

Cardinal Hayes Home for Children

Title VI Plan for Closed-Door Services

Updated: April 23, 2026

Date Adopted: May 27, 2026

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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. Cardinal Hayes Home for Children (CHHC) is a subrecipient of FTA financial assistance through a grant from NYSDOT. This Title VI plan details how CHHC incorporates nondiscrimination policies and practices in providing transit services to the ridership we serve.

CHHC is a nonprofit that receives FTA Section 5310 funding through NYSDOT to provide closed-door transit services to only individuals who are certified by the New York State Office for People with Developmental Disabilities (OPWDD). CHHC operates from 24 Hours Monday-Sunday. 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. CHHC is located at 60 St. Joseph Drive, Millbrook, NY 12545. CHHC has been serving OPWDD clientele since 1982; transportation is covered by OPWDD funding (clients do not pay fares).

B. CARDINAL HAYES HOME FOR CHILDREN TITLE VI PLAN

As a subrecipient to NYSDOT receiving Federal Transit Administration Section 5310 funds, **Cardinal Hayes Home for Children's** 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. (Board approval is not required if the subrecipient does not have a Board.)

The CHHC shall update its Title VI plan every three years and present the updated plan to NYSDOT for their review and approval.

B1. Cardinal Hayes Home for Children TITLE VI Policy

The CHHC 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 Section 5310 agreement between CHHC and NYSDOT and any related agreements the agency may have with third-party contractors.

For more information on CHHC's Title VI program contact:

Title VI Coordinator

Maria Johnson-Moise

60 St. Joseph Drive

P.O. Box CH

Millbrook, New York 12545

Phone (845) 677-6363

mjohnsonmoise@cardinalhayeshome.org

B2. Title VI Public Notice

The CHHC's Notice to the Public is shown in Appendix 6 and posted in the following locations:

- Agency website at: www.Cardinalhayeshome.org
- Public areas of the agency office (Main Reception Area in Administration Building, Human Resources)
- Inside transit vehicles

B3. Title VI Complaint Procedures and Complaint Form

The CHHC's Title VI Complaint Procedure is available in the following locations:

- Agency website at: www.cardinalhayeshome.org
- Hard copy can be obtained from CHHC Title VI Coordinator
- In client intake materials
- Other (*Shall be provided to all employees annually via the Relias Training Software*)

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 2*) to the address below.

Cardinal Hayes Home for Children
Title VI Coordinator
Maria Johnson-Moise
60 St. Joseph Drive
P.O. Box CH
Millbrook, New York 12545
Phone (845) 677-6363

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

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

1. Acknowledge receipt of the complaint within 10 days (*Appendix 3*)
2. Determine if the CHHC 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 additional information.
7. If the CHHC 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 CHHC 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 would be closed. (*Appendix 4*)
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 members, or other action will occur. (*Appendix 5*)

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 CHHC enables the agency to properly investigate the complaint. A person may also file a complaint directly with:

- New York State Department of Transportation
Office of Diversity and Opportunity
50 Wolf Road, 6th Floor
Albany, NY 12232
(518) 457-1129 Fax (518) 549-1273
OCR-TitleVI@dot.ny.gov
- 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 Cardinal Hayes Home for Children at (845) 677-6363.

Si se necesita información en otro idioma, por favor contacto, (845) 677-6363.

B4. Transit Related Title VI Complaints, Investigations and Lawsuits

The CHHC maintains a log of all Title VI complaints, investigations, and lawsuits pertaining to its transit-related activities since the last Title VI plan update.

Reporting Period: 2023

2024

2025

Check One:

- There have been no investigations, complaints and/or lawsuits filed against CHHC during the reporting period.
- There have been investigations, complaints and/or lawsuits filed against CHHC. *See list below.*

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

B5. Public Involvement Process

Strategies and Desired Outcomes

This section describes how CHHC disseminates vital agency information and engages the public in the decision-making process for transportation services. We 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.

CHHC primarily serves only clients that have been determined to be eligible for our transit service by the NYS OPWDD (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. CHHC 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

CHHC's program decision-making public involvement is limited to the population that meets the eligibility criteria set by the **NYS OPWDD** (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 (such as Cardinal Hayes Home for Children, ACCESS-VR, the Justice Center for the Protection of People with Special Needs) that provide services to minority, low income and LEP communities.

CHHC may assist the Funder during open-house events and the enrollment period as well as promoting the Funder'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 the Language Services Associates or the Funder for assistance.

Summary on Public Involvement Activity

CHHC is a closed-door service provider so traditional public involvement activities are not applicable. However, CHHC maintains information on its website and actively works with community organizations regarding its commitment to serve all persons regardless of race, color, or national origin.

B6. Language Assistance Plan

To comply with the FTA Title VI requirement on nondiscrimination based on national origin, as it affects limited English proficient (LEP) persons, CHHC will take reasonable steps to ensure meaningful access to our programs and activities by persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

The Language Assistance Plan for CHHC is based on a Four Factor Analysis that describes the demographic characteristics of our service area, the frequency with which riders use our services, and the importance of our transportation services. These three factors identify the need for language assistance and are balanced with a fourth factor, that of the available resources with which to provide

language assistance to result in an assistance plan to address the identified needs of the LEP population(s) served.

CHHC uses internal records to identify and monitor the language assistance needs of the individuals it serves, as well as their parents, guardians, or authorized representatives, as applicable. This may include preferred spoken language, interpreter needs, other communication supports, and hearing impairments.

Because CHHC serves a defined population, these needs can be reviewed and updated regularly as individuals' circumstances change to help ensure appropriate language assistance is provided when needed.

LEP Four Factor Analysis

To determine what specific languages are spoken in our transit service area and to determine what language services are appropriate for the LEP population, the CHHC has conducted a Four Factor Analysis¹: (1) Demography, (2) Frequency, (3) Importance, and (4) Resources and costs.

1. **Demography**: A number or proportion of the LEP population(s) specifically served or that could be served by CHHC transit service.
2. The **frequency** with which LEP persons come into contact with CHHC.
3. The nature and **importance** of CHHC 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.

Our analysis is based on:

- Internal client registration data for our transportation services.

Factor 1—Demography | Number or proportion of the LEP population(s), specifically served or could be served by CHHC transit service.

We examined our transit services and our experiences with LEP individuals who specifically use our transit services to determine the breadth and scope of the LEP preferred language services that were needed in providing the specific transit services.

CHHC clients and potential clients are primarily older adults and individuals with disabilities. When our clients register for our demand response transportation services, they provide information such as address, emergency contact, and mobility aids used (e.g., canes, walkers, or wheelchairs). As part of the registration process any language assistance needs are identified, along with any impairments which may affect the ability to hear spoken language. The review of our internal client data shows that all of our clients we support and/or their family's primary language for communication is English. For clients and/or their families, the secondary language spoken is either Spanish or Chinese. However, none of our families require assistance to communicate for the primary language of English.

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

Factor 2–Frequency | Frequency with which LEP people come in contact with CHHC

The CHHC day-to-day clients and their parents or guardians are assessed for their ability to understand English. Most of our direct clients have limited verbal communication ability and or have limited verbal language comprehension levels. During the intake process, CHHC is able to identify non-English speaking parents or guardians of our clients with whom we have frequent contact; and therefore, we will use Language Services Associates to provide oral interpretation as needed. Our client parents and guardians speak English very well. Since the last Title VI plan update, CHHC has not had to provide our client or the client’s parent or guardian with assistance in another language.

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

These services are critical to the lives of its clients, enabling them to participate as fully as possible in the community, interact and socialize with others, and carry out the activities of daily living. The services also support the parents and guardians of our clients. The agency 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 CHHC will use Language Services Associates 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.

CHHC’s transportation services are critical to the lives of many of its riders, enabling them to participate as fully as possible in the community, interact and socialize with others, and carry out the activities of daily living.

Therefore, the CHHC we will use OPWDD-Language Services Associates to provide oral interpretation as needed., or provide translation as needed thus ensuring riders, regardless of the language they speak, can access our service.

Since the last Title VI plan update, CHHC has found that our existing language support meets the needs of our clientele.

Factor 4–Resources and Costs | Resources available and costs

To meet the language assistance needs of our CHHC LEP population, CHHC utilizes readily available resources and works to strengthen our partnership with other organizations our riders engage with. Some of those readily available resources may include bilingual staff, the OPWDD language assistance tools and use of other translation applications. To supplement these resources, CHHC may also retain the services of an interpreter, translate vital documents, and utilize community volunteers as needed. After analyzing the CHHC budget and reviewing available resources, cost associated to meet language assistance needs of the LEP population at 5% or greater will be incurred for translating and/or interpreting vital documents.

Results of the Four Factor Analysis

As a result of the four-factor analysis, a written Language Assistance Plan is not required. However, reasonable attempts will be made to accommodate any person encountered who requires written translation or oral interpretation services. Our agency will do this at no cost to the program clientele. Further, we will work with other agencies to identify resources that will effectively meet the needs of LEP individuals.

During the registration process for closed-door service providers, CHHC can identify non-English speaking clients (or parents or guardians of our clients, as appropriate) with whom we have frequent contact; and therefore, have language assistance tools.

Providing Language Assistance Services

CHHC currently meets the language assistance needs of the non-English-speaking population through the services of an interpreter, translation applications, accessing community organizations that meet the needs of the non-English speaking population. As needed, key documents are translated to Spanish, meeting the threshold for translation of such materials.

Informing LEP Populations of the Availability of Language Assistance

Language assistance is advertised on our website, on the Title VI notice, through posters in our agency, in our vehicles and through program registration materials, as applicable.

Updating the Language Assistance Plan

CHHC identifies the language capabilities and language assistance needs of our ridership every time the Title VI plan is updated. Should CHHC have more than 5% of persons in a specific language group that requires language assistance, CHHC shall comply with the US Department of Justice Safe Harbor Provision and provide written material in the specific language and or oral interpretation of the written material, free of cost. If no change in language assistance needs occurs, the Language Assistance Program will at a minimum be updated during the Title VI plan update.

Training Employees to Provide Language Assistance

CHHC employees are oriented on the principles of Title VI and language assistance upon hire, annually and when the Title VI plan is updated. All employees will be provided with guidance on the needs of clients served and how best to meet their language needs. Training will include review of the following Title VI program components:

1. Title VI Notice to the Public
2. Title VI complaint procedures and form
3. Complaint log
4. LEP and Language Assistance Plan

If an employee needs further assistance related to LEP individuals, they will work with the CHHC's Title VI Coordinator to identify strategies to meet the language needs of the participants of the program or service.

B7. Minority Representation on Advisory Boards

CHHC has no transit-related, non-elected committees or advisory councils.

B8. Recordkeeping and Reporting

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

CHHC shall update the Title VI Plan, every three years and submit the plan to the New York State Department of Transportation (NYSDOT) for approval.

B9. Plan and Policy Review

The Title VI policy will be disseminated to employees upon hire and every time the plan is updated. The CHHC will review its Title VI Plan at least once every three years to determine if modifications are necessary. The CHHC 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

Date	Activity (Review-Update- Addendum- Adoption- Distribution)	Person Responsible	Remarks
April 6, 2023	Adopted and distributed	Maria Johnson-Moise	Verified intake materials, postings. All employees received Title VI training and access to a copy of the Title VI policy.
May 22, 2024	Review: New Employee Training / Annual Training	Maria Johnson-Moise	Verified all new and current employees receive training and have access to a copy of Title VI policy.
May 2025	Review: New Employee Training / Annual Training	Maria Johnson-Moise	Verified all new and current employees receive training and have access to a copy of the Title VI policy. Verified intake materials, postings.

Program Monitoring

The CHHC will monitor the effectiveness of the Title VI program through the feedback from clientele, employees, and other agencies (NYSDOT, FTA). CHHC seeks opportunities to continuously improve its Title VI plan and provide meaningful access to our services to LEP individuals.

B10. Facility Location Equity Analysis

As a subrecipient of federal funds, CHHC understands we are required to conduct a Title VI equity analysis when planning to acquire land to construct a new transportation facility or expand an existing facility to ensure the location is selected without regard to race, color, or national origin. The 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 land acquired to construct a new facility that does not receive direct federal funding (as long as CHHC 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 siting 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 land acquired to construct a new facility CHHC will work with NYSDOT to ensure that the equity analysis is completed and submitted to NYSDOT. The equity analysis will be provided upon request to NYSDOT, FTA and during the triennial review.

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

Did CHHC acquire land to construct a transportation facility in the past three years?

- No.** CHHC has not acquired land to construct a transportation facility.
- Yes.** CHHC did acquire land to construct a new transportation facility and completed a Title VI equity analysis to compare the equity impacts of various siting alternatives.

Does CHHC plan to acquire land to construct a new transportation facility in the next three years? (*check the box next to the appropriate response below*)

- No.** CHHC does not plan to acquire land to construct a new transportation facility.
- Yes.** CHHC plans to acquire land to construct a new transportation facility.

If yes, was a Title VI equity analysis completed? (*check the box next to the appropriate response below*)

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

If not, when will the Title VI equity analysis be completed?

N/A

C. LIST OF APPENDICES

- 1 Documentation of Board Approval
- 2 Title VI Complaint Form
- 3 Letter Acknowledging Receipt of Title VI Complaint
- 4 Title VI Complaint Letter of Closure
- 5 Title VI Complaint Letter of Finding
- 6 Title VI Notice to the Public

APPENDIX 1: Documentation of Board Approval

Cardinal Hayes Home for Children Title VI Plan Board Approval

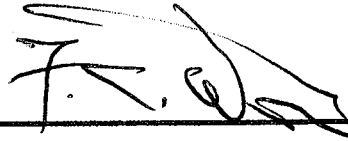
On behalf of the CHHC Board of Directors, we the Board have reviewed and adopted the Cardinal Hayes Home for Children Title VI plan. We the Board are committed to ensuring that all decisions are made in accordance with the adopted Title VI plan, to that end no person is excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination under any Cardinal Hayes Home for Children 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: 5/27/2026

Adopted: 5/27/2026

Adopted By: *CARDINAL HAYES HOME FOR CHILDREN BOARD OF DIRECTORS*

Board President:



APPENDIX 2: Title VI Complaint Form

Cardinal Hayes Home for Children
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:- _____				
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.				

Section IV	
<p>Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><i>If yes, check all that apply:</i></p> <p><input type="checkbox"/> Federal Agency: _____</p> <p><input type="checkbox"/> Federal Court: _____ <input type="checkbox"/> State Agency: _____</p> <p><input type="checkbox"/> State Court: _____ <input type="checkbox"/> Local Agency: _____</p>	
<p>Provide information for the contact person at the agency/court where the complaint was filed.</p>	
<p>Name and Title:</p> <p>_____</p>	
<p>Agency:</p> <p>_____</p>	
<p>Address:</p> <p>_____</p>	
<p>Telephone:</p> <p>_____</p>	

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.

Cardinal Hayes Home for Children
Title VI/ADA Coordinator
60 St. Joseph Drive
PO Box CH
Millbrook, NY 12545
mjohnsonmoise@cardinalhayeshome.org

This complaint may also be filed directly with the New York State Department of Transportation, Office of Civil Rights, 50 Wolf Road, 6th Floor, Albany, NY 12232, (518) 457-1129 Fax (518) 549-1273, OCR-TitleVI@dot.ny.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 3: Letter Acknowledging Receipt
of Complaint**



Cardinal Hayes Home for Children

Compassionate Care for Young People Who are Disabled

Date:
Name:
Address:

RE: Title VI Acknowledgement Receipt of Complaint

Dear,

This letter is to acknowledge receipt of your Title VI complaint against Cardinal Hayes Home for Children 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 (845) 677-6363 or in writing to Cardinal Hayes Home for Children, at the address, or email below.

Sincerely,

Maria Johnson-Moise

Title VI Coordinator
60 St. Joseph Drive
P.O. Box CH
Millbrook, New York 12545
Phone (845) 677-6363
mjohnsonmoise@cardinalhayeshome.org

Administration
Main Campus
845-677-6363
Fax 677-6691

Executive Offices
845-677-6363
Fax 677-6367

Human Resources
845-677-6363
Fax 677-5288

Social Services
845-677-6363
Fax 677-6691

Medical Services
845-677-6363
Fax 677-6110

Residential Services
Day Habilitation
Clinical Services
845-677-6363
Fax 677-2407

Embracing the Inner Strength of People with Disabilities

PO Box CH • St. Joseph Drive • Millbrook, NY 12545 • www.cardinalhayeshome.org

Sponsored by the Franciscan Missionaries of Mary

APPENDIX 4: Title VI Complaint Letter of Closure



Cardinal Hayes Home for Children

Compassionate Care for Young People Who are Disabled

Date:
Name:
Address:

Administration
Main Campus
845-677-6363
Fax 677-6691

Executive Offices
845-677-6363
Fax 677-6367

Human Resources
845-677-6363
Fax 677-5288

Social Services
845-677-6363
Fax 677-6691

Medical Services
845-677-6363
Fax 677-6110

Residential Services
Day Habilitation
Clinical Services
845-677-6363
Fax 677-2407

RE: Title VI Complaint Letter of Closure

Dear,

The matter referenced in your Title VI complaint dated _____ against Cardinal Hayes Home for Children 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.

Cardinal Hayes Home for Children 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,

Maria Johnson-Moise
Title VI Coordinator
60 St. Joseph Drive
P.O. Box CH
Millbrook, New York 12545
Phone (845) 677-6363

Embracing the Inner Strength of People with Disabilities

PO Box CH • St. Joseph Drive • Millbrook, NY 12545 • www.cardinalhayeshome.org
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APPENDIX 5: Title VI Complaint Letter of Finding



Cardinal Hayes Home for Children

Compassionate Care for Young People Who are Disabled

Date:
Name:
Address:

RE: Title VI Complaint Letter of Finding

Dear,

The matter referenced in your letter dated _____ against Cardinal Hayes Home for Children alleging Title VI violation has been investigated. The investigation determined non-compliance by Cardinal Hayes Home for Children 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 845-677-6363.

Sincerely,

Maria Johnson-Moise

Title VI Coordinator
60 St. Joseph Drive
P.O. Box CH
Millbrook, New York 12545
Phone (845) 677-6363
mjohnsonmoise@cardinalhayeshome.org

Administration
Main Campus
845-677-6363
Fax 677-6691

Executive Offices
845-677-6363
Fax 677-6367

Human Resources
845-677-6363
Fax 677-5288

Social Services
845-677-6363
Fax 677-6691

Medical Services
845-677-6363
Fax 677-6110

Residential Services
Day Habilitation
Clinical Services
845-677-6363
Fax 677-2407

Embracing the Inner Strength of People with Disabilities

PO Box CH • St. Joseph Drive • Millbrook, NY 12545 • www.cardinalhayeshome.org

Sponsored by the Franciscan Missionaries of Mary

APPENDIX 6: Title VI Notice to the Public



CARDINAL HAYES HOME FOR CHILDREN

NOTICE TO THE PUBLIC RIGHTS UNDER TITLE VI AND THE ADA

Cardinal Hayes Home for Children operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964, and provides protections for individuals with disabilities under the Americans with Disabilities Act of 1990 (ADA).

Any person who believes they have been subjected to discrimination under Title VI or the ADA may file a complaint with Cardinal Hayes Home for Children.

Complaints filed under Title VI and the ADA may be reviewed under different agency procedures, as applicable.

HOW TO GET MORE INFORMATION

Cardinal Hayes Home for Children
Title VI Coordinator- Maria Johnson-Moise
60 St. Joseph Drive
Millbrook, NY 12545

Phone: (845) 677-6363
Email: mjohnsonmoise@cardinalhayeshome.org
Website: www.cardinalhayeshome.org

HOW TO FILE A COMPLAINT

A complaint may be filed directly with Cardinal Hayes Home for Children by following the agency's Title VI / ADA Complaint Procedures, which are available on the agency website.

OTHER FILING OPTIONS

New York State Department of Transportation
Civil Rights / Title VI Program
Website:
www.dot.ny.gov/main/business-center/civil-rights/title-vi-ej

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

LANGUAGE ASSISTANCE

If information is needed in another language, please contact:

(845) 677-6363

Si necesita información en otro idioma, por favor comuníquese al (845) 677-6363.

This notice is posted in accordance with Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990 (ADA), and applicable federal and state nondiscrimination requirements.