



SECTION: TRANSPORTATION

SUBJECT: TITLE VI PLAN

DATE: 5/25/2022

PREPARED BY: S.H.

B.O.D. APPROVAL: CEO/CFO/NFA

SECTION: 27.18

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ATTACHMENT: Complaint Form

CANCELS/SUPERSEDES: 9/25/17

Section 1: Title VI Policy Statement

Policy Statement

Eden Home, Inc., as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the Texas Department of Transportation (TxDOT), will comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), the U.S. Department of Transportation implementing regulations, FTA Circular 4702.1B, and TxDOT PTN requirements as specified in Master Grant Agreement, and State Management Plan.

Section 2: Description of Organization and Service Provided

Eden Home, Inc. is a Continuing Care Retirement Community, providing residential and healthcare services to Seniors in Central Texas.

Eden Home, Inc. has provided specialized transportation services for community Seniors and disabled/handicapped adults since 1987. The services include demand response, and paratransit flex route.

The transportation department has 10 transit-related employees and 9 revenue service vehicles.

The area of service includes the IH35 Corridor from Austin to San Antonio, and three counties of Comal, Bexar, and Guadalupe. Communities in San Antonio, Seguin, and San Marcos are also served. Eden Home, Inc. is a member of the Alamo Regional Transportation Coordination Plan.

TITLE VI Notice to the Public

Eden Home, Inc. Notice to the Public is as follows:

Notifying the Public of Rights Under Title VI

Eden Home, Inc.

- ✓ The **Eden Home, Inc.** operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint.
- ✓ For more information on the **Eden Home, Inc.** civil rights program, the procedures to file a complaint, or to file a complaint contact 830-625-6291; email sharmer@edenhill.org ; or visit our administrative office at 631 Lakeview Blvd, New Braunfels, TX 78130. For more information, visit www.edenhill.org
- ✓ A complaint may also be filed directly with the:

Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, or

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 830-500-2351. There is no charge for the service.
- ✓ Si necesita la información en otro idioma, por favor llame al 830-500-2351. El servicio será sin costo al cliente si lo solicitan.
- ✓ Also available at www.edenhill.org

Eden Home Notice to the Public is posted in the following locations:

- H.R. Department and Lobby Area
- Transportation Department and Lobby Area
- Inside vehicles
- www.edenhill.org

Title VI Complaint Procedure

Eden Home, Inc. Title VI Complaint Procedure is made available in the following locations:

- Hard copy in the central office: 631 Lakeview Blvd. New Braunfels, TX 78130
- Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
- Transportation Office
- Office of the Executive Director
- Website (When it becomes active)

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Eden Home, Inc. may file a Title VI complaint by completing and submitting the Title VI Complaint Form. Complaint forms can be found at: 631 Lakeview Blvd. New Braunfels, TX 78130.

Eden Home, Inc. investigates complaints received no more than 180 days after the alleged incident. Eden Home, Inc. will process complaints that are complete.

Once the complaint is received, it will be reviewed to determine if our office has jurisdiction. (A copy of each Title VI complaint received will be forwarded to TxDOT Public Transportation Coordinator within ten (10) calendar days of receipt.) The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Eden Home, Inc. has 45 days to investigate the complaint. If more information is needed to resolve the case, Eden Home may contact the complainant.

The complainant has 10 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 10 business days, Eden Home can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two (2) 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.
- A letter of finding (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 14 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the: Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, or 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, then contact 830-500-2351.

Title VI Complaint Form

Eden Home, Inc. Title VI Complaint Procedure is made available in the following locations: (*check all that apply*)

- Hard copy in the office of the Executive Director
- Hard copy in the office of Director of Human Resources
- Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
- www.edenhill.org

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Email Address:				
Accessible Requirements?	Format	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):				
<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.				
Section IV				
Have you previously filed a Title VI complaint with this agency?			Yes	No
Section V				
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?				
<input type="checkbox"/> Yes <input type="checkbox"/> No				
If yes, check all that apply:				

<input type="checkbox"/> Federal Agency: _____	<input type="checkbox"/> State Agency _____
<input type="checkbox"/> Federal Court _____	<input type="checkbox"/> Local Agency _____
<input type="checkbox"/> State Court _____	

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:

Contact person:

Title:

Telephone number:

Signature and date required below

Signature

Date

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

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

Eden Home, Inc.
631 Lakeview Blvd.
New Braunfels, TX 78130
Attn: Title VI Coordinator

List of Transit Related Title VI Investigations, Complaints and Lawsuits

Eden Home, Inc. maintains a list or log of all Title VI investigations, complaints and lawsuits, pertaining to its transit-related activities.

Check One:



There have been no investigations, complaint and/or lawsuits filed against us since the last plan submission.

There have been investigations, complaints and/or lawsuits filed against us. *See list below. Attach additional information as needed.*

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
Lawsuits				
1.				
Complaints				
1.				

