

# Community Options, Inc.

## TITLE VI Plan

Date Adopted: April 1, 2025

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## **A. PROGRAM DESCRIPTION AND SERVICES**

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."

Subrecipients of public transportation funding from the Federal Transit Administration (FTA), are required to develop policies, programs, and practices that ensure that federal and state transit dollars are used in a manner that is nondiscriminatory. Community Options, Inc. is a subrecipient of FTA financial assistance through a grant from Texas Department of Transportation. This Title VI plan details how Community Options, Inc. incorporates nondiscrimination policies and practices in providing transit services to the ridership we serve.

Community Options, Inc. provides transportation for program clients. Service is operated to and from day programs as well as for activity trips mid-day. In addition, the residential facilities provide transportation to clients for medical, social, and recreational trips.

## **B. Community Options, Inc. TITLE VI PLAN**

As a subrecipient to the Texas Department of Transportation receiving Federal Transit Administration Section 5310 funds, Community Options, Inc. Title VI plan shall comply with Title VI of the Civil Rights Act of 1964 as presented with the following elements:

- ✓ Title VI Notice to the Public, including a list of locations where the notice is posted
- ✓ Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)
- ✓ Title VI Complaint Form
- ✓ List of transit-related Title VI investigations, complaints, and lawsuits
- ✓ Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Program submission
- ✓ Language Assistance Plan for providing language assistance to persons with limited English proficiency
- ✓ A table depicting the membership of transit related non-elected committees and councils, the membership of which is selected by the subrecipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees
- ✓ A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program.

Community Options, Inc. shall update its Title VI plan every three years and present the updated plan to Texas Department of Transportation for their review and approval.

## **B1. Community Options, Inc. TITLE VI Policy**

Community Options, Inc. commits to comply with Title VI of the Civil Rights Act of 1964 that prohibits discrimination based on 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" (Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d et seq.). This requirement is included in the agreement between Community Options, Inc. and Texas Department of Transportation and third-party contractors.

For more information on Community Options, Inc.'s Title VI program contact:

### **Title VI Coordinator**

Community Options, Inc.  
Executive Director  
2632 Broadway, Ste 101-N  
San Antonio, TX 78215  
Phone (210) 212-4969  
Delma.Macias@comop.org

## **B2. Title VI Public Notice**

The Community Options, Inc.'s Notice to the Public is posted in the following locations:

- Agency website at: [www.comop.org](http://www.comop.org)
- Public areas of the agency office (name of office or address. Public areas means common area, public meeting rooms, etc.)
- Inside transit vehicles

A sample of the notice posted is shown on the next page.

Community Options, Inc. operates its programs and services without regard to race, color, and national origin, in accordance with Title VI of the Civil Rights Act of 1964. Community Options, Inc. also operates its programs and services to accommodate persons with disabilities under the Americans with Disabilities Act of 1990. Any person who believes they are subject to discrimination based on race, color, national origin or disability may file a complaint with Community Options, Inc..

For information on Community Options, Inc.'s Title VI policy or to obtain the Title VI complaint form and procedures visit our website at [www.comop.org](http://www.comop.org) Or contact:

**Title VI Coordinator**  
Community Options, Inc.  
2632 Broadway, Ste 101-N  
San Antonio, TX 78215  
Phone (210) 212-4969  
[Delma.Macias@comop.org](mailto:Delma.Macias@comop.org)

A complainant may also file a complaint directly with Texas Department of Transportation on its Civil Rights website at [CivilRights@txdot.gov](mailto:CivilRights@txdot.gov)

A complaint can also be filed directly with the 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

For information in another language, please contact the Title VI Coordinator.

Si necesita información en otra idioma, por favor contacto (210) 212-4969.

### B3. Title VI Complaint Procedures and Complaint Form

The Community Options, Inc.'s Title VI Complaint Procedure is available in the following locations:

- Agency website at: [www.comop.org](http://www.comop.org)
- Hard copy in the central office
- In client intake materials
- Other

Anyone who believes they have been discriminated against on the basis of race, color, or national origin, may file a complaint by completing and submitting the Title VI Complaint Form (contained in *Appendix B*) to the address below.

Community Options, Inc.  
Title VI/ADA Coordinator  
2632 Broadway, Ste 101-N  
San Antonio, TX 78215  
Phone (210) 212-4969  
[Delma.Macias@comop.org](mailto:Delma.Macias@comop.org)

The complaint form is not required to file a complaint. The complainant may submit any written report as a complaint notice. Community Options, Inc. will make reasonable modifications and take information verbally if the complainant requires this accommodation.

The Community Options, Inc. investigates complaints received no more than 180 days after the alleged incident. Once the complaint is received, the Community Options, Inc. will follow the steps below:

1. Acknowledge receipt of the complaint within 10 days (*Appendix C*)
2. Determine if the Community Options, Inc. has jurisdiction to investigate the complaint.
3. Plan to complete the investigation within 45 days.
4. Schedule an interview, if deemed necessary.
5. Determine if other public or private entities are or should be involved.
6. Determine if additional information is needed. Complainant has 15 days to provide the additional information.
7. If the Community Options, Inc. is not contacted by the complainant or does not receive the additional information within 15 days, the case can be administratively closed. Additionally, a case can be administratively closed if the complainant no longer wishes to pursue the case.
8. Determine if meetings with the affected party or other interested parties are needed.

After the investigative process has been completed, the Community Options, Inc. will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF).

1. A **closure letter** summarizing the allegations and stating that there was no Title VI violation and that the case will be closed. (*Appendix D*)
2. A **letter of finding (LOF)** summarizing the allegations and the interviews regarding the alleged incident, and explaining whether any disciplinary action, additional training of the staff member, or other action will occur. (*Appendix E*)

If the complainant wishes to appeal the decision, the complainant must submit the appeal within 21 days after the date of the closure letter or the LOF.

Filing complaints with Community Options, Inc. enables the agency to properly investigate the complaint. A person may also file a complaint directly with:

- Texas Department of Transportation  
ATTN: Civil Rights Division  
125 E. 11th Street  
Austin, TX 78701
- 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, please contact Community Options, Inc. at (210) 212-4969.

*Si se necesita informacion en otro idioma por favor contacto, (210) 212-4969.*

## B4. Transit Related Title VI Complaints, Investigations and Lawsuits

The Community Options, Inc. maintains a log of all Title VI complaints, investigations, and lawsuits pertaining to its transit-related activities since the last Title VI plan update. (Do not include the complainant name. A case number is preferable.)

**Reporting Period:**    **2026 (year 1)**

**2027 (year 2)**

**2028 (year 3)**

**Check One:**

There have been no investigations, complaints and/or lawsuits filed against Community Options, Inc. during the reporting period.

There have been investigations, complaints and/or lawsuits filed against Community Options, Inc.. *See list below.*

	<b>Date</b> (Month, Day, Year)	<b>Summary</b> (include basis of complaint: race, color, national origin)	<b>Status</b> (open/closed)	<b>Disposition</b> (finding/no finding)
<b>Complaints</b>				
1.				
2.				
3.				
<b>Investigations</b>				
1.				
2.				
3.				
<b>Lawsuit</b>				
1.				
2.				
3.				

## B5. Public Involvement Process

### ***Strategies and Desired Outcomes***

This section describes how Community Options, Inc. will disseminate vital agency information and engage the public in the decision-making process. We will seek out and consider the input and needs of interested parties and groups traditionally underserved by transportation systems. These groups may face challenges accessing our services, such as minority and limited English proficient (LEP) persons. Underlying these efforts is our commitment to determining the most effective public involvement methods for a given project or population.

Community Options, Inc. primarily serves only clients that have been determined to be eligible for our transit service by **Texas Health & Human Services** (Funder). The Funder, as a recipient of federal financial assistance, must comply with all Title VI requirements in the development and delivery of their programs. Community Options, Inc. serves all individuals who are determined by the Funder to be eligible for services, without regard to race, color, or national origin and low-income status.

### ***Public Outreach Activities***

Community Options, Inc.'s program decision-making public involvement is limited to the population that meets the eligibility criteria set by **Texas Health & Human Services** (Funder). The Funder is the lead agency for public involvement in the decision-making process with the goal of offering minority and low-income individuals the opportunity to comment on the benefits of the program services being provided with federal financial assistance. The Funder outreach consists of relationship building with agencies and stakeholders that provide services to minority, low income and LEP communities

Community Options, Inc. assists **Texas Health & Human Services** during open-house events and the enrollment period as well as promoting the **Texas Health & Human Services**'s public involvement campaign to a diverse community. Members of the public who request notices and or handouts in a language other than English will be referred to staff who can provide interpretation assistance or to the Funder for assistance.

## **Summary on Public Involvement Activity**

Since the last Title VI plan update, Community Options, Inc. conducted the following public involvement outreach (emails, website posting, media outlets, in-person, virtual) sessions:

Not applicable; Community Options, Inc. is a closed-door service provider.

## **B6. Language Assistance Plan**

### **Language Assistance Plan Components**

Limited English Proficient (LEP) persons are people for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. To comply with the FTA Title VI requirement on nondiscrimination based on national origin, as it affects limited English proficient persons, Community Options, Inc. will take reasonable steps to ensure meaningful access to our programs and activities by LEP persons. The Community Options, Inc.'s Language Assistance Plan considers the following factors:

1. A number or proportion of the LEP population(s) specifically served or that could be served by Community Options, Inc. transit service.
2. The frequency with which LEP persons come into contact with Community Options, Inc..
3. The nature and importance of Community Options, Inc. transit services to LEP population(s).
4. The resources available for LEP outreach and how employees are trained to provide language assistance to LEP persons.

### **LEP Four Factor Analysis**

To determine what the specific languages are spoken in our transit service area and to determine what language services are appropriate for the LEP population, the Community Options, Inc. has conducted a Four Factor Analysis<sup>1</sup>: (1) Demography, (2) Frequency, (3) Importance, and (4) Resources and costs.

**Factor 1–Demography** | Number or proportion of the LEP population(s), specifically served or could be served by Community Options, Inc. transit service.

The first step to considering the development of a Language Assistance Plan is to examine our transit services and our experiences with LEP individuals, who specifically use our transit services and determine the breadth and scope of the LEP preferred language services that were needed in providing the specific transit services.

Community Options, Inc. clients and potential clients are individuals certified by the **Texas Health & Human Services (HSS)** as eligible for services. Our day-to-day clients are pre-assigned by HSS. The clients have developmental disabilities, including intellectual disabilities, cerebral palsy, Down syndrome, autism spectrum disorders, Prader-Willi syndrome and

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<sup>1</sup> DOT LEP guidance <https://www.transportation.gov/civil-rights/civil-rights-awareness-enforcement/dots-lep-guidance>

other neurological impairments. The HSS assesses the client's language communication ability and communicates their assessment to Community Options, Inc.. Since the last Title VI plan update, Community Options, Inc. has not had to provide a transit service to our client in another language.

**Factor 2–Frequency** | Frequency with which LEP people come in contact with Community Options, Inc.

Community Options, Inc.'s day-to-day clients are pre-assigned by HSS. The clients have developmental disabilities, including intellectual disabilities, cerebral palsy, Down syndrome, autism spectrum disorders, Prader-Willi syndrome and other neurological impairments. The HSS assesses the client's language communication ability and communicates their assessments to Community Options, Inc.. During the intake process, Community Options, Inc. is able to identify non-English speaking parents or guardians of our clients with whom we have frequent contact; and therefore, have staff available to provide oral interpretation. Since the last Title VI plan update, Community Options, Inc. has not had to provide a transit service to our client in another language.

**Factor 3–Importance** | Importance of the service to clients who need language assistance

The Community Options, Inc.'s services are critical to the lives of its clients and the services support the parents and guardians. The Community Options, Inc. has taken positive steps at the intake process to identify non-English speaking clients and their parents or guardians with whom we have regular contact. Therefore, the Community Options, Inc. has staff available to provide oral interpretation as needed thus ensuring the importance of our client services be communicated to all clients, parents and guardians in a language other than English. Since the last Title VI plan update, Community Options, Inc. has not had to provide our client and the client's parent or guardian with assistance in another language.

**Factor 4 Resources and Costs** | Resources available and employee training

During new employee orientation, Community Options, Inc. provides the principles on Title VI and language assistance with an emphasis that the client's parents and guardians are protected under Title VI and LEP. Our employees obtain language assistance training to continue to meet the needs of our clientele and the LEP individual. Community Options, Inc. has adequate resources to provide employee training. Oral interpretation for the client's parent or guardian is provided at no cost to the client.

***Implementing the Language Assistance Plan***

As a result of the four-factor analysis, a Language Assistance Plan is not required. However, reasonable attempts will be made to accommodate any persons encountered who require written translation or oral interpretation services. The Language Assistance Plan will be monitored annually for any language assistance change. If no change occurs, the Language Assistance Program will at a minimum be updated during the Title VI plan update.

## B7. Minority Representation on Advisory Boards

Community Options, Inc. has no transit-related, non-elected committees or advisory councils.

### ***Efforts to Encourage Minority Representation on Boards and Committees***

The Community Options, Inc. understands diverse representation on committees, councils and boards results in sound policy reflective of its entire service area. As such, the Community Options, Inc. encourages participation of all its clientele/patrons and interested parties on boards, committees or councils.

As vacancies on boards, committees, and councils become available, the Community Options, Inc. will make efforts to encourage and promote diversity with active participation of clientele/patrons, community organizations and interested parties. Community Options, Inc. contacts advocates of the minority community, such as organizations that serve minority communities and leaders to garner interest in participating on boards, committees or councils.

## B8. Recordkeeping and Reporting

Community Options, Inc. maintains records related to the agency's implementation of Title VI program, including records of the Title VI Plan Board adoption, records of Title VI staff training, public involvement activities, complaints, investigations, language assistance services and other implementation activities.

Community Options, Inc. shall update the Title VI Plan, every three years and submit the plan to the Texas Department of Transportation (TxDOT) for approval.

## B9. Plan and Policy Review

The Title VI policy will be disseminated to employees through new employee orientation and periodic email messages. The Community Options, Inc. will review its Title VI Plan at least once every three years to determine if modifications are necessary. Community Options, Inc. [directly operates services (and will review implementation annually to ensure compliance with Title VI Plan requirements. The agency's review includes verifying that all employees have received ongoing updates, training, and a copy of the Title VI policies and that all postings are in place and in good condition.

### ***Title VI Plan Monitoring – Activity Log***

<b>Date</b>	<b>Activity (Review-Update- Addendum- Adoption- Distribution)</b>	<b>Person Responsible</b>	<b>Remarks</b>
MONTH XX, 20XX	Adopted and distributed	Name	Verified intake materials, postings. Verified all employees received Title VI training and copies of Title VI policy.
MONTH XX, 20XX	Annual review of implementation	Name	Verified all new employees received training and copies of Title VI

Date	Activity (Review-Update- Addendum- Adoption- Distribution)	Person Responsible	Remarks
			policy. Verified intake materials and postings.
MONTH XX, 20XX	Annual review of implementation	Name	Verified all new employees received training and copies of Title VI policy. Verified intake materials and postings.
MONTH XX, 20XX	Updated plan, adopted and distributed	Name	Verified all employees received training and copies of Title VI policy. Verified intake materials, postings

**Program Monitoring**

Community Options, Inc. will monitor the effectiveness of the Title VI program through the feedback from clientele, employees, general public and other agencies (TxDOT, FTA). Community Options, Inc. seeks opportunities to continuously improve its Title VI plan, public participation outreach efforts and providing meaningful access of our services to LEP individuals.

**B10. Facility Location Equity Analysis**

As a subrecipient of federal funds, Community Options, Inc. understands we are required to conduct a Title VI equity analysis when planning to construct, expand, or purchase a facility. A facility includes storage facilities, maintenance facilities, and operations centers, but it does not include bus shelters, transit stations, or power substations. The equity analysis requirement applies even to facilities that do not receive direct federal funding (as long as Community Options, Inc. receives federal financial assistance, Title VI requirements apply to all programs and activities). The equity analysis compares the equity impacts of various siting alternatives and must occur during the planning phase, prior to the selection of the preferred site, and must include the following:

1. A description of the outreach to persons potentially impacted.
2. A comparison of equity impacts of various sitting alternatives.
3. An analysis about whether a disparate impact occurs on the basis of race, color or national origin (including potential cumulative adverse impacts from other facilities with similar impacts in the area) because of the location and construction of a facility. (If there is a disparate impact, the construction of the facility may only occur if there is a substantial legitimate justification, there are no alternative locations that would have a less disparate impact, and it is not a pretext for discrimination).

For any new facility construction, expansion, or acquisition, Community Options, Inc. will work with TxDOT to ensure that the equity analysis is completed and submitted to TxDOT. The equity analysis will be provided upon request to TxDOT, FTA and during the triennial review.

The below is intended to provide direction to the reader as to whether Community Options, Inc. was required to, completed, and included a Title VI equity analysis with this Title VI Plan update.

Did Community Options, Inc. construct, expand or acquired a facility in the past three years?

- No.** Community Options, Inc. has not constructed, expanded or acquired a facility.
- Yes.** Community Options, Inc. did (construct, expand, acquire) a facility and completed a Title VI equity analysis to compare the equity impacts of various siting alternatives.

Does Community Options, Inc. plan to construct, expand or acquire a facility in the next three years? (*check the box next to the appropriate response below*)

- No.** Community Options, Inc. does not plan to construct, expand or acquire a facility.
- Yes.** Community Options, Inc. plans to (construct, expand or acquire) a facility.

If yes, was a Title VI equity analysis completed?

- Yes.** A Title VI equity analysis was completed. A copy of the analysis is included as **Appendix X**.
- No.** A Title VI equity analysis was not completed.

If no, when will the Title VI equity analysis be completed?

## **C. LIST OF APPENDICES**

- A. Documentation of Board Approval
- B. Title VI Complaint Form
- C. Letter Acknowledging Receipt of Title VI Complaint
- D. Title VI Complaint Letter of Closure
- E. Title VI Complaint Letter of Finding
- F. Title VI Notice to the Public

# **APPENDIX A: Documentation of Board Approval**

Community Options, Inc. Title VI Plan Board Approval

On behalf of the Community Options, Inc. Board of Directors, we the Board have reviewed and adopted the Community Options, Inc. Title VI plan. We the Board are committed to ensuring that all decisions are made in accordance with the adopted Title VI plan, to that end no person is excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination under any Community Options, Inc. services and activities based on race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964 and Federal Transit law under Title 49 Part 21.

**Effective:** INSERT DATE

**Adopted:** INSERT DATE

**Adopted By:** NAME OF BOARD OR APPROPRIATE GOVERNING ENTITY OR OFFICIALS

**Revised:** INSERT DATE IF APPLICABLE

**Adopted By:** NAME OF BOARD OR APPROPRIATE GOVERNING ENTITY OR OFFICIALS

## **APPENDIX B: Title VI Complaint Form**

## Community Options, Inc. Title VI and ADA Complaint Form

Section I:			
Your Name:			
Address:			
Telephone (Home):		Telephone (Work/Mobile):	
Email Address:			
Accessible Format Requirements?	Large Print		Audio Tape
	TDD		Other
Section II:			
Are you filing this complaint on your own behalf?		Yes*	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.		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 <input type="checkbox"/> Disability			
Date of Alleged Discrimination (Month, Day, Year): _____			
Agency name complaint is against: _____			
Location of where the alleged discrimination occurred:- _____			
<b>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 attach additional pages.</b>			
_____			
_____			
_____			
_____			
_____			
_____			

**Section IV**

**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 Court:** \_\_\_\_\_

**State Agency:** \_\_\_\_\_

**Local Agency:** \_\_\_\_\_

**Provide information for the contact person at the agency/court where the complaint was filed.**

**Name and Title:**

**Agency:**

**Address:**

**Telephone:**

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

**Signature and date required below.**

\_\_\_\_\_

\_\_\_\_\_

**Signature**

**Date**

**Please submit this form by mail, email or in person to the address below.**

Community Options, Inc.  
Title VI/ADA Coordinator  
2632 Broadway, Ste 101-N  
San Antonio, TX 78215  
[Delma.Macias@comop.org](mailto:Delma.Macias@comop.org)

*This complaint may also be filed directly with the Texas Department of Transportation ATTN: Civil Rights Division, 125 E. 11th Street, Austin, TX 78701, (512) 416-4700 [CivilRights@txdot.gov](mailto:CivilRights@txdot.gov) or the 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.*

## **APPENDIX C: Letter Acknowledging Receipt of Complaint**

Date

Name

Address

City, State Zip

Dear Name:

This letter is to acknowledge receipt of your Title VI complaint against Community Options, Inc. 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 contacting our office at (210) 212-4969 or write to:

Community Options, Inc.,  
2632 Broadway, Ste 101-N  
San Antonio, TX 78215  
Phone (210) 212-4969  
Delma.Macias@comop.org

Sincerely,

Delma Macias

Title VI/ADA Coordinator  
2632 Broadway, Ste 101-N  
San Antonio, TX 78215  
Phone (210) 212-4969

## **APPENDIX D: Title VI Complaint Letter of Closure**

Date

Name

Address

City, State Zip

Dear Name:

The matter referenced in your Title VI complaint dated \_\_\_\_\_ against  
Community Options, Inc. alleging \_\_\_\_\_

has been investigated. The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964, had in fact been violated. As you know Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance.

Community Options, Inc. has analyzed the materials and facts pertaining to your case. There was no evidence identified that a violation of your Title VI rights were denied. I therefore advise you that your complaint was not substantiated and that I am closing the matter in our files.

You have the right to 1) provide additional information to this office for reconsideration of your complaint within seven (7) calendar days of receipt of this final written decision and/or 2) file a complaint externally with 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,

Delma Macias

Title VI/ADA Coordinator  
2632 Broadway, Ste 101-N  
San Antonio, TX 78215  
Phone (210) 212-4969

## **APPENDIX E: Title VI Complaint Letter of Finding**

Date

Name

Address

City, State Zip

Dear Name:

The matter referenced in your letter dated \_\_\_\_\_ against Community Options, Inc. alleging Title VI violation has been investigated. The investigation determined non-compliance by Community Options, Inc. in administering the Title VI obligations of nondiscrimination in the programs and services we administer. Immediate efforts are underway to correct the findings.

Thank you for bringing this important matter to our attention. You were extremely helpful during our review of the program to correct our implementation of the Title VI Program. If I can be of assistance to you in the future, do not hesitate to call me at \_\_\_\_\_.

Sincerely,

Delma Macias

Title VI/ADA Coordinator  
2632 Broadway, Ste 101-N  
San Antonio, TX 78215  
Phone (210) 212-4969

# APPENDIX F: Title VI Notice to the Public

## Notifying the Public of Rights under Title VI and the ADA

### Community Options, Inc.

The **Community Options, Inc.** operates its programs and services without regard to race, color, and national origin, in accordance with Title VI of the Civil Rights Act of 1964, and for persons with disabilities under the Americans with Disabilities Act of 1990. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI or the ADA may file a complaint with the **Community Options, Inc.**.

For more information on the **Community Options, Inc.**'s program, and the obligations and procedures to file a complaint, contact (210) 212-4969; email [Delma.Macias@comop.org](mailto:Delma.Macias@comop.org); or visit our office at **Community Options, Inc.**, 2632 Broadway, Ste 101-N, San Antonio, TX 78215. For more information on how to contact **Community Options, Inc.** to find out about Title VI, visit [www.comop.org](http://www.comop.org).

A complainant may file a complaint directly with **Community Options, Inc.** TITLE VI Coordinator by following the **Community Options, Inc.** complaint procedures also found on the agency's website. A complaint can also be filed with the Texas Department of Transportation on its Civil Rights website at <https://www.txdot.gov/about/programs/civil-rights.html>. Finally, a complaint can be filed directly with the 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 (210) 212-4969.

*Si necesita información en otra idioma, por favor contacto (210) 212-4969.*