



Title VI Plan
New Danville
Updated 2022


Section 1: Policy Statement

Texas New Community Alliance (d.b.a. New Danville) assures that no person shall on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, and in accordance with Title VI regulations (49 CFR part 21) consistent with FTA Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance.

The Title VI Coordinator will be the Director of Operations for New Danville, Randy Smyth.

Authorities

Title VI of the 1964 Civil Rights Act provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance (please refer to 42 USC 2000d, 49 CFR part 21 and FTA C 4702.1B).



Randy Smyth
Director of Operations
New Danville

Section 2: Adoption of Title VI Program

New Danville will adopt parts of the City of Conroe's Title VI Program, Updated August 2021. New Danville developed this Title VI Program to address the requirements of the FTA Circular 4702.1B, Title VI Requirements and Guidelines for FTA Recipients.

Section 3: Title VI Public Notice

The New Danville Title VI Notice to the Public is made available on the website and posted in reception areas and meeting rooms in the offices.

Texas New Community Alliance (d.b.a. New Danville) hereby gives public notice that it is the organizations policy 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 all programs and activities. Title VI requires that no person in the United States of America shall, on the grounds of race, color, or national origin, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance.

For more information on New Danville's civil rights program, individuals may obtain the Title VI plan by phone 936.344.6200, by mail, by email: office@newdanville.org, or by visiting New Danville at 10951 Shepard Hill Rd., Willis, Texas, 77318.

Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with New Danville. Any such complaint must be in writing or by phone and filed with New Danville's Title VI Coordinator within one hundred-eighty (180) days following the date of the alleged discriminatory occurrence. Title VI Discrimination Complaint Forms may be obtained from this office at no cost to the complainant by calling 936.344.6200.

If you would like to file with Federal Transit Administration (FTA) Regional Office, please send a written complaint to FTA Region VI, 819 Taylor Street, Room 8A36, Fort Worth, TX 76102. A complainant may also file a complaint directly with the FTA by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

This notice is to be posted in the New Danville offices and on the website (<https://www.newdanville.org/>).

If information is needed in another language, contact New Danville's Title VI Coordinator at 936.344.6200.

Por el presente, Texas New Community Alliance (d.b.a. New Danville) notifica públicamente que es política de la organización garantizar el pleno cumplimiento del Título VI de la Ley de Derechos Civiles de 1964, la Ley de Restauración de Derechos Civiles de 1987 y los estatutos y reglamentos relacionados en todos los programas y actividades. El Título VI exige que ninguna persona en los Estados Unidos de América, por motivos de raza, color u origen nacional, sea

excluida de la participación en, se le nieguen los beneficios o sea objeto de discriminación de otro modo bajo cualquier programa o actividad. recibiendo asistencia financiera federal.

Para obtener más información sobre el programa de derechos civiles de New Danville, las personas pueden obtener el plan Título VI por teléfono 936.344.6200, Por correo, por correo electrónico: office@newdanville.org, o visitando la oficina de New Danville en 10951 Shepard Hill Rd., Willis, Texas, 77318.

Cualquier persona que crea que ha sido perjudicada por una práctica discriminatoria ilegal bajo el Título VI tiene derecho a presentar una queja formal ante New Danville. Cualquier queja de este tipo debe presentarse por escrito o por teléfono y debe presentarse ante el Coordinador del Título VI de New Danville dentro de los ciento ochenta (180) días posteriores a la fecha del supuesto hecho discriminatorio. Los formularios de queja por discriminación del Título VI se pueden obtener de esta oficina sin costo alguno para el demandante llamando al 936.344.6200.

Si desea presentar una solicitud ante la Oficina Regional de la Administración Federal de Tránsito (FTA), envíe una queja por escrito a la Región VI de la FTA, 819 Taylor Street, Sala 8A36, Fort Worth, TX 76102. Un demandante también puede presentar una queja directamente al FTA presentando una queja ante la Oficina de Derechos Civiles, Atención: Coordinador del Programa del Título VI, Edificio Este, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Este aviso se publicará en las oficinas administrativas de New Danville y en el sitio web (<https://www.newdanville.org/>).

Si necesita información en otro idioma, comuníquese con el Coordinador del Título VI del New Danville al 936.344.6200.

Section 4: Title VI Complaint Procedures

The New Danville Title VI Complaint Procedure is made available on the website.

New Danville will process and investigate disability complaints alleging discrimination in the bus service or ADA Paratransit service under the Title VI Act. Civil Rights complaints alleging discrimination in programs, services or activities may be filed pursuant to the following procedures.

The procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination. New Danville has authority for accepting complaints for investigation, but complainants may also file complaints with TxDOT or the Federal Transit Administration within 180 days of the alleged offense. If you would like to file with TxDOT, please send a written complaint to TxDOT Public Transportation, 3712 Jackson Avenue, Building 6, 5th floor, Austin, Texas 78731. If you would like to file with FTA, please send a written complaint to FTA Region VI, 819 Taylor Street, Room 14A02, Fort Worth, TX 76102.

Every effort will be made to obtain early resolution of complaints at the lowest level possible. The Title VI Coordinator will make every effort to pursue a resolution of the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

How to File a Complaint

Any individual, group of individuals or entity that believes they have been subjected to discrimination on the basis of race, color, or national origin, as prohibited by Title VI nondiscrimination provisions by New Danville, may file a written complaint. A formal complaint must be filed within 180 calendar days of the alleged occurrence, or when the alleged discrimination became known to the complainant. The complaint will be addressed in the following procedure:

1. Present the date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct).
2. Present a detailed description of the issues including names and job title of perceived parties in the complaint.
3. Shall be in writing and signed by the complainant(s).

Allegations received by fax or e-mail will be acknowledged and processed, once the identity(ies) of the complainant(s) and the intent is required to mail a signed, original copy of the fax or e-mail transmittal for New Danville to be able to process it. Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return to New Danville for processing.

1. Acceptance of a complaint will be determined by:
 - a. Whether the complaint is timely filed; or
 - b. Whether the allegations involve a Title VI complaint of race, color, or national origin.
2. A complaint may be dismissed for the following reasons:
 - a. The complainant requests the withdrawal of the complaint;
 - b. The complainant fails to respond to repeated requests for additional information needed to process complaint; or
 - c. The complainant cannot be located after reasonable attempts.

3. New Danville will notify the City of Conroe by email within 10 working days of the receipt of a Title VI complaint.
4. Within 40 calendar days of the acceptance of the complaint, an investigative report will be prepared by the Title VI Coordinator.
 - a. The report shall include a narrative description of the incident, identification of persons interviewed, findings and recommendations for disposition.
5. The Title VI Coordinator will forward the report to New Danville's CEO for review.
6. The CEO will review the report and associated documentation and will provide input within 10 calendar days with the Title VI Coordinator, and have any modifications implemented as needed.
7. New Danville's final investigative report and a copy of the complaint will be forwarded to the City of Conroe within 60 calendar days of the acceptance of the complaint. New Danville will notify the parties of its preliminary findings.

Section 5: Title VI Complaint Form

The New Danville Title VI Complaint Form is made available on the website and by hard copy in the central office. The form is included in Appendix A.

Section 6: List of Transit Related Title VI Investigations, Complaints and Lawsuits

New Danville has not had any investigations, complaints, or lawsuits in the last three years.

	Date <i>(Month, Day, Year)</i>	Summary <i>(include basis of complaint: race, color, or national origin)</i>	Status	Action(s) Taken
Investigations				
1	None			
2				
3				
Lawsuits				
1	None			
2				
3				
Complaints				
1	None			
2				
3				

Section 7: Public Participation Plan

New Danville keeps in touch with clients and riders through multiple methods. New Danville sends out a monthly newsletter entitled The Wrangler Gazette. The Wrangler Gazette details events and important announcements, including information regarding transit.

New Danville is active on social media as well to keep in contact with clients and riders. New Danville posts daily on Facebook, Instagram, and on LinkedIn. New Danville can engage with clients and riders through social media and provide immediate feedback.

For information specifically regarding transit, New Danville reached out directly to riders through direct emails, notifying them of any changes and service available. Also, New Danville has general meetings with clients and their families at a minimum twice a year. All clients and riders are invited to join the meeting and discuss important news, including updates to transportation. These meetings are scheduled in the evenings during the week to accommodate the most people. New Danville provides a written description of information discussed at these meetings to those who are unable to attend in person.

All correspondence can be translated upon request.

Section 8: Limited English Proficiency (LEP) Four Factor Analysis

Factor 1: The Number or Proportion of LEP Individuals served or Encountered in Eligible Service Population

(a) How LEP persons interact with the recipient's agency

LEP persons come into contact with New Danville via customer service interaction via phone or in person and when using the transportation service when boarding, riding, and alighting.

(b) Identification of LEP communities, assessing the number or proportion of LEP persons from each language group to determine the appropriate language services for each language group

According to the American Community Survey 2015 data, 8.15% of the County speaks "English Less than Well." Spanish-speaking individuals who reported that they "Speak English Less than Well" is 7.39% and over 34,000 individuals of the total area population. Under the Safe Harbor Provision, New Danville will provide "written translation of vital documents for each eligible LEP language group constitutes five percent (5%) or 1,000 persons, whichever is less."

2015 American Community Survey Data – B16001 Montgomery County Limited English Proficiency							
Language Spoken at Home	Speak English "very well"		Speak English "less than well"		Total Number	Percent of Total Language Sub-Group	Speaking Less than Well Percent of Total Population
	Number	Percent	Number	Percent			
Total population					467,817		
Speak only English					379,807	81.19%	
Spanish or Spanish Creole	42,317	55.04%	34,566	44.96%	76,883	16.43%	7.39%
French (incl. Patois, Cajun)	772	85.87%	127	14.13%	899	0.19%	0.03%
French Creole	10	43.48%	13	56.52%	23	0.00%	0.00%
Italian	322	71.24%	130	28.76%	452	0.10%	0.03%
Portuguese or Portuguese Creole	669	88.03%	91	11.97%	760	0.16%	0.02%
German	1,052	87.74%	147	12.26%	1,199	0.26%	0.03%
Yiddish	0	0.00%	0	0.00%	0	0.00%	0.00%
Other West Germanic languages	103	94.50%	6	5.50%	109	0.02%	0.00%
Scandinavian languages	145	77.54%	42	22.46%	187	0.04%	0.01%
Greek	71	95.95%	3	4.05%	74	0.02%	0.00%
Russian	353	80.59%	85	19.41%	438	0.09%	0.02%
Polish	60	100.00%	0	0.00%	60	0.01%	0.00%
Serbo-Croatian	0	0.00%	20	100.00%	20	0.00%	0.00%
Other Slavic languages	105	93.75%	7	6.25%	112	0.02%	0.00%
Armenian	0	0.00%	0	0.00%	0	0.00%	0.00%
Persian	431	89.05%	53	10.95%	484	0.10%	0.01%
Gujarati	38	32.20%	80	67.80%	118	0.03%	0.02%
Hindi	279	83.04%	57	16.96%	336	0.07%	0.01%
Urdu	754	80.21%	186	19.79%	940	0.20%	0.04%
Other Indic languages	185	92.96%	14	7.04%	199	0.04%	0.00%
Other Indo-European languages	87	94.57%	5	5.43%	92	0.02%	0.00%
Chinese	1,137	56.76%	866	43.24%	2,003	0.43%	0.19%
Japanese	106	57.61%	78	42.39%	184	0.04%	0.02%
Korean	522	71.21%	211	28.79%	733	0.16%	0.05%
Mon-Khmer, Cambodian	12	11.21%	95	88.79%	107	0.02%	0.02%
Hmong	12	100.00%	0	0.00%	12	0.00%	0.00%
Thai	4	17.39%	19	82.61%	23	0.00%	0.00%
Laotian	50	75.76%	16	24.24%	66	0.01%	0.00%
Vietnamese	340	46.01%	399	53.99%	739	0.16%	0.09%
Other Asian languages	813	80.50%	197	19.50%	1,010	0.22%	0.04%
Tagalog	815	78.82%	219	21.18%	1,034	0.22%	0.05%
Other Pacific Island languages	555	85.91%	91	14.09%	646	0.14%	0.02%
Navajo	0	0.00%	0	0.00%	0	0.00%	0.00%
Other Native North American	7	100.00%	0	0.00%	7	0.00%	0.00%
Hungarian	98	41.35%	139	58.65%	237	0.05%	0.03%
Arabic	271	65.30%	144	34.70%	415	0.09%	0.03%
Hebrew	55	100.00%	0	0.00%	55	0.01%	0.00%
African languages	262	93.91%	17	6.09%	279	0.06%	0.00%
Other and unspecified languages	75	100.00%	0	0.00%	75	0.02%	0.00%

(c) The literacy skills of LEP populations in their native languages, in order to determine whether translation of documents will be an effective practice

New Danville has not monitored the literacy rates of LEP populations in their native languages; however, we provide both written and spoken translations in order to serve the LEP population effectively. New Danville will continue to provide written translations when requested but will document when requested to translate information orally. Requests for oral translations in any languages will be documented as well.

(d) Whether LEP persons are underserved by the recipient due to language barriers

Presently, there are no known language barriers that cause LEP persons to be underserved. New Danville will notify LEP persons of their rights and will monitor complaints about barriers.

Factor 2: The frequency with which LEP persons come into contact with the program

(see FTA C. 4702.1B, page Ch. III-7 for specific information needed for Factor 2)

New Danville staff reviewed the frequency of contacts with LEP persons and found that we come into contact with LEP persons via customer service interaction via phone or in person, but rarely have issues with communicating as we have bilingual staff and have no Title VI complaints.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives

(see FTA C. 4702.1B, page Ch. III-7 and Ch. III-8 for specific information needed for Factor 3)

New Danville's transportation service is important part of their mission: to provide adult with intellectual and development disabilities an opportunity to live enriched and purposeful lives. Transportation is provided to individuals who are involved in the programs provided by New Danville, including day habilitation and residential living. Transportation provided by New Danville allows their clients to live independently and gain access to programs that teach practical and social skills.

Factor 4: The resources available for LEP outreach, as well as the costs associated with that outreach.

(see FTA C. 4702.1B, page Ch. III-7 and Ch. III-8 for specific information needed for Factor 4)

New Danville reviewed its available resources for LEP outreach and found that it's limited in Montgomery County and the bilingual staff at New Danville can handle it. All costs associated with outreach efforts will be covered through the general fund.

Section 9: Language Assistance Plan

Item #1 - Identifying LEP Individuals Who Need Language Assistance

Number or Proportion of LEP Persons served or Encountered in Eligible Service Population

According to the American Community Survey 2015 data, 8.15% of the County speaks "English Less than Well." Spanish-speaking individuals who reported that they "Speak English Less than Well" is 7.39% and over 34,000 individuals of the total area population. Under the Safe Harbor Provision, New Danville will provide "written translation of vital documents for each eligible LEP language group constitutes five percent (5%) or 1,000 persons, whichever is less."

2015 American Community Survey Data – B16001 Montgomery County Limited English Proficiency							
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Thai	4	17.39%	19	82.61%	23	0.00%	0.00%
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Other and unspecified languages	75	100.00%	0	0.00%	75	0.02%	0.00%

Survey: 2011-2015 American Community Survey 5-Year Estimates
LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER
Universe: Population 5 years and over

The frequency with which LEP persons come into contact with the program

New Danville staff reviewed the frequency of contacts with LEP persons and found that we come into contact with LEP persons via customer service interaction via phone or in person, but rarely have issues with communicating as we have bilingual staff and have no Title VI complaints.

Item #2 – Description of how Language Assistance Service are Provided, by Language

1. Every effort will be made to ensure at least one Spanish speaking employee at every public involvement activity.
2. Employment opportunities are advertised in multiple languages, including English and Spanish, as needed.
3. Published informational brochures and other important documentation regarding transportation will be written in English and Spanish.
4. Utilization of LEP I Speak cards and/or language-free pictograms when possible.
5. Meetings are held in evening hours at community location.

Item #3 – Description of how LEP Persons are Informed of the Availability of Language Assistance Service

The Title VI Notice to the Public will be posted at the office, on transit vehicles, website, and at other strategic locations in New Danville facilities in both English and Spanish.

Item #4 – Description of how the Language Assistance Plan is Monitored and Updated

New Danville will monitor the number of requests for translation for transit programs and services and note any comments and complaints about translations or language assistance. The Language Access Plan will be updated every three years.

Item #5 – Description of how Employees are trained to Provide Language Assistance to LEP Persons

Title VI training is provided to all staff and is included in the employee handbook. New Danville staff are provided the following materials.

Section 10: Minority Representation Information

Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the members of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

A. Minority Representation Table

Table Depicting Membership of Board, Committees, Councils, Broken Down by Race

Body	Caucasian	Hispanic	African America	Asian America	American Indian, Alaska Native, Hawaiian Native	Two or More Races
Population	60%	26%	6%	3%	0%	4%

B. Efforts to Encourage Minority Participation

New Danville has no non-elected transit-related boards, committees, or councils.

Section 11: Providing Assistance to and Monitoring Subrecipients

New Danville does not have any subrecipients of federal funding. New Danville is a subrecipient of federal funding of Section 5310 funding. New Danville is responsible for maintaining compliance documents and reporting to the City of Conroe.

Section 12: Title VI Equity Analysis for Facilities

In the past three years, New Danville has not constructed any new transit facilities. For any construction of transit facilities receiving federal financial assistance, New Danville will perform a Title VI site equity analysis during the planning stage with regard to the location of the facility.

Appendix A – Title VI Complaint Form

Texas New Community Alliance (d.b.a. New Danville) 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. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the Director of Operations by calling 936-344-6200. The completed form must be returned to New Danville, 10951 Shepard Hill Rd, Willis, TX 77318.

Your Name:	Phone:
Street Address:	Alt Phone:
	City, State & Zip Code:
Person(s) discriminated against (if someone other than complainant): Name(s):	
Street Address, City, State & Zip Code:	

Which of the following best describes the reason for the alleged discrimination took place?
(Circle one)

Date of Incident: _____

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

Please describe the alleged discrimination incident. Provide the names and title of all New Danville employees involved if available. Explained what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

TITLE VI COMPLAINT FORM

New Danville

Please describe the alleged discrimination incident (continued)

Have you filed a complaint with any other federal, state, or local agencies? (Circle one) Yes / No If so, list agency / agencies and contact information below:

Agency:

Contact Name:

Street Address, City, State & Zip Code:

Phone

Agency:

Contact Name:

Street Address, City, State & Zip Code:

Phone

Complainants Signature:

Date:

Print or Type Name of Complainant

Date Received:
Review By:

FORMULARIO DE QUEJAS DEL TÍTULO VI

Texas New Community Alliance (d.b.a. New Danville) está comprometida a garantizar que ninguna persona sea excluida de participar o se le sean negados los beneficios de sus servicios sobre la base de raza, color u origen nacional, conforme a lo dispuesto por el Título VI del Acta de Derechos Civiles de 1964. Las quejas conforme al Título VI deben ser presentadas dentro de los 180 días siguientes a la fecha de la supuesta discriminación.

La siguiente información es necesaria para ayudarnos a procesar su queja. Si necesita ayuda para completar este formulario, por favor póngase en contacto con el director de operaciones llamando al 936-344-6200. El formulario completo deberá ser devuelto a la siguiente dirección: New Danville, 10951 Shepard Hill Rd, Willis, TX 77318.

Nombre:	Teléfono:
Dirección residencial:	Teléfono Alternativo:
	Ciudad, Estado, y Código Postal:
Persona(s) contra la(s) que se discriminó (si no se trata de la persona que presenta la queja):	
Nombre(s):	
Dirección residencial, Ciudad, Estado, y Código Postal:	

¿Cuál de los siguientes casos describe mejor la razón de la presunta discriminación? (Circule una opción)

- Raza
- Color
- Origen nacional (Conocimiento limitado del inglés)

Fecha del incidente:

Por favor describa el presunto incidente discriminatorio. Proporcione los nombres y puestos de todos los empleados de New Danville que estuvieron involucrados, si están disponibles. Explique lo que fue lo que sucedió y quién considera que fue responsable. Por favor use el reverso de este formulario si requiere espacio adicional.

FORMULARIO DE QUEJAS DEL TÍTULO VI

New Danville

Por favor describa el presunto incidente discriminatorio (continuación)

¿Ha presentado usted una queja ante alguna otra agencia federal, estatal o local?
(Marque con un círculo) **Si / No**

Si la respuesta es "Si," indique a continuación la agencia o agencias y la información de contacto:

Agencia:

Nombre de contacto:

Dirección, Ciudad, Estado, Código postal:

Teléfono:

Agencia:

Nombre de contacto:

Dirección, Ciudad, Estado, Código postal:

Teléfono:

Firma de quien presenta la queja

Fecha

Imprima el nombre de quien presenta la queja

Date Received:
Review By:

Appendix B – Procedimientos de Queja y Formulario de Queja

New Danville procesará e investigará los reclamos por discapacidades que aleguen discriminación en el servicio de autobús o en el servicio de paratransito de la ADA bajo la Ley del Título VI. Los reclamos de Derechos Civiles que alegan discriminación en programas, servicios o actividades pueden ser presentadas de acuerdo con los siguientes procedimientos.

Los procedimientos no niegan el derecho del reclamante a presentar quejas formales con otras agencias estatales o federales ni a buscar un abogado privado para las quejas que aleguen discriminación. New Danville tiene autoridad para aceptar quejas de investigación, pero los denunciantes también pueden presentar quejas ante TxDOT o la Administración Federal de Tránsito (FTA) dentro de los 180 días posteriores al presunto delito. Si desea presentar una queja con TxDOT, envíe la queja por escrito a TxDOT Public Transportation, 3712 Jackson Avenue, Building 6, 5th floor, Austin, Texas 78731. Si desea presentar una queja con FTA, envíe la queja por escrito al FTA Región VI, 819 Taylor Street, habitación 14A02, Fort Worth, TX 76102.

Se hará todo lo posible para obtener una resolución temprana de las quejas. El Coordinador del Título VI hará todo lo posible para buscar una resolución de la queja. Las entrevistas iniciales con el reclamante y el demandado solicitarán información con respecto a las oportunidades de remedio y solución específicamente solicitadas.

PROCEDIMIENTOS

Cualquier persona, grupo de personas o entidad que crea que ha sido víctima de discriminación por motivos de raza, color u origen nacional—tal como lo prohíben las disposiciones de New Danville de no discriminación del Título VI—puede presentar una queja por escrito. Una queja formal se debe presentar dentro de los 180 días posteriores a la supuesta ocurrencia, o cuando la supuesta discriminación fue conocida por el reclamante. La queja será tratada de la siguiente manera:

1. Presentar la fecha del presunto acto de discriminación (fecha en que los reclamantes tuvieron conocimiento de la supuesta discriminación; o la fecha en que se interrumpió esa conducta; o la última instancia de la conducta).
2. Presentar una descripción detallada de los problemas, incluyendo los nombres y títulos de trabajo de todas las partes involucradas en la queja.
3. Debe ser por escrito y firmado por el denunciante (s).

La queja deberá estar por escrito y firmada por el reclamante o reclamantes. Las acusaciones o alegaciones recibidas por fax o correo electrónico serán reconocidas y procesadas siempre y cuando la(s) identidad(es) del (de los) reclamante(s) y la intención de queja sean firmadas por el (los) reclamante(s). Es decir, el fax o correo original deberán ser firmados por el (los) reclamante(s) antes de ser enviados a New Danville para ser procesados. Las acusaciones o alegaciones recibidas por teléfono serán escritas y provistas al reclamante para ser confirmadas o revisadas antes de ser procesadas. El reclamante recibirá un formulario de queja que deberá ser completada, firmada y devuelta a New Danville para ser procesada.

1. La aceptación de una queja dependerá de los siguientes factores:

- a. Si la queja es presentada a tiempo; o
 - b. Si las alegaciones involucran una queja del Título VI de raza, color u origen nacional.
2. Una queja puede ser desestimada por las siguientes razones:
 - a. El reclamante solicita el retiro de la queja; o
 - b. El reclamante no responde a las repetidas solicitudes de proveer información adicional necesarias para procesar la queja; o
 - c. El reclamante no puede ser localizado después de varios intentos.
3. New Danville notificará a la Ciudad de Conroe por correo electrónico dentro de los 10 días hábiles posteriores a la recepción de la queja del Título VI.
4. Dentro de los 40 días calendarios de la aceptación de la queja, el Coordinador del Título VI preparará un informe de investigación.
 - a. El informe incluirá una descripción narrativa del incidente, identificación de las personas entrevistadas, hallazgos y recomendaciones para la disposición.
5. El Coordinador del Título VI enviará el informe al director ejecutivo para su revisión.
6. El director ejecutivo revisará el informe y la documentación asociada y proporcionará comentarios dentro de 10 días calendarios al Coordinador del Título VI, y se implementarán las modificaciones necesarias.
7. El informe final de investigación de New Danville y una copia de la queja serán enviadas a Conroe dentro de los 60 días calendarios posteriores a la aceptación de la queja. New Danville notificara a las partes sobre sus conclusiones preliminares.