



St. John of God Community Services

Early Intervention | Here We Grow Learning Center | Archbishop Damiano School | Vocational Rehabilitation & Adult Services

Title VI Notice to Beneficiaries

St. John of God Community Service's policy is to ensure that no person shall on the grounds of race, color and national origin be excluded from the participation in, be denied the benefits of, or otherwise be subjected to discrimination under any of our programs.

St. John of God Community Services also does not exclude or discriminate against individuals on the basis of sex, age, or disability even though these classes are not included in Title VI.

NOTE WELL: Service animals and portable oxygen devices are permitted for customers with disabilities.

St. John of God Community Services hereby gives public notice that it is the policy of the ALPS Program including program participant transportation to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987 and related statutes and regulations in its program and activities. **Transportation partially funded through FTA and NJ Transit.**

Any person in the ALPS Program who believes they have been subject to unlawful discriminatory practices under Title VI has the right to file a formal complaint. Any such complaint must be filed in writing or in person with the Program Administrator, Dr. Jerry Knast, St. John of God Community Services, 1145 Delsea Drive, Westville Grove, NJ 08093. Title VI Complaint Form may be found on our website (www.sjogcs.org) under Adult Day Services and ALPS. This information is also posted on our ALPS program transit vehicles, in our agency's reception area, and in ALPS Program classrooms.

A complaint may also be filed directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If you need assistance or an accommodation with any of St. John of God Community Services, please call (856) 848-4700 ext. 1112 or send an email to jknast@sjogcs.org.

If information is needed in another language, contact (856) 848-4700 ext. 1112.

1145 Delsea Drive, Westville Grove, NJ 08093

www.sjogcs.org | 856-848-4700 (Main Telephone) | 856-384-1512 (General Fax) | 856-848-3965 (School Fax)

The Hospitaller Order of St. John of God is an international nonprofit with services in over 50 countries worldwide.

St. John of God Community Services' ALPS Program Commitment to Civil Rights - Title VI

St. John of God Community Services' ALPS program is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.

St. John of God Community Services' ALPS Program transportation objective is as follows:

- Ensure that the level and quality of transportation service is provided without regard to race, color or national origin
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations
- Promote the full and fair participation of all affected populations in transportation decision making
- Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations and
- Ensure meaningful access to programs and activities by persons with limited English proficiency (LEP).
- The Executive Director, senior management and ALPS supervisors and drivers share the responsibility for carrying out the ALPS Program commitment to Title VI in transportation matters. The ALPS Program Administrator is responsible for the day-to-day operation of the program, and receives and investigates Title VI complaints that come through the complaint procedures process as described in the next section.

St. John of God Community Services' ALPS Program Title VI Complaint Procedures concerning Transportation

Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with the ALPS Program Administrator within 180 days from the date of the alleged discrimination.

Filing a Complaint

By Mail: Complaints may be filed with the ALPS Program Administrator in writing and should be addressed as follows:

Dr. Jerome Knast
ALPS Program Administrator
St. John of God Community Services
1145 Delsea Drive
Westville Grove, NJ 08093

St. John of God Community Services will provide appropriate assistance to complaints who are limited in their ability to communicate in English.

What Happens to My Title VI Complaint Sent to St. John of God Community Services' ALPS Program?

Once a complaint is received, the Program Administrator will assign a staff person outside of the alleged incident to gather the facts of the situation. In instances where additional information is needed, the staff person assigned will contact the complainant. Failure of the complainant to provide the requested information by a certain date may result in the administrative closure of the complaint or a delay in complaint resolution.

Based upon receipt of all the information required, the ALPS Program Administrator will review Title VI complaint and supportive materials received, and will make a final determination and approve the final response to the complainant.

St. John of God Community Services' ALPS Program will use its best efforts to respond to a Title VI complaint within 90 calendar days of its receipt of such complaint.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

St. John of God Community Services' ALPS Program
Title VI Complaint Concerning Transportation Form

Date of Incident:

Name of Complainant:

Complainant's Address:

City, State, Zip:

Primary Phone Number:

Alternate Phone Number:

Email Address:

Please list person(s) discriminated against (if someone other than above listed complainant):

Name of Complainant:

Complainant's Address:

City, State, Zip:

Please check which of the following best describes the basis of the alleged discrimination?

- Race
- Color
- National Origin
- Limited English Proficiency (LEP)

Description of the alleged discrimination incident. Please provide as much detail as possible, including names and titles (if known) of any ALPS employees involved. Explain what happened, to whom, and who you believe was responsible:

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Title VI Complaint Concerning Transportation Form
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Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? Check all that apply.

- Federal Agency
- Federal Court
- State Agency
- State Court
- Local Agency

NOTE WELL: A complaint may also be filed directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue, S.E. Washington, DC 20590.

If you have checked above, please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Address:

City/State/Zip Code:

Telephone Number (Home):

Telephone Number (Work):

Email Address:

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

Signature: _____ Date: _____

Attachments:

- Yes
- No

Please submit to Agency:

St. John of God Community Services
1145 Delsea Drive
Westville Grove, NJ 08093
ATTN: Dr. Jerry Knast, Program Administrator