

***Federal Transit Administration  
Title VI Program***

**Caldwell Council on Aging/Public Transit**

**March 21, 2024**

(TVI plan expires 3 years from date approved by the board)

## Section 2: Title VI Policy Statement

### Policy Statement

The **Caldwell Council on Aging/Public Transit** assures that no person shall on the grounds of race, color, or national origin as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100.259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any programs or activities. **Caldwell Council on Aging/Public Transit** assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not (inclusive of additional Title VI Authorities and citations).

The Civil Rights Restoration Act of 1987, broadened the scope of Title VI coverage by expanding the definition of terms "programs or activities" to include all programs or activities of Federal Aid recipients, sub-recipients, and contractor/consultants, whether such programs and activities are federally assisted or not (Public Law 100259 [S.557] March 22, 1988.)

**Caldwell Council on Aging/Public Transit** will be responsible for initiating and monitoring Title VI activities, preparing required reports and other responsibilities as required by 23 Code of Federal Regulation, (CFR) 200 and 49 Code of Federal Regulation 21.

*Monica Pauley*

03/21/2024

Agency Director Name: Monica Pauley

Date

Title: Executive Director

Any individual, group of individuals or entity that believes they have been discriminated against on the basis of race, color or national origin by the **Caldwell Council on Aging/Public Transit** may file a Title VI complaint by submitting the agency's Title VI / ADA Complaint Form.

For all Title VI matters, please contact:  
Monica Pauley, Ex. Director  
P.O. Box 1498, Columbia, LA 71418  
318-649-0107 [Monica@caldwellcoa.org](mailto:Monica@caldwellcoa.org)

**TITLE VI Notice to the Public**

The **Caldwell Council on Aging/Public Transit's** Notice to the Public is as follows:

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

**THE CALDWELL COUNCIL ON AGING/PUBLIC TRANSIT**

- ✓ The **Caldwell Council on Aging/Public Transit** 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 with the **Caldwell Council on Aging/Public Transit** and should be filed within 180 days of date of alleged discrimination.
- ✓ For more information on the **Caldwell Council on Aging/Public Transit's** civil rights program, the procedures to file a complaint, or to file a complaint contact 318-649-0107, (TTY 866-241-6567); email [Monica@caldwellcoa.org](mailto:Monica@caldwellcoa.org) ; or visit our administrative office at 307 Main Street, Caldwell Council on Aging, Columbia, LA 71418. For more information, visit [www.caldwellcoa.org](http://www.caldwellcoa.org)
- ✓ A complaint may also be filed directly with the:  
  
Louisiana Department of Transportation and Development, Attn: Cynthia Douglas, 1201 Capitol Access Road, Baton Rouge, LA 70804 or (225) 379-1923.  
  
Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact 318-649-0107.

The **Caldwell Council on Aging/Public Transit** Notice to the Public is posted in the Congregate Meal area of the agency, on the agency website and inside the transit vehicles.

**Notificación al público de derechos bajo el título VI**

- El Insert Agency Name opera sus programas y servicios sin distinción de raza, color y origen nacional, según el Título VI de la Ley de Derechos Civiles. Cualquier persona que cree o que ha sido perjudicada por una práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con el Insert Agency Name.
- Para obtener más información sobre el programa de derechos civiles de Caldwell Council on Aging/Public Transit, o para obtener más información sobre los procedimientos para presentar una queja llame al 318-649-0107, [Monica@caldwellcoa.org](mailto:Monica@caldwellcoa.org) o visite nuestra oficina administrativa en 307 Main Street, Columbia, LA 71418.
- Un demandante puede presentar una queja directamente a la el Departmet de Transporte del estado de Louisiana, llame al (225) 379-1923. Email [Cynthia.douglas@la.gov](mailto:Cynthia.douglas@la.gov),
- Un demandante puede presentar una queja directamente a la Administración Federal de tránsito, Oficina de Derechos Civiles, Atención: Coordinadora del Programa Título VI, edificio este, 5 piso-TCR, 1200 New Jersey Ave., se Washington, DC, 20590.
- Si se necesita información en otro idioma, comuníquese con 318-649-0107.

#### Section 4: Title VI / ADA Complaint Procedure

The **Caldwell Council on Aging/Public Transit's** Title VI / ADA Complaint Procedure is made available in the following locations:

- Agency website: [www.caldwellcoa.org](http://www.caldwellcoa.org)
- Hard copy in the central office
- Agency Title VI Plan

Any individual, group of individuals or entity that believes they have been discriminated against on the basis of race, color, national origin or disability by the **Caldwell Council on Aging/Public Transit** may file a Title VI/ ADA complaint by completing and submitting the agency's Title VI/ ADA Complaint Form. File initial complaint with **Monica Pauley, Ex. Director** at **Caldwell Council on Aging/Public Transit**

Any individual having filed a complaint or participated in the investigation of a complaint shall not be subjected to any form of intimidation or retaliation. Individuals who have cause to think that they have been subjected to intimidation or retaliation can file a complaint of retaliation following the same procedure for filing a discrimination complaint.

A complaint must be filed with the **Caldwell Council on Aging/Public Transit** no later than 180 days after the following:

1. The date of the alleged act of discrimination; or
2. The date when the person(s) became aware of the alleged discrimination; or
3. Where there has been a continuing course of conduct, the date on which that conduct was discontinued of the latest instance of the conduct.

Once the complaint is received, the **Caldwell Council on Aging/Public Transit** will review it to determine if our office has jurisdiction. (A copy of each Title VI complaint received will be forwarded to the Louisiana Department of Transportation and Development 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.

The **Caldwell Council on Aging/Public Transit** has 45 days to investigate the complaint. If more information is needed to resolve the case, the **Caldwell Council on Aging/Public Transit** may contact the complainant.

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 180 days after the date of the letter or the letter of finding to do so. A person may also file a complaint directly with the: Louisiana Department of Transportation, Attn: Cynthia Douglas, 1201 Capitol Access Road, Baton Rouge, LA 70804.

LADOTD will analyze the facts of the case and will issue its conclusion to the appellant within 60 days of the receipt of the appeal.

If information is needed in another language, then contact 318-649-0107.

#### Procedimiento de Queja Titulo VI / ADA

El formulario de queja del Titulo VI / ADA del **Caldwell Council on Aging/Public Transit** esta disponible en las siguientes ubicaciones:

- Pagina web de la agencia

- Copia impresa localizada en la oficina central

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Cualquier individuo, grupo de individuos o entidad que crea que ha sido objeto de discriminación por motivos de raza, color, nacionalidad o discapacidad por el **Caldwell Council on Aging/Public Transit** puede presentar una queja del Título VI / ADA al completar y enviar el formulario de queja del Título VI / ADA correspondiente a la agencia. Este documento debeni de ser enviado a la dirección indicada en el formulario de queja. Presente la queja inicial con **Monica Pauley, Ex. Director** en **Caldwell Council on Aging/Public Transit**.

Cualquier individuo que haya presentado una queja o participe en la investigación de alguna queja no debera ser sujeto a ninguna forma de intimidación o represalias. Aquel individuo que considere que ha sido sujeto de intimidación o de represalias puede llenar un formulario de queja para represalias siguiendo el mismo procedimiento que para una queja de discriminación.

Esta queja debera ser presentada a través de la Oficina de Programas de Cumplimiento del **Caldwell Council on Aging/Public Transit** en un periodo de no mas de 180 días después de lo siguiente:

- 1.- La fecha del presunto acto de discriminación; o
- 2.- La fecha en la que la persona (s) se percataron del presunto acto de discriminación; o
- 3.- Cuando se ha detectado que el acto de discriminación se ha convertido en una conducta repetitiva. En estos casos se incluirá la fecha del último acontecimiento.

Una vez que se reciba la queja, el / la Coordinador del Título VI / ADA del insert **Caldwell Council on Aging/Public Transit** lo revisara para detenninar si nuestra oficina tiene jurisdicción. El demandante recibira una carta de notificación en la cual se le hara saber si la queja sera investigada por nuestra oficina.

El / La coordinador del Título VI / ADA del insert **Caldwell Council on Aging/Public Transit** tendra 45 días para investigar la queja. Si se necesita mas información para resolver el caso, el (la) Coordinador (a) del Título VI / ADA podria contactar al demandante.

Después de que el / la Coordinador del Título VI / ADA revise la queja, emitira una de dos (2) cartas al demandante: una carta de cierre o una carta de hallazgo.

- Una carta de cierre resumiendo las alegaciones del caso en la cual indicara que no hubo una violación del Título VI / ADA y por tal motivo el caso sera cerrado.
- Una carta de hallazgo resumiendo las alegaciones y las entrevistas sobre el supuesto incidente en esta misma carta se le explicara al demandante si se llevara a cabo alguna acción disciplinaria, entrenamiento adicional al personal o se tomara alguna otra acción necesaria.

Si el demandante desea apelar la decisión, el tendra 180 días después de la fecha marcada en la carta de cierre o de la carta de hallazgo para hacerlo. El / La Coordinador, Jamie Ainsworth (225)379-3055, del Título VI / ADA analizara los hechos del caso y emitira su conclusión al apelante en un periodo de 60 días después de haber recibido la apelación.