to NYSDOT for their review and approval.

B1. The Arc of Rensselaer County TITLE VI Policy

The Arc of Rensselaer County 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 The Arc of Rensselaer County and NYSDOT and any related agreements the agency may have with third-party contractors.

For more information on The Arc of Rensselaer County's Title VI program contact:

Nicholas Dier, Title VI Coordinator
Associate Executive Director of Quality Assurance
The Arc of Rensselaer County
350 Jordan Rd.
Troy, NY 12180,
518-274-3110 x3216
compliance@renarc.org

B2. Title VI Public Notice

The Arc of Rensselaer County's Notice to the Public is shown in Appendix 6 and posted in the following locations:

- ✓ Agency website at: www.renarc.org
- ✓ Public areas of the agency office bulleting board at Brunswick Center Services, 4015 NY 2, Troy NY 12180 and Arc offices at 350 Jordan Rd, Troy NY 12180
- ✓ Inside transit vehicles (required by NYSDOT)
- ☐ At bus stops (optional)

B3. Title VI Complaint Procedures and Complaint Form

The Arc of Rensselaer County 's Title VI Complaint Procedure is available in the following locations:

- ✓ Agency website at: www.renarc.org
- ✓ Hard copy in the central office
- ☐ In client intake materials

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 2*) to the address below.

The Arc of Rensselaer County
Title VI Coordinator
350 Jordan Rd
Troy, NY 12180
compliance@renarc.org
Phone (518) 274-3110 x3216

The complaint form is not required to file a complaint. The complainant may submit any written report as a complaint notice. The Arc of Rensselaer County will make reasonable modification and take information verbally if the complainant requires this accommodation.

The Arc of Rensselaer County investigates complaints received no more than 180 days after the alleged incident. Once the complaint is received, The Arc of Rensselaer County will follow the steps below:

1. Acknowledge receipt of the complaint within 10 days (*Appendix 3*)
2. Determine if The Arc of Rensselaer County 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 Arc of Rensselaer County 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 Arc of Rensselaer County 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 4*)
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 5*)

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 The Arc of Rensselaer County 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 The Arc of Rensselaer County at (518)274-3110.

Si se necesita información en otro idioma, por favor contacto,(518)274-3110.

B4. Transit Related Title VI Complaints, Investigations and Lawsuits

The Arc of Rensselaer County 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:

Insert dates (year 1)

Insert dates (year 2)

Insert dates (year 3)

Check One:

_____ There have been no investigations, complaints and/or lawsuits filed against The Arc of Rensselaer County during the reporting period.

_____ There have been investigations, complaints and/or lawsuits filed against The Arc of Rensselaer County . *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 The Arc of Rensselaer County disseminates vital agency information and engages the public in the decision-making process for transportation services. We 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.

The Arc of Rensselaer County primarily serves only clients that have been determined to be eligible for our transit service by OPWDD (Funder). The Funder, as recipient of federal financial assistance, must comply with all Title VI requirements in the development and delivery of their programs. The Arc of Rensselaer County 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

The Arc of Rensselaer County's program decision-making public involvement is limited to the population that meets the eligibility criteria set by OPWDD (Funder). The Funder 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. The Funder outreach consists of relationship building with agencies and stakeholders that provide services to minority, low income and LEP communities.

The Arc of Rensselaer County may assist the Funder during open-house events and the enrollment period as well as promoting the Funder's 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 Funder for assistance.

Summary on Public Involvement Activity

The Arc of Rensselaer County is a closed-door service provider so traditional public involvement activities are not applicable. However, The Arc of Rensselaer County maintains information on its website and actively works with community organizations regarding its commitment to serve all persons regardless of race, color, or national origin.

B6. Language Assistance Plan

To comply with the FTA Title VI requirement on nondiscrimination based on national origin, as it affects limited English proficient (LEP) persons, The Arc of Rensselaer County will take reasonable steps to ensure meaningful access to our programs and activities by persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

As a small agency that serves a limited number of individuals and maintains current enrollment and registration records, The Arc of Rensselaer County assesses language assistance needs through information collected during intake, admission, and ongoing service planning processes. Information regarding an individual's preferred language, communication needs, interpreter requirements, and any hearing or communication impairments is documented in agency records.

Language assistance needs are reviewed and updated as part of routine service reviews and whenever there is a change in an individual's circumstances or communication needs. This ongoing assessment helps ensure that individuals and, when appropriate, their guardians or representatives have meaningful access to agency programs, services, and information.

The agency maintains records of identified language assistance needs and uses this information to determine appropriate language access supports, including interpreter services, translated materials, and other communication accommodations as needed.

The Language Assistance Plan for The Arc of Rensselaer County is based on a Four Factor Analysis that describes the demographic characteristics of our service area, the frequency with which riders use our services, and the importance of our transportation services. These three factors identify the need for language assistance and are balanced with a fourth factor, that of the available resources with which to provide language assistance to result in an assistance plan to address the identified needs of the LEP population(s) served.

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 Arc of Rensselaer County has conducted a Four Factor Analysis¹: (1) Demography, (2) Frequency, (3) Importance, and (4) Resources and costs.

1. **Demography**: A number or proportion of the LEP population(s) specifically served or that could be served by The Arc of Rensselaer County transit service.
2. The **frequency** with which LEP persons come into contact with The Arc of Rensselaer County .
3. The nature and **importance** of The Arc of Rensselaer County 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.

Our analysis is based on:

- ✓ internal client registration data for our transportation services.

Factor 1–Demography

The Arc of Rensselaer County provides transportation services primarily to individuals with intellectual and developmental disabilities receiving OPWDD-funded services. During the

¹ DOT LEP guidance <https://www.transportation.gov/civil-rights/civil-rights-awareness-enforcement/dots-lep-guidance>

enrollment process, clients provide The Arc of Rensselaer County serves 98 individuals through its day program at Brunswick Center Services. During the enrollment process, the agency assesses communication and language access needs for individuals receiving services, as well as their parents, guardians, or other authorized representatives. This assessment helps identify preferred languages, communication methods, interpreter needs, and any accommodations necessary to support meaningful access to services and information.

Many individuals supported by The Arc communicate in a variety of ways, including verbal communication, alternative and augmentative communication methods, and other individualized supports. Language access needs are evaluated separately from communication support needs to ensure appropriate accommodations are provided.

A review of current enrollment data indicates that all enrolled individuals primarily speak or understand English. The agency has identified two parents/guardians of individuals receiving services whose preferred language is Spanish. The Arc works to provide appropriate language assistance and translated information to these families as needed and reviews language access needs periodically to ensure continued effective communication.

Factor 2–Frequency

The Arc of Rensselaer County assesses the communication and language access needs of individuals receiving services, as well as their parents, guardians, or other authorized representatives, during the intake and admission process and on an ongoing basis as needed. This assessment helps identify preferred languages, communication methods, interpreter needs, and any other accommodations necessary to support meaningful access to services and information.

Through this process, The Arc of Rensselaer County identifies individuals, family members, guardians, or representatives who may require language assistance. When language or communication needs are identified, the agency takes appropriate steps to provide reasonable accommodations, including translated materials, interpreter services, or other communication supports, to ensure effective communication and access to services.

Factor 3–Importance

The Arc of Rensselaer County’s services are critical to the lives of its clients, enabling them to participate as fully as possible in the community, interact and socialize with others, and carry out the activities of daily living. The services also support the parents and guardians of our clients. The 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.

The Arc of Rensselaer County ’s transportation services are critical to the lives of many of its riders, enabling them to participate as fully as possible in the community, interact and socialize with others, and carry out the activities of daily living.

The Arc has access to interpreter services, translation tools, bilingual staff when available, and community resources to support communication needs. The Arc of Rensselaer County has found that our existing language supports meet the needs of our clientele.

Factor 4–Resources and Costs

To meet the language assistance needs of our The Arc of Rensselaer County LEP population, The Arc of Rensselaer County utilizes readily available resources and works to strengthen our partnership with other organizations our riders engage with. Some of those readily available resources may include bilingual staff, the inclusion of Google translate and use of other translation applications, and the NY Office on Aging Services or OPWDD language assistance tools. To supplement these resources, The Arc of Rensselaer County may also retain the services of an interpreter, translate vital documents, and utilize community volunteers. After analyzing The Arc of Rensselaer County budget and reviewing available resources, cost associated to meet language assistance needs of the LEP population at 5% or greater will be incurred for translating and/or interpreting vital documents.

Results of the Four Factor Analysis

As a result of the four-factor analysis, a written 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. Our agency will do this at no cost to the program clientele. Further, we will work with other agencies to identify resources that will effectively meet the needs of LEP individuals.

During the registration process for closed-door service providers, The Arc of Rensselaer County is able to identify non-English speaking clients (or parents or guardians of our clients, as appropriate) with whom we have frequent contact, and therefore, have language assistance tools or staff available to provide interpretation assistance.

Providing Language Assistance Services

The Arc of Rensselaer County currently meets the language assistance needs of the Spanish (or other language) speaking population through the services of an OPWDD authorized interpreter, Google translate, translation applications, accessing community organizations that meet the needs of the non-English speaking population, and our multilingual staff. As needed, key documents are translated, meeting the threshold for translation of such materials.

Informing LEP Populations of the Availability of Language Assistance

Language assistance is advertised on our website, on the Title VI notice, through posters in our agency, and through program registration materials, as applicable. The Arc of Rensselaer County also utilizes community-based organizations to share the availability of these services, public meetings, rider surveys and interviews, outreach documents, and on vehicles.

Updating the Language Assistance Plan

The Arc of Rensselaer County identifies the language capabilities and language assistance needs of our ridership every time the Title VI plan is updated. Should The Arc of Rensselaer County have more than 5% of persons in a specific language group that requires language assistance, The Arc of Rensselaer County shall comply with the US Department of Justice Safe Harbor Provision and provide written material in the specific language and or oral interpretation of the written material, free of cost. If no change in language assistance needs occurs, the Language Assistance Program will at a minimum be updated during the Title VI plan update.

Training Employees to Provide Language Assistance

The Arc of Rensselaer County employees are oriented on the principles of Title VI and language assistance at hire and when the Title VI plan is updated. New employees will be provided

guidance on the needs of clients served and how best to meet their language needs. Training will include review of the following Title VI program components:

1. Title VI Notice to the Public
2. Title VI complaint procedures and form
3. Complaint log
4. LEP and Language Assistance Plan

If an employee needs further assistance related to LEP individuals, they will work with The Arc of Rensselaer County's Title VI Coordinator to identify strategies to meet the language needs of the participants of the program or service.

B7. Minority Representation on Advisory Boards

The Arc of Rensselaer County has no transit-related, non-elected committees or advisory councils.

Efforts to Encourage Minority Representation on Boards and Committees

The Arc of Rensselaer County understands diverse representation on committees, councils and boards results in sound policy reflective of its entire service area. As such, The Arc of Rensselaer County 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 Arc of Rensselaer County will make efforts to encourage and promote diversity with active participation of clientele/patrons, community organizations and interested parties. The Arc of Rensselaer County contacts advocates 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

The Arc of Rensselaer County maintains records related to the agency's implementation of Title VI program, including records of the Title VI Plan adoption and approval (see section B5), records of Title VI staff training, public involvement activities, complaints, investigations, language assistance services and other implementation activities.

The Arc of Rensselaer County 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 training at new employee orientation and every time the plan is updated. The Arc of Rensselaer County will review its Title VI Plan at least once every three years to determine if modifications are necessary. The Arc of Rensselaer County 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.

Program Monitoring

The Arc of Rensselaer County will monitor the effectiveness of the Title VI program through the feedback from clientele, employees, general public and other agencies (NYSDOT, FTA). The Arc of Rensselaer County 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, The Arc of Rensselaer County understands we are required to conduct a Title VI equity analysis when planning to acquire land to construct a new transportation facility or expand an existing facility to ensure the location is selected without regard to race, color, or national origin. 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 land acquired to construct a new facility that do not receive direct federal funding (as long as The Arc of Rensselaer County 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 land acquired to construct a new facility The Arc of Rensselaer County 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 The Arc of Rensselaer County was required to, completed, and included a Title VI equity analysis with this Title VI Plan update.

Did The Arc of Rensselaer County acquire land to construct a transportation facility in the past three years?

☒ **No.** The Arc of Rensselaer County has not acquire land to constructed a transportation facility.

☐ **Yes.** The Arc of Rensselaer County did acquire land to construct, a new transportation facility and completed a Title VI equity analysis to compare the equity impacts of various siting alternatives.

Does The Arc of Rensselaer County plan to acquire land to construct a new transportation facility in the next three years? *(check the box next to the appropriate response below)*

☒ **No.** The Arc of Rensselaer County does not plan to acquire land to construct a new transportation facility.

☐ **Yes.** The Arc of Rensselaer County plans to acquire land to construct a new transportation 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

- 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 1: Documentation of Board Approval

The Arc of Rensselaer County Title VI Plan Board Approval

On behalf of the Board of Directors of The Arc of Rensselaer County, we have reviewed and adopted The Arc of Rensselaer County 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 The Arc of Rensselaer County 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:

Adopted:

Adopted By:

***Revised Date
if Applicable:***

***Revision
Adopted By:***

The Arc of Rensselaer County 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 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.

The Arc of Rensselaer County
 Title VI Coordinator
 350 Jordan Rd
 Troy, NY 12180
 compliance@renarc.org
 Phone (518) 274-3110 x3216

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 3: 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 [AGENCY NAME] 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 (518)274-3110 or in writing to The Arc of Rensselaer County at the address below.

Sincerely,

Nicholas Dier
Title VI Coordinator
350 Jordan Rd
Troy, NY 12180
compliance@renarc.org
Phone (518) 274-3110 x3216

APPENDIX 4: Title VI Complaint Letter of Closure

Date

Name

Address

City, State Zip

Dear Name:

The matter referenced in your Title VI complaint dated _____ against The Arc of Rensselaer County 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.

The Arc of Rensselaer County 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,

Nicholas Dier
Title VI Coordinator
350 Jordan Rd
Troy, NY 12180
compliance@renarc.org
Phone (518) 274-3110 x3205

APPENDIX 5: Title VI Complaint Letter of Finding

Date

Name

Address

City, State Zip

Dear Name:

The matter referenced in your letter dated _____ against The Arc of Rensselaer County alleging Title VI violation has been investigated. The investigation determined non-compliance by The Arc of Rensselaer County 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,

Nicholas Dier
Title VI Coordinator
350 Jordan Rd
Troy, NY 12180
compliance@renarc.org
Phone (518) 274-3110 x3205

APPENDIX 6: Title VI Notice to the Public

Notifying the Public of Rights under Title VI

The Arc of Rensselaer County

The Arc of Rensselaer County 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 Arc of Rensselaer County .

For more information on The Arc of Rensselaer County's program and the obligations and procedures to file a complaint, contact (518)274-3110 ext. 3216, email compliance@renarc.org, or visit our office at The Arc of Rensselaer County , 350 Jordan Rd, Troy NY 12180. For more information on how to contact The Arc of Rensselaer County to find out about Title VI, visit www.renarc.org

A complainant may file a complaint directly with The Arc of Rensselaer County TITLE VI Coordinator by following The Arc of Rensselaer County 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 (518) 274-3110 x3205

Si necesita información en otra idioma, por favor contacto (518) 274-3110 x3205.