

Drive a Senior ATX Title VI Policy Statement

Drive a Senior Austin (Drive a Senior ATX | DASATX) is committed to ensuring that no person is excluded from participation in, denied the benefits of, or subjected to discrimination under any program or activity that receives federal financial assistance, on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964.

Non-Discrimination Policy

Drive a Senior Austin operates its programs and services in full compliance with Title VI. This means:

1. No person will be discriminated against based on race, color, or national origin in the delivery of services or benefits.
2. All persons will have equal access to services and programs regardless of their race, color, or national origin.
3. Language access services will be provided to individuals with Limited English Proficiency (LEP) to ensure they can fully participate in programs and services.

Title VI Coordinator

Drive a Senior ATX has designated a Title VI Coordinator to oversee compliance with this policy. The coordinator is responsible for:

- Ensuring all staff and volunteers are aware of and adhere to Title VI policies.
- Providing training on Title VI requirements.
- Investigating any complaints alleging violations of Title VI.
- Ensuring language assistance is provided where needed.

Title VI Coordinator Contact Information: Name: Charis Fleming

Title: Operations Manager

Phone: 512-472-6339

Email: cfleming@driveasenioratx.org

Address: 2601 Exposition Blvd., Austin, TX 78701

Complaint Procedure

If you believe you have been discriminated against based on race, color, or national origin under Title VI, you may file a complaint with Drive a Senior Austin within 180 days of the alleged incident. Complaints can be submitted in writing to the Title VI Coordinator at the contact information listed above.

Complaints should include the following information:

- Your name, address, and contact information.
- A description of the incident, including date and location.
- Any relevant information about others involved.
- The basis of the complaint (race, color, or national origin).

Drive a Senior ATX will investigate all complaints promptly and take appropriate corrective action where necessary. A response will be issued to the complainant within 30 days of receipt of the complaint.

Public Participation and Language Access

Drive a Senior ATX is committed to ensuring that all individuals, including those with Limited English Proficiency (LEP), have meaningful access to our programs and services. We will provide language assistance services, including translation and interpretation, to ensure equal participation.

Monitoring and Reporting

Drive a Senior ATX will regularly monitor its programs and activities to ensure compliance with Title VI. Reports on Title VI compliance and the effectiveness of this policy will be maintained and available for review by federal agencies upon request.

Public Participation Plan

Community Outreach is a requirement of Title VI (Civil Rights Act 1964). Drive a Senior ATX, as a recipient of Title VI funding, shall seek out and consider the viewpoints of minority and low-income populations in the course of conducting public outreach. Drive a Senior ATX makes the following community outreach efforts to better include all client populations in decision-making processes:

1. Client populations are invited to and encouraged to give feedback on services rendered by Drive a Senior ATX via annual satisfaction surveys.
2. Drive a Senior ATX's Title VI statements are posted in all Drive a Senior ATX offices and online.
3. A contact number can be provided by Drive a Senior ATX for individuals requiring special accommodations, including but not limited to deaf interpreters and translators for alternate languages.
 - a. Upon request, and within a reasonable timeframe, Drive a Senior ATX shall make every effort to render plans and documents in alternative languages and formats.

Drive a Senior ATX has engaged the public in its planning and decision-making processes, as well as its marketing and outreach activities. To date, we have made the following community outreach efforts:

- Client populations have been invited annually to give feedback on services rendered by Drive a Senior via annual, anonymous satisfaction surveys.
- Outreach to civic groups, churches, international groups and community agencies in the Greater Austin Metropolitan area.
- Citizens may call Drive a Senior ATX offices to lodge a complaint or comment. All complaints/comments are logged and investigated.
- Brochures outlining Title VI policies and procedures are available in English and Spanish.

Failure to exactly comply with all Plan elements shall not constitute a failure of public process, nor render any actions or decisions invalid.