

**Rolling Plains Management Corporation
Statement of Nondiscrimination
POLICIES AND PROCEDURES**

Table of Contents

	<u>Page</u>
Statement Approval and Revision Log	2
I. Policy Statement	3
II. Purpose	5
III. Designation of the Contact	5
IV. Non-discrimination Information Dissemination	5
V. Subcontracts and Vendors	6
VI. Record Keeping	6
VII. Title VI and Other Discrimination Complaint Procedures	6
VIII. Limited English Proficiency (LEP) Plan	10
IX. Community Outreach	10
Appendices:	
A. Acknowledgement of Receipt of Statement of Nondiscrimination	11
B. Discrimination Complaint Form	12
C. SHARP Lines Rural Public Transportation Title VI Complaint Form	14
D. Letter Acknowledging Rescript of Complaint	16
E. Letter of Finding (LOF) Notifying Complainant that the Complaint is Substantiated	17
F. Closure Letter Notifying Complainant that the Complaint is Not Substantiated	18
G. Notice of Non Discrimination	19
H. Notifying the Public of Rights Under Title VI – SHARP Lines Rural Public Transportation	20

**Rolling Plains Management Corporation
Statement of Nondiscrimination
POLICIES AND PROCEDURES**

Statement Approval and Revision Log

This Statement of Nondiscrimination was adopted by the Board of Directors of Rolling Plains Management Corporation at its regular Board of Directors' meeting on October 3, 2017.

Statement of Nondiscrimination Revision Log

	Section Revised	Summary of Revisions

Rolling Plains Management Corporation

Statement of Nondiscrimination

POLICIES AND PROCEDURES

I. Policy Statement

Rolling Plains Management Corporation does not and shall not discriminate based on race, color, national origin, religion, gender, gender expression, disability, age, marital status, sexual orientation, family/parental status, political affiliation or belief, military status and receipt of services from a public assistance program. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, and clients.

Rolling Plains Management Corporation is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression.

Under the nondiscrimination and equal opportunity provisions of Federal law and policy discrimination is prohibited on the basis of race, color, national origin, religion, sex, disability, age, marital status, sexual orientation, family/parental status, political affiliation or belief, and receipt of services from a public assistance program. Not all bases apply to all programs.

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" (42 U.S.C. Section 2000d).

The Age Discrimination Act of 1975 prohibits discrimination on the basis of age in programs and activities receiving federal financial assistance. The Act, which applies to all ages, permits the use of certain age distinctions and factors other than age that meet the Act's requirements.

The Americans with Disabilities Act of 1990 (ADA) gives guarantees equal opportunity for individuals with disabilities in employment, public accommodations, transportation, State and local government services, and telecommunications.

As protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A, no person is to be excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin,

Under 45 CFR 80, no person in the United States shall, on the grounds of race, color, or national origin be subjected to discrimination under any program receiving federal assistance from the Department of Health and Human Services.

**Rolling Plains Management Corporation
Statement of Nondiscrimination
POLICIES AND PROCEDURES**

Under the regulations at 29 CFR Part 37, Rolling Plains prohibits discrimination on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries only, citizenship, or receipt of services from or participation in any WIA Title I financially assisted program or activity.

**Rolling Plains Management Corporation
Statement of Nondiscrimination
POLICIES AND PROCEDURES**

II. Purpose

This Statement of Nondiscrimination was developed to guide Rolling Plains Management Corporation in its administration and management of programs or activities receiving Federal financial assistance in regard to Title VI and the protection of rights of individuals under nondiscrimination and equal opportunity provisions.

III. Designation of the Contact

For the purposes of this plan, the following person is designated as the Contact for issues arising due to Nondiscrimination:

Debra K. Thomas, Executive Director
Rolling Plains Management Corporation
119 N. First, P. O. Box 490
Crowell, Texas 79227
(940) 684-1571
debra.thomas@rollingplains.org

IV. Non-discrimination Information Dissemination

A copy of this Statement of Nondiscrimination shall be provided on the agency website at rollingplains.org and prominently and publicly displayed in central office of Rolling Plains Management Corporation located at 119 N. First, Crowell, Texas 79227.

The Notice of Non Discrimination (See Appendix G) will be displayed at all Rolling Plains Management Corporation facilities. All Rolling Plains' locations which provide services of the USDA Child and Adult Care Food Program and the USDA Rural Development programs will display the USDA "And Justice for All" nondiscrimination poster.

All locations which provide transit services funded through Federal Transit Administration (FTA) grant dollars either directly or through the Texas Department of Transportation (TxDOT) will display "Notifying the Public of Rights under Title VI" poster (See Appendix H) as described in the *Rolling Plains Management Corporation Title VI Plan for SHARP Lines Rural Public Transportation*.

During New Hire Training for new employees and at least annually thereafter, information relative to the provisions of Title VI, applicable nondiscrimination and equal opportunity provisions and the Rolling Plains Management Corporation's expectations to perform their duties accordingly will be reviewed and discussed.

All employees shall be provided a copy of the Statement of Nondiscrimination and are required to sign the Acknowledgement of Receipt (Appendix A).

Rolling Plains Management Corporation Statement of Nondiscrimination POLICIES AND PROCEDURES

V. Subcontracts and Vendors

All subcontractors and vendors who receive payments from Rolling Plains Management Corporation where funding originates from any federal assistance are subject to the provisions of this Statement of Nondiscrimination and Title VI of the Civil Rights Act of 1964 as amended.

Written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.

VI. Record Keeping:

Rolling Plains Management Corporation will maintain permanent records, which include, but are not limited to, signed acknowledgements of receipt from the employees indicating the receipt of the Statement of Nondiscrimination, *Rolling Plains Management Corporation Title VI Plan for SHARP Lines Rural Public Transportation (applicable for employees working in transit activities)*, copies of Title VI and other discrimination complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI and other discrimination investigations.

VII. Title VI and Other Discrimination Complaint Procedures

Any person who believes Rolling Plains Management Corporation has subjected him or her or any specific class of individuals to unlawful discrimination may file a complaint of discrimination. Complaints are processed as outlined in these procedures.

Filing a Complaint:

Any person can file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

- Complainant's name, mailing address, telephone number and viable contact information
- The names of the person or persons involved in the alleged discrimination
- The name of the Rolling Plains Management Corporation program which the complainant applied
- How, where and why the complainant believes that they were discriminated against.
- The date(s) during which the alleged discriminatory actions occurred, or if occurring, the duration of such actions.
- The names, titles and contact information of persons who may have knowledge of or been witness to the discrimination.
- Other information that is deemed significant

The Discrimination Complaint Form (**APPENDIX B**) may be used to submit the complaint information.

Rolling Plains Management Corporation
Statement of Nondiscrimination
POLICIES AND PROCEDURES

Filing a Title VI Transit Related Complaint:

For Title VI complaints arising specifically from the transit program operated as SHARP Lines Rural Public Transportation, any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Rolling Plains Management Corporation may file a Title VI complaint by completing and submitting the agency's Sharp Lines Rural Public Transportation Title VI Complaint Form.

The Sharp Lines Rural Public Transportation Title VI Complaint Form (APPENDIX C) may be used to submit the complaint information specifically for transit related Title VI issues.

All complaints must be filed in writing no later than 180 days from the alleged date of discrimination to Rolling Plains Management Corporation at the following address:

Rolling Plains Management Corporation
119 N. First, P. O. Box 490
Crowell, Texas 79227

Rolling Plains Management Corporation encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily.

Complaint process:

All complaints alleging discrimination based on the basis of race, color, national origin, religion, sex, disability, age, marital status, sexual orientation, family/parental status, political affiliation or belief, and receipt of services from a public assistance program in a service or benefit provided by Rolling Plains Management Corporation will be directly addressed by Rolling Plains Management Corporation. Rolling Plains Management Corporation shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, Rolling Plains Management Corporation shall make every effort to address all complaints in an expeditious and thorough manner.

Rolling Plains Management Corporation investigates complaints received no more than 180 days after the alleged incident. Rolling Plains Management Corporation will only process complaints that are complete and in writing.

A letter of acknowledging receipt of complaint will be mailed within seven days (**Appendix D**). A copy of each transit related Title VI complaint received will be forwarded to TxDOT Public Transportation Coordinator within ten (10) calendar days of receipt.

**Rolling Plains Management Corporation
Statement of Nondiscrimination
POLICIES AND PROCEDURES**

If more information is needed to resolve the case, Rolling Plains Management Corporation may contact the complainant. Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

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, Rolling Plains Management Corporation can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

Notification of Complaint:

Rolling Plains Management Corporation will send a final written response letter **(Appendix E & F)** to the complainant. This written response may be drafted subject to review by Rolling Plains Management Corporation's attorney. In the letter notifying complainant that the complaint is not substantiated, the complainant is also advised of his or her right to 1) appeal within seven calendar days of receipt of the final written decision from Rolling Plains Management Corporation, and/or 2) file a complaint externally with the appropriate state or federal agency.

Every effort will be made to respond to Title VI and other unlawful discrimination complaints within 60 working days of receipt of such complaints, if not sooner.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

For discrimination in regard to transit services:

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

Rolling Plains Management Corporation
Statement of Nondiscrimination
POLICIES AND PROCEDURES

For discrimination in regard to USDA Child and Adult Care Food Program and the USDA Rural Development programs services:

U. S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Ave, SW, Stop 9410
Washington, D.C. 20250-9410

For discrimination in regard to Child Care Assistance Programs:

Workforce Solutions North Texas Board
901 Indiana. Suite 180
Wichita Falls, TX. 76301

For discrimination in regard to energy assistance, weatherization and community services funded through the Texas Department of Housing and Community Affairs:

Texas Department of Housing and Community Affairs
PO Box 13941
Austin, TX 78711-3941

For discrimination in regard to Head Start:

Office of Head Start, Region VI
Regional Program Officer
1301 Young St.
Dallas, Texas 75202

These "Title VI and Other Discrimination Complaint Procedures" shall be stated in English and in any other language(s) spoken by LEP populations that meet the Safe Harbor threshold

Rolling Plains Management Corporation
Statement of Nondiscrimination
POLICIES AND PROCEDURES

VIII. Limited English Proficiency (LEP) Plan

Due to the large service area of the agency and the diversity of the programs offered by Rolling Plains Management Corporation a four-factor analysis to determine the need for a Limited English Proficiency (LEP) Plan will be maintained by program area.

IX. Community Outreach

As an agency receiving federal financial assistance, we have made the following community outreach efforts:

- The Statement of Nondiscrimination will be located on the Rolling Plains Management Corporation's website for review.
- All Rolling Plains Management Corporation Board meetings are open to the public and follow the Open Meetings Act as amended.
- Satisfaction surveys will be provided to program participants on a regular basis. The results of these surveys will be reviewed by the Executive Director and the Rolling Plains Management Corporation Board
- Client complaints are forwarded to the director for review and investigation.
- Rolling Plains Management Corporation has available on at the central office and other sites Spanish speaking individuals who can assist those persons either with information relative to all programs or with lodging complaints or concerns.

**Rolling Plains Management Corporation
Statement of Nondiscrimination
POLICIES AND PROCEDURES**

**Appendix A
Acknowledgement of Receipt of Statement of Nondiscrimination**

I hereby acknowledge the receipt of the Rolling Plains Management Corporation– Statement of Nondiscrimination. I have read the policies and procedures and am committed to ensuring that no person is excluded from participation in, or denied the benefits of services from agency programs or activities receiving Federal financial assistance on the basis of race, color, national origin, religion, sex, disability, age, marital status, sexual orientation, family/parental status, political affiliation or belief, and receipt of services from a public assistance program (as applicable).

Your signature

Print your name

Date

**Rolling Plains Management Corporation
Statement of Nondiscrimination
POLICIES AND PROCEDURES**

Appendix B

DISCRIMINATION COMPLAINT FORM

If you feel you have been discriminated against under Title VI of the 1964 Civil Rights Act or have not been provided equal opportunity due to other unlawful discrimination, please provide the following information in order to assist us in processing your complaint and send it to:

Debra K. Thomas, Executive Director
Rolling Plains Management Corporation
119 N. First, P. O. Box 490
Crowell, Texas 79227

Please print clearly:

Name: _____

Address: _____

City, State, Zip Code: _____

E-mail address (if you have one): _____

Telephone Number: _____ (home) _____ (cell) _____ (other)

Best time of day to reach you: _____

Name(s) of person(s) who you believe discriminated against you: _____

It is a violation of the law to discriminate against you based on the following protected classes: race, color, national origin, religion, sex, disability, age, marital status, sexual orientation, family/parental status, income derived from a public assistance program, and political beliefs. (Not all bases apply to all programs) Reprisal is prohibited based on prior civil rights activity.

Please list which protected class was the cause of your alleged discrimination: _____

Please name the Rolling Plains Management Corporation program you applied for: _____

**Rolling Plains Management Corporation
Statement of Nondiscrimination
POLICIES AND PROCEDURES**

Appendix B

DISCRIMINATION COMPLAINT FORM

What was the date of the alleged discrimination? _____

Where did the alleged discrimination take place? _____

Please describe the circumstances as you saw it: _____

Please list any and all witnesses' names and phone numbers:

How would you like to see this complaint resolved?

Please date and sign this form:

Your signature

Print your name

Date

This Form will be available in English and in any other language(s) spoken by LEP populations that meet the Safe Harbor threshold

**Rolling Plains Management Corporation
Statement of Nondiscrimination
POLICIES AND PROCEDURES**

Appendix C

Rolling Plains Management Corporation SHARP Lines Rural Public Transportation Title VI Complaint Form					
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

**Rolling Plains Management Corporation
Statement of Nondiscrimination
POLICIES AND PROCEDURES**

**APPENDIX D
Letter Acknowledging Receipt of Complaint**

Today's Date

Ms. Jo Doe
1234 Main St.
Anytown, Texas 77222

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against Rolling Plains Management Corporation 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 telephoning (800) 633-0852, or write to me at this address.

Sincerely,

Debra K. Thomas
Executive Director

**Rolling Plains Management Corporation
Statement of Nondiscrimination
POLICIES AND PROCEDURES**

APPENDIX E

**Letter of Finding (LOF) Notifying Complainant that the Complaint Is
Substantiated**

Today's Date

Ms. Jo Doe
1234 Main St.
Anytown, Texas 77222

Dear Ms. Doe:

This letter will be drafted as advised by Rolling Plains Management Corporation's legal counsel.

Sincerely,

Debra K. Thomas
Executive Director

**Rolling Plains Management Corporation
Statement of Nondiscrimination
POLICIES AND PROCEDURES**

APPENDIX F

**Closure Letter Notifying Complainant that the Complaint Is Not
Substantiated**

Today's Date

Ms. Jo Doe
1234 Main St.
Clarksville, Tennessee 37040

Dear Ms. Doe:

The matter referenced in your complaint of _____ (date) against Rolling Plains Management Corporation, alleging _____ has been investigated.

The results of the investigation did not indicate that the provisions of [*identify the Federal Act or provision under which the alleged violation falls ie, Title VI of the Civil Rights Act of 1964*] had in fact been violated. As you know, [*identify the appropriate Federal or provision, ie, Title VI*] prohibits discrimination based on [*list the covered class, ie, race, color, or national origin*] in any program receiving federal financial assistance.

Rolling Plains Management Corporation has analyzed the materials and facts pertaining to your case for evidence of the agency's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files.

You have the right to 1) appeal within seven calendar days of receipt of this final written decision from Rolling Plains Management Corporation, and/or 2) file a complaint externally with the [*appropriate authority ie, U.S. Department of Transportation and/or 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,

Debra K. Thomas
Executive Director

**Rolling Plains Management Corporation
Statement of Nondiscrimination
POLICIES AND PROCEDURES**

APPENDIX G

Narrative to be included in posters to be at All Rolling Plains Management Corporation Facilities

NOTICE OF NON DISCRIMINATION

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" (42 U.S.C. Section 2000d).

If you feel you are being denied participation in or being denied benefits of services provided by Rolling Plains Management Corporation, or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, our contact information is:

Debra K. Thomas, Executive Director
Rolling Plains Management Corporation
119 N. First, P. O. Box 490
Crowell, Texas 79227
(940) 684-1571
debra.thomas@rollingplains.org

Additional information in regard to Rolling Plains Management Corporation's Statement of Nondiscrimination can be obtained at its website at rollingplains.org.

This statement shall be stated in English and in any other language(s) spoken by LEP populations that meet the Safe Harbor threshold

**Rolling Plains Management Corporation
Statement of Nondiscrimination
POLICIES AND PROCEDURES**

APPENDIX H

Narrative to be included in posters to be at All Rolling Plains Management Corporation Facilities providing transit services through SHARP Lines Rural Public Transportation

Notifying the Public of Rights Under Title VI

**Rolling Plains Management Corporation
dba SHARP Lines Rural Public Transportation**

- ✓ The Rolling Plains Management Corporation dba SHARP Lines Rural Public Transportation 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 Rolling Plains Management Corporation.
- ✓ For more information on the Rolling Plains Management Corporation's civil rights program, the procedures to file a complaint, or to file a complaint contact (800)633-0852, email title.vi.complaint@rollingplains.org ; or visit our administrative office at 118 North 1st Street, Crowell, Texas 79227. For more information, visit www.rollingplains.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 (800)633-0852.

**Rolling Plains Management Corporation
Statement of Nondiscrimination
POLICIES AND PROCEDURES**

**Notificación al Público de los Derechos Garantizados por Título
VI**

**Rolling Plains Management Corporation
dba(haciendo negocios como) SHARP Lines Rural
Public Transportation**

- ✓ Rolling Plains Management Corporation dba (haciendo negocios como) SHARP Lines Rural Public Transportation 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 V, puede presentar una queja con el Rolling Plains Management Corporation.

- ✓ Para más información sobre el programa de derechos civiles de Rolling Plains Management Corporation, los procedimientos para presentar una queja o presentar una queja con (800)633-0852, por correo electrónico title.vi.complaint@rollingplains.org ; o visite nuestra oficina administrativa en 118 North 1st Street, Crowell, Texas 79227. Para mas información, visite www.rollingplains.org.

- ✓ Puede también presentar una queja directamente con:

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

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

- ✓ Si necesita información en otro idioma, comuníquese con 1-800-633-0852.

This statement shall be stated in English and in any other language(s) spoken by LEP populations that meet the Safe Harbor threshold