

Title VI Plan - Maricopa County



Center for Service and Volunteerism

Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism July 30, 2023–July 29, 2026

**For Senior Companion Services in Maricopa County
5310 Funding**

Title VI Contact: Associate Vice President, Equity and Access Office

Title VI Contact Phone: 928-523-3312

Title VI Contact Email: equityandaccess@nau.edu

Alternate Language Phone: 928-523-3312

Address: Old Main, Building 10, PO Box 4083, Flagstaff, AZ 86011

**Web Address: <https://in.nau.edu/center-for-service-and-volunteerism/title-vi-information/> or
<https://in.nau.edu/eao>**

Para Información en Español: 928-523-3312

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Executive Summary

The mission of the Center for Service and Volunteerism at Northern Arizona University is improve lives and strengthen communities through service and volunteerism. The Center for Service and Volunteerism (CSV) sponsors the Senior Companion Program (SCP), which specifically enables those age 55 and over and with limited incomes to serve as volunteer Senior Companions and provide supportive individualized services such as transportation, companionship, personal care, home management, information and advocacy, and respite care to help adults age 50+ with special needs (homebound and/or disabled) maintain their dignity and independence. SCP operates in Coconino, Maricopa, Mohave, Yavapai, and Yuma Counties and typically serves 500-600 clients. CSV@NAU's SCP has provided demand response type transportation services in Northern Arizona since 1985 and has steadily expanded its service area to include western, central, and most recently southern Arizona. CSV@NAU has received funding through the ADOT 5310 Program since 2011.

SCP increases transportation opportunities for older adults and individuals with disabilities beyond the requirements of the ADA by providing door through door service and more. SCP offers transportation to those identified clients, through more than 50 partner agencies, that have been scheduled with Senior Companion volunteers on a recurring basis. Our policy states that when they are serving a client, volunteers are to be with that client at all times. For instance, they must assist the client in shopping, not just wait outside the grocery store; they must assist the client into a medical facility and wait within that facility for the client's appointment to be over. They provide assistance with walking, getting in and out of the vehicle, and assistance beyond the vehicle (getting groceries from the shelf to the cart and putting groceries away once back at the client's home).

CSV@NAU is housed in the College of Social and Behavioral Sciences and the main office is located on the Flagstaff Campus. Program staff live in the communities served such as Kingman, Prescott, Show Low, Phoenix, and Yuma and are supervised by the Senior Corps Programs Project Director in Flagstaff.

What type of program fund(s) did you apply for?

- 5310
- 5311
- Other (please explain) _____

Type of Funding Requests? (Check all that apply)

- Vehicle Funds
- Operating Funds
- Other (please explain) _____

Is your agency receiving direct funds from FTA?

- If yes, please attach a copy of your FTA letter of approval of Title VI Plan.
- No

Title VI Policy Statement

The Center for Service and Volunteerism at Northern Arizona University's Senior Companion Program's (SCP) policies assure full compliance with Title VI of the Civil Rights act of 1964 and related statutes and regulations in all programs and activities. Title VI states that "no person shall on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination" under any CSV@NAU SCP sponsored program or activity. There is no distinction between the sources of funding.

The Center for Service and Volunteerism (CSV) also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies, and activities on minority and low-income populations. Furthermore, CSV will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When CSV programs distribute Federal-aid funds to another entity/person, CSV will ensure all subrecipients fully comply with our Title VI Nondiscrimination Program requirements. The President of Northern Arizona University has delegated the authority to Pam Heinonen, Northern Arizona University's Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.



Brian Register
Chief of Staff

Non-Discrimination Notice to the Public

Notifying the Public of Rights Under Title VI Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism

Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism operates its programs and services without regard to race, color, national origin or in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism**.

For more information on the **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism's** civil rights program, and the procedures to file a complaint, contact **Associate Vice President, Equity and Access Office, 928-523-3312; email equityandaccess@nau.edu**; or visit our administrative office at **Old Main, Building 10, PO Box 4083, Flagstaff, AZ 86011**. For more information, visit <https://in.nau.edu/center-for-service-and-volunteerism/title-vi-information/> or <https://in.nau.edu/eao>.

Complaints may be filed directly with the City of Phoenix Public Transit Department. ATTN: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix AZ 85003 or with the Federal Transit Administration (**FTA**) offices 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 **928-523-3312**.

*Para información en Español llame: **928-523-3312**

Non-Discrimination Notice to the Public - Spanish

Aviso Público Sobre los Derechos Bajo el Título VI Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism

Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism (*y sus subcontratistas, si cualquiera*) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964. El nivel y la calidad de servicios de transporte serán proveídos sin consideración a su raza, color, o país de origen.

Para obtener más información sobre el programa de Derechos Civiles de Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism, y los procedimientos para presentar una queja, contacte **Associate Vice President, Equity and Access Office 928-523-3312**; o visite nuestra oficina administrativa en **Old Main, Building 10, PO Box 4083, Flagstaff, AZ 86011**. Para obtener más información, visite <https://in.nau.edu/center-for-service-and-volunteerism/title-vi-information/> or <https://in.nau.edu/eao>

Una queja puede ser presentada con la oficina de la Ciudad de Phoenix: City of Phoenix Public Transit Department (COP), Attention: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix, AZ 85003, ó con las oficinas de Derechos Civiles de la Administración Federal de Transporte: Federal Transit Administration (FTA), Offices of Civil Rights, Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590.

The above notice is posted in the following locations: Center for Service and Volunteerism – Main Office 19 W McConnell Drive, Room 006, Flagstaff, AZ 86011 and Center for Service and Volunteerism – Maricopa County Office 4040 E. Camelback Rd, Suite 220, Phoenix, AZ, 85018

This notice is posted online at <https://in.nau.edu/center-for-service-and-volunteerism/title-vi-information/> or <https://in.nau.edu/eao>

Title VI Complaint Procedures

These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, as they relate to any program or activity that is administered by **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism** including consultants, contractors and vendors. Intimidation or retaliation as a result of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

- (1) Any person who believes he and/or she has been discriminated against on the basis of race, color, national origin may file a discrimination complaint by completing and submitting the agency's Title VI Complaint Form. Because CSV is part of Northern Arizona University, Title VI complaints will be handled by the Northern Arizona University Equity and Access Office.
- (2) Formal complaints must be filed within **180** calendar days of the last date of the alleged act of discrimination or the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.
- (3) Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number. The Title VI contact person will assist the complainant with documenting the issues if necessary.
- (4) Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or email transmittal for the complaint to be processed.
- (5) Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return for processing.
- (6) Once submitted **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism** will review the complaint form to determine jurisdiction. All complaints will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism** or submitted to the State or Federal authority for guidance.

- (7) **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism** will notify the Title VI Coordinator of all Title VI complaints within 72 hours via telephone at: 602-262-7242; email to: PHXTransitEO@phoenix.gov.
- (8) **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism** has 60 business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 60 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
- (9) After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a Letter of Finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.
- (10) A complainant dissatisfied with **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism** decision may file a complaint with the City of Phoenix Public Transit Department (COP): Attention: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix, AZ 85003 or the Federal Transit Administration (FTA) offices of Civil Rights: Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590.
- (11) A copy of these procedures can be found online at: <https://in.nau.edu/center-for-service-and-volunteerism/title-vi-information/> or <https://in.nau.edu/eao>.

If information is needed in another language, contact **928-523-3312**.

*Para información en Español llame: **928-523-3312**.

Procedimientos de Quejas del Título VI

Estos procedimientos proporcionan orientación para todas las quejas presentadas bajo el Título VI de la Ley de Derechos Civiles de 1964, a como se relacionan con cualquier programa o actividad que sea administrado por la **Universidad del Norte de Arizona** incluyendo sus asesores, contratistas y proveedores. La intimidación o represalia como resultado de una queja está prohibida por la ley. Además de estos procedimientos, los reclamantes se reservan el derecho de presentar una queja formal ante otras agencias estatales o federales o de buscar un abogado privado para las quejas que alegan discriminación. Se hará todo lo posible para resolver las quejas al nivel más bajo posible.

- (1) Cualquier persona que crea que él y / ella ha sido discriminado por motivos de raza, color, origen nacional puede presentar una queja de discriminación completando y presentando el Formulario de Queja del Título VI de la agencia. Debido a que CSV es parte de la Universidad del Norte de Arizona, las quejas del Título VI serán manejadas por la Oficina de Equidad y Acceso de la Universidad del Norte de Arizona.
- (2) Las reclamaciones formales deben presentarse dentro de los **180** días del calendario siguientes a la última fecha del presunto acto de discriminación o la fecha en que el reclamante(s) supuestamente conoció de la discriminación, o cuando haya habido un curso de conducta continuo, la fecha en que se interrumpió la conducta o el último caso de la conducta.
- (3) Las quejas deben ser por escrito y firmadas por el(los) reclamante(s) y deben incluir el nombre, dirección y número de teléfono del reclamante(s). La persona de contacto del Título VI ayudará al reclamante a documentar las cuestiones si es necesario.
- (4) Las alegaciones recibidas por fax o correo electrónico serán reconocidas y procesadas, una vez que se haya establecido la identidad del reclamante y la intención de proceder con la queja. Para ello, el reclamante está obligado a enviar por correo una copia original firmada del fax o transmisión por correo electrónico para que la queja sea procesada.
- (5) Las denuncias recibidas por teléfono se reducirán a por escrito y se proporcionarán al reclamante para su confirmación o revisión antes de su procesamiento. Se enviará un formulario de queja al reclamante para que complete, firme y devuelva para su procesamiento.
- (6) Una vez enviado, la **Universidad del Norte de Arizona** revisará el formulario de queja para determinar la jurisdicción. Todas las quejas recibirán una carta de recibido informándole si la queja será investigada por la **Universidad del Norte de Arizona** o presentada al estado o a la autoridad Federal para obtener orientación.
- (7) La **Universidad del Norte de Arizona** le notificará al Coordinador del Título VI sobre todas las quejas del Título VI dentro de 72 horas por teléfono llamando al: 602-262-7242; por correo electrónico escribiendo a: phxtransiteo@phoenix.gov.

- (8) La **Universidad del Norte de Arizona** tiene 60 días para investigar la queja. Si se necesita más información para resolver el caso, la Autoridad puede ponerse en contacto con el/la reclamante. El/la reclamante tiene 60 días hábiles a partir de la fecha de la carta para enviar la información solicitada al investigador asignado al caso. Si el investigador no es contactado por el/la reclamante o no recibe la información adicional dentro de los 30 días hábiles, la Autoridad puede cerrar el caso administrativamente. Un caso también se puede cerrar administrativamente si el/la reclamante ya no desea seguir adelante con su caso.
- (9) Después de que el investigador revise la queja, emitirá una de dos cartas al/la reclamante: una carta de cierre o una carta de hallazgo “Letter of Finding” (LOF). Una carta de cierre resume los alegatos y afirma que no hubo una infracción con respecto al Título VI y que el caso se cerrará. Una carta LOF resume las alegaciones y las entrevistas con respecto al supuesto incidente, y explica si se llevará a cabo alguna acción disciplinaria, capacitación adicional del/la miembro del personal u otra acción. Si el/la reclamante desea apelar a la decisión, tiene 30 días después de la fecha de la carta o de la LOF para hacerlo.
- (10) Un/a reclamante insatisfecho con la decisión de la **Universidad del Norte de Arizona** puede presentar una queja directamente con el Departamento de Transporte Público de la Ciudad de Phoenix: City of Phoenix Public Transit Department (COP), Attention: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix, AZ 85003, ó con las oficinas de Derechos Civiles de la Administración Federal de Transporte: Federal Transit Administration (FTA), Offices of Civil Rights, Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590.
- (11) Una copia de estos procedimientos se puede encontrar en línea en: <https://in.nau.edu/center-for-service-and-volunteerism/title-vi-information/> or <https://in.nau.edu/eao>.

Si se necesita información en otro idioma, póngase en contacto con: **928-523-3312**.

*Para información en Español llame: **928-523-3312**.

Title VI Complaint Form

Section I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
Section II:		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes*	<input type="checkbox"/> 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.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Section III:		
I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin		
Date of Alleged Discrimination (Month, Day, Year): _____		
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 use the back of this form.		
<hr/> <hr/> <hr/>		
Section VI:		
Have you previously filed a Discrimination Complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If yes, please provide any reference information regarding your previous complaint.

Section V:

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: _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

Section VI:

Name of agency complaint is against:

Name of person complaint is against:

Title:

Location:

Telephone Number (if available):

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are **required** below:

Signature

Date

Please submit this form in person at the address below, or mail this form to:

Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism

Associate Vice President, Equity and Access Office

Old Main, Building 10, PO Box 4083, Flagstaff, AZ 86011

928-523-3312

equityandaccess@nau.edu

Forma de Queja Título VI

Sección I:		
Nombre:		
Dirección:		
Teléfono (Casa):	Teléfono (Trabajo):	
Dirección de Correo Electronico:		
Requiere formato accesible?	<input type="checkbox"/> Imprenta Grande	<input type="checkbox"/> Audio Cinta
	<input type="checkbox"/> TDD	<input type="checkbox"/> Otro
Sección II:		
Esta llenando esta queja en su propia representación?	<input type="checkbox"/> Sí*	<input type="checkbox"/> No
<i>*Sí su respuesta a esta pregunta es "sí" siga a la Sección III.</i>		
Sí su respuesta es "no" favor de pobeher el nombre y explique su relación a la persona para la cual se esta llenando esta queja.		
Por favor explique la razon por la cual usted esta llenando esta queja en representación de otra persona:		
Por favor confirme qué usted tiene la autorización para representar a la persona agredida es esta queja.	<input type="checkbox"/> Sí	<input type="checkbox"/> No
Sección III:		
Yo creo que la discriminación qué yo esperimete fue por (maque todas las razones qué apliquen):		
<input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen Natal		
Fecha de la presunta discriminación (Mes, Dia, Ano): _____		
De la manera más clara, explique qué fue lo que paso y porque usted piensa qué se le discrimino. Por favor incluya a todas las personas inbolugradas ya sean testigos o personas qué cometieron la discriminación he incluya sus nombres y información de como contactarlos. Sí necesita más espacio, favor de usar la parte de atras de esta forma.		

Sección VI:		
Alguna otra vez ha usted presentado una queja con esta agencia?	<input type="checkbox"/> Sí	<input type="checkbox"/> No
Sí su respuesta es "sí", por favor de proveer la información referente a su queja previa. _____ _____		
Sección V:		
A usted presentado esta queja con alguna otra agencia Federal, Estatal, o Local y/o Corte Federal o Estatal? <input type="checkbox"/> Sí <input type="checkbox"/> No Sí su respuesta es "sí", maque todas las que apliquen: <input type="checkbox"/> Agencia Federal: _____ <input type="checkbox"/> Corte Federal: _____ <input type="checkbox"/> Agencia Estatal: _____ <input type="checkbox"/> Corte Estatal : _____ <input type="checkbox"/> Agencia Local: _____		
Favor de proveer la información de la persona o agencia/corte dónde la queja fue presentada.		
Nombre:		
Título:		
Agencia:		
Dirección:		
Teléfono:		
Sección VI:		
Nombre de la agencia para la cual es encontra la queja:		
Nombre de la persona para la cual es encontra la queja:		
Título:		
Locación:		
Numero Telefónico (si aplica):		

Puede usted incluir material escrito o información pertinente a su queja. Su firma y fecha se require debajo:

Firma

Fecha

Por favor presente su queja en persona a la dirección debajo o por correo ha:

Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism

Associate Vice President, Equity and Access Office

Old Main, Building 10, PO Box 4083, Flagstaff, AZ 86011

(928) 523-3312

equityandaccess@nau.edu

Puede contrar una copia de este formulario en línea en <https://in.nau.edu/center-for-service-and-volunteerism/title-vi-information/> or <https://in.nau.edu/eao>

Title VI Investigations, Complaints, and Lawsuits

If no investigations, lawsuits, or complaints were filed select the option below.

Arizona Board of Regents for and on behalf of Northern Arizona University’s Center for Service and Volunteerism has not had Title VI Discrimination complaints, investigations, or lawsuits in 2021 or 2022.

Complainant	Date (Month, Day, Year)	Basis of Complaint (Race, Color, or National Origin)	Summary of Allegation	Status	Action(s) Taken	Final Findings?
Investigations						
1)						
2)						
Lawsuits						
1)						
2)						
Complaints						
1)						
2)						

Public Participation Plan

Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism is engaging the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public will be invited to participate in the process whether through public meetings or surveys.

As an agency receiving federal financial assistance, **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism** made the following community outreach efforts and activities to engage minority and Limited English Proficient populations since the last Title VI Plan submittal to the City of Phoenix.

- Expanded the distribution of agency brochures
- Partnered with other local agencies to advertise services provided
- Hosted public information meetings and or hearings (Please insert the dates these meetings occurred below)
7/28/2022, 8/24/2022, 9/24/2022, 10/27/2022, 11/17/2022, 12/19/2022, 1/26/2023, 2/23/2023, 3/22/2023, 4/20/23
- Hosted an information booth at a community event (Please insert the date of the event below)
7/5/2022, 7/12/2022, 7/21/2022, 7/27/2022, 8/16/2022, 9/8/2022, 9/16/2022, 9/29/22, 10/31/22, 11/15/2022, 11/29/2022
- Updated agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures

Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism will make the following community outreach efforts for the **upcoming year**:

- Expand the distribution of agency brochures
- Advertise public announcements through newspapers, fliers, or radio
- Partner with other local agencies to advertise services provided.
- Host public information meetings and or hearings.
- Host an information booth at a community event
- Update agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures.
- List other _____

Our vision

Enriching lives and strengthening communities through service and volunteerism.

Our mission

The Center for Service and Volunteerism at Northern Arizona University aspires to be a leader in the field of service and volunteerism by supporting a vibrant and diverse network of individuals and partner agencies who are making an exceptional impact throughout Arizona supporting direct service, capacity building, professional development, and innovation.

At the Center for Service and Volunteerism, we connect students, older adults, and other community members to national service volunteer opportunities within their communities. By partnering with local schools and non-profits we have created many avenues for volunteers to get involved and make an impact in the communities they serve.

To learn more, contact:



Center for Service and Volunteerism

PO Box 5063
Flagstaff, AZ 86011
email: nau.csv@nau.edu
1-866-856-3017
nau.edu/csv

Funding partially provided by:



Enrich lives and strengthen communities

NAU is an Equal Opportunity/Affirmative Action Instt. 5/26/02/02/08/21

Strengthen your community

- help organizations thrive
- provide skills training
- support veterans and military families

Support student success

- enhance school and life skills
- support college exploration and preparedness
- create STEM/STEAM programs

Promote health and well-being

- provide companionship and transportation for homebound elders
- increase health equity
- address food insecurity

Nuestra visión

Enriquecer las vidas y fortalecer las comunidades a través del servicio y el voluntariado.

Nuestra misión

El Centro de Servicio y Voluntariado de Northern Arizona University (NAU) aspira a ser un líder en el campo del servicio y el voluntariado al apoyar una red dinámica y diversa de personas y agencias asociadas que están generando un impacto excepcional en todo Arizona al apoyar el servicio directo, el desarrollo de capacidades, el desarrollo profesional y la innovación.

En el Centro de Servicio y Voluntariado, conectamos a estudiantes, adultos mayores y otros miembros de la comunidad con oportunidades de voluntariado de servicio nacional dentro de sus comunidades. Al asociarnos con escuelas locales y organizaciones sin fines de lucro, hemos creado muchas vías para que los voluntarios puedan involucrarse y generar un impacto en las comunidades a las que sirven.

Para obtener más información, comuníquese con:



Center for Service and Volunteerism

PO Box 5063
Flagstaff, AZ 86011
correo electrónico: naucsv@nau.edu
1 866 856 3017
nau.edu/csv

Financiamiento parcialmente proporcionado por:



NAU es una institución que busca igualdad de oportunidades de acción al número 07922756-21

NAU NORTHERN ARIZONA UNIVERSITY
Center for Service and Volunteerism



Enriquecer las vidas y fortalecer las comunidades

Fortalecer su comunidad



- Ayudar a las organizaciones a prosperar.
- Proporcionar capacitación en habilidades.
- Apoyar a los veteranos y a las familias de militares.

Apoyar el éxito estudiantil



- Mejorar las habilidades escolares y para la vida.
- Apoyar la exploración universitaria y la preparación.
- Crear programas de STEM/STEAM.

Promover la salud y el bienestar



- Brindar compañía y transporte para personas mayores confinadas en sus hogares.
- Aumentar la equidad de salud.
- Abordar la inseguridad alimentaria.

Limited English Proficiency Plan

Arizona Board of Regents for and on behalf of Northern Arizona University’s Center for Service and Volunteerism has developed the following Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to Arizona Board of Regents for and on behalf of Northern Arizona University’s Center for Service and Volunteerism services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining the Arizona Board of Regents for and on behalf of Northern Arizona University’s Center for Service and Volunteerism’s extent of obligation to provide LEP services, the Arizona Board of Regents for and on behalf of Northern Arizona University’s Center for Service and Volunteerism undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

- 1) The number or proportion of LEP persons eligible in the Arizona Board of Regents for and on behalf of Northern Arizona University’s Center for Service and Volunteerism service area who may be served or likely to encounter by Arizona Board of Regents for and on behalf of Northern Arizona University’s Center for Service and Volunteerism program, activities, or services.

CSV@NAU SCP Service Area Limited English Proficient Populations that meet the *Safe Harbor Threshold – From Census Table C16001

County	Language	Percent	Speak English less than “very well”	Total Population
Maricopa	Spanish or Spanish Creole	6.39%	262,136	4,101,545
Maricopa	Other Indo-European languages	1.48%	60,648	4,101,545
Maricopa	Chinese (incl. Mandarin, Cantonese)	0.30%	12,300	4,101,545
Maricopa	Other and unspecified languages	0.25%	10,084	4,101,545
Maricopa	Other Asian and Pacific Island languages	0.24%	9,645	4,101,545
Maricopa	Vietnamese	0.23%	9,540	4,101,545
Maricopa	Arabic	0.15%	6,255	4,101,545
Maricopa	Russian, Polish or other Slavic Languages	0.49%	5,196	4,101,545

Maricopa	Tagalog	0.10%	4,116	4,101,545
Maricopa	Korean	0.06%	2,551	4,101,545
Maricopa	French, Haitian, or Cajun	0.04%	1,816	4,101,545

- 2) The frequency with which LEP individuals come in contact with an **Arizona Board of Regents for and on behalf of Northern Arizona University’s Center for Service and Volunteerism** services;

Arizona Board of Regents for and on behalf of Northern Arizona University’s Center for Service and Volunteerism’s staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons for 2022. **Arizona Board of Regents for and on behalf of Northern Arizona University’s Center for Service and Volunteerism** averages **one** contact per month.

- 3) The nature and importance of the program, activities or services provided by the **Arizona Board of Regents for and on behalf of Northern Arizona University’s Center for Service and Volunteerism** to the LEP population.

CSV@NAU has had very few requests for LEP assistance.

- 4) The resources available to **Arizona Board of Regents for and on behalf of Northern Arizona University’s Center for Service and Volunteerism** and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

Arizona Board of Regents for and on behalf of Northern Arizona University’s Center for Service and Volunteerism provides a statement in Spanish and will for additional languages specific to the LEP community make up that will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested.

Safe Harbor Provision for written translations

Arizona Board of Regents for and on behalf of Northern Arizona University’s Center for Service and Volunteerism complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

- (1) Non-Discrimination Notice
- (2) Discrimination Complaint Procedures
- (3) Discrimination Complaint Form

In addition, we will conduct our marketing (including using translated materials) in a manner that reaches each LEP group. Vital documents include the following:

- (1) Notices of free language assistance for persons with LEP
- (2) Notice of Non-Discrimination
- (3) Outreach Materials

1) **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism** provides language assistance services through the below methods:

- Staff is provided a list of what written and oral language assistance products and methods the agency has implemented and how agency staff can obtain those services.
 - Instructions are provided to customer service staff and other **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism** staff who regularly take phone calls from the general public on how to respond to an LEP caller.
 - Instructions are provided to customer service staff and others who regularly respond to written communication from the public on how to respond to written communication from a LEP person.
 - Instructions are provided to vehicle operators, station managers, and others who regularly interact with the public on how to respond to an LEP customer.
 - Use of "I Speak" cards.
-

2) **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism** has a process to ensure the competency of interpreters and translation service through the following methods:

Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism will ask the interpreter or translator to demonstrate that he or she can communicate or translate information accurately in both English and the other language. **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism** will train the interpreter or translator in specialized terms and concepts associated with the agency's policies and activities. **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism** will instruct the interpreter or translator that he or she should not deviate into a role as counselor, legal advisor, or any other role aside from interpreting or translator. **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism** will ask the interpreter or translator to attest that he or she does not have a conflict of interest on the issues that they would be providing interpretation services.

3) **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism** provides notice to LEP persons about the availability of language assistance through the following methods:

- Posting signs in intake areas and other points of entry
- Statements in outreach documents that language services are available from the agency.

4) **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism** monitors, evaluates and updates the LEP plan through the following process:

Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism will monitor the LEP plan by conducting an annual Four-Factor analysis, establishing a process to obtain feedback from internal staff and members of the public and conducting internal evaluations to determine whether the language assistance measures are working for staff. **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism** will make changes to the language assistance plan based on feedback received. **Arizona Board of Regents for**

and on behalf of Northern Arizona University's Center for Service and Volunteerism may take into account the cost of proposed changes and the resources available to them. Depending on the evaluation, **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism** may choose to disseminate more widely those language assistance measures that are particularly effective or modify or eliminate those measures that have not been effective. **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism** will consider new language assistance needs when expanding transit service into areas with high concentrations of LEP persons will consider modifying their implementation plan to provide language assistance measures to areas not previously served by the agency.

5) **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism** trains employees to know their obligations to provide meaningful access to information and services for LEP persons and all employees in public contact positions will be properly trained to work effectively with in-person and telephone interpreters. **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism** will implement processes for training of staff through the following procedures:

Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism will identify staff that are likely to come into contact with LEP persons as well as management staff that have frequent contact with LEP persons in order to target training to the appropriate staff. **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism** will identify existing staff training opportunities, as it may be cost-effective to integrate training on their responsibilities to persons with limited English proficiency into agency training that occurs on an ongoing basis. **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism** will include this training as part of the orientation for new employees. Existing employees, especially managers and those who work with the public may periodically take part in re-training or new training sessions to keep up to date on their responsibilities to LEP persons. **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism** will implement LEP training to be provided for agency staff. **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism** staff training for LEP to include:

- A summary of the **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism** responsibilities under the DOT LEP Guidance;
- A summary of the **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism** language assistance plan;
- A summary of the number and proportion of LEP persons in the **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism** service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population;
- A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and
- A description of the **Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism** cultural sensitivity policies and practices.

Nuestra visión

Enriquecer las vidas y fortalecer las comunidades a través del servicio y el voluntariado.

Nuestra misión

El Centro de Servicio y Voluntariado de Northern Arizona University (NAU) aspira a ser un líder en el campo del servicio y el voluntariado al apoyar una red dinámica y diversa de personas y agencias asociadas que están generando un impacto excepcional en todo Arizona al apoyar el servicio directo, el desarrollo de capacidades, el desarrollo profesional y la innovación.

En el Centro de Servicio y Voluntariado, conectamos a estudiantes, adultos mayores y otros miembros de la comunidad con oportunidades de voluntariado de servicio nacional dentro de sus comunidades. Al asociarnos con escuelas locales y organizaciones sin fines de lucro, hemos creado muchas vías para que los voluntarios puedan involucrarse y generar un impacto en las comunidades a las que sirven.

Para obtener más información, comuníquese con:



Center for Service and Volunteerism

PO Box 5063
Flagstaff, AZ 86011
correo electrónico: naucsv@nau.edu
1-866-856-3017
nau.edu/csv

Financiamiento parcialmente proporcionado por:



NAU es una institución que brinda igualdad de oportunidades de acción afirmativa 02/02/06.21

NAU NORTHERN ARIZONA UNIVERSITY

Center for Service and Volunteerism



Enriquecer las vidas y fortalecer las comunidades

Fortalecer su comunidad



- Ayudar a las organizaciones a prosperar.
- Proporcionar capacitación en habilidades.
- Apoyar a los veteranos y a las familias de militares.

Apoyar el éxito estudiantil



- Mejorar las habilidades escolares y para la vida.
- Apoyar la exploración universitaria y la preparación.
- Crear programas de STEM/STEAM.

Promover la salud y el bienestar



- Brindar compañía y transporte para personas mayores confinadas en sus hogares.
- Aumentar la equidad de salud.
- Abordar la inseguridad alimentaria.

Non-elected Committees Membership Table

Subrecipients who select the membership of transit-related, non-elected planning boards, advisory councils, or committees must provide a table depicting the membership of those organizations broken down by race. Subrecipients also must include a description of the efforts made to encourage participation of minorities on these boards, councils, and committees.

Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism does not select the membership of any transit-related committees, planning boards, or advisory councils.

Monitoring for Subrecipient Title VI Compliance

Describe how you monitor your subrecipients. This can be through site visits, submissions of Title VI Plans annually, or training and surveys.

Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism does not monitor subrecipients for Title VI compliance.

Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism does not have subrecipients for Title VI compliance.

Title VI Equity Analysis

A subrecipient planning to acquire land to construct certain types of facilities must not discriminate on the basis of race, color, or national origin, against persons who may, as a result of the construction, be displaced from their homes or businesses. "Facilities" in this context does not include transit stations or bus shelters, but instead refers to storage facilities, maintenance facilities, and operation centers.

There are many steps involved in the planning process prior to the actual construction of a facility. It is during these planning phases that attention needs to be paid to equity and non-discrimination through equity analysis. The Title VI Equity Analysis must be done before the selection of the preferred site.

Note: Even if facility construction is financed with non-FTA funds, if the subrecipient organization receives any FTA dollars, it must comply with this requirement.

Arizona Board of Regents for and on behalf of Northern Arizona University's Center for Service and Volunteerism has no current or anticipated plans to develop new transit facilities covered by these requirements

Board Approval for the Title VI Plan



Office of the President

NAU Office of the President
nau.edu/president
president@nau.edu

928-523-3232 office
PO Box 4092
Flagstaff, AZ 86011

July 30, 2023

To Whom It May Concern:

I approve the foregoing Title VI Plan for the Center for Service and Volunteerism at Northern Arizona University's Senior Companion Program.

Sincerely,

A handwritten signature in black ink, appearing to read "Brian Register".

Brian Register
Chief of Staff