



Mt. Washington Valley Economic Council

Title VI Policy

53 Technology Lane
Suite #100
Conway, NH 03818
April 2020

I. INTRODUCTION

MT. WASHINGTON VALLEY ECONOMIC COUNCIL'S COMMITMENT TO CIVIL RIGHTS

This update of the **Mt. Washington Valley Economic Council, or MWVEC**, Title VI Program has been prepared to ensure that the level and quality of **MWVEC's services** are provided in a nondiscriminatory manner and that the opportunity for full and fair participation is offered to **MWVEC's** clients and community members. Additionally, through this program, **MWVEC** has examined the need for services and materials for persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

While it is a matter of principle that **MWVEC** is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of any of **MWVEC's** services on the basis of race, color or national origin, the contents of this program have been prepared in accordance with Section 601 of Title VI of the Civil Rights Act of 1964 and Executive Order 13116 (Improving Access to Services for Persons with Limited English Proficiency).

"No person shall, on grounds 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 assistance." - Civil Rights Act of 1964

Under the Civil Rights Act of 1964, and as a recipient of federal funding under the programs of the Federal Transit Administration (FTA) of the U.S. Department of Transportation (US DOT), **MWVEC** has an obligation to ensure that:

- The benefits of its services are shared equitably throughout the service area;
- The level and quality of services are sufficient to provide equal access to all clients in its service area;
- No one is precluded from participating in **MWVEC's** service planning and development process;
- Decisions regarding service changes are made without regard to race, color or national origin and that development and urban renewal benefitting a community as a whole not be unjustifiably purchased through the disproportionate allocation of its adverse environmental and health burdens on the community's minority population; and
- A program is in place for correcting any discrimination, whether intentional or unintentional.

II. GENERAL REQUIREMENTS

Notice to the Public

To make **MWVEC** clients and those within its area of operation aware of its commitment to Title VI compliance, and their right to file a civil rights complaint, **MWVEC** has presented the following information on its website.

Your Civil Rights

Mt. Washington Valley Economic Council (MWVEC) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title IV may file a complaint with **MWVEC**. For more information on **MWVEC's** civil rights program and the procedures to file a complaint, please contact **603-447-6622**; email **jac@mwvec.com** or visit our administrative office at **53 Technology Lane, Suite #100, Conway, NH** from **9-5 Monday through Friday**. For more information about **MWVEC** programs and services, visit <https://mwvec.com/>. A complaint may also be filed directly with the FTA, Office of Civil Rights, 1200 New Jersey Avenue SE, Washington DC 20590. For more information about **MWVEC's** programs and services, visit www.mwvec.com. If information is needed in another language, please contact **603-447-6622**.

Discrimination Complaint Procedures

MWVEC has established a process for clients to file a complaint under Title VI. Any person who believes that she or he has been discriminated against on the basis of race, color, or national origin by **MWVEC** may file a Title IV complaint by completing and submitting the agency's Title VI Complaint available at our administrative offices or on our website <https://mwvec.com/>.

Mt. Washington Valley Economic Council Title VI Complaint Form		 Mt. Washington Valley Economic Council		
MWVEC ensures full and fair participation by affected populations in program decisions, and ensure that policies and programs of the MWVEC avoid producing disproportionately negative effects on minority and low income populations. If you wish to file a complaint, please complete the form below and explain as clearly as possible what happened and why you believe you were discriminated against.				
Name:				
Address:				
Telephone (Home):		Telephone (Work):		
E-Mail Address:				
Representative Name (if Applicable):		Relationship to Complainant:	Telephone:	
Mailing address, City, State, Zip Code:				
Date of Alleged Discrimination (Month, day, Year): _____				
You were discriminated against on the basis of (check all that apply):				
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> Age	<input type="checkbox"/> Family Status	<input type="checkbox"/> Religion
<input type="checkbox"/> Retaliation	<input type="checkbox"/> National Origin	<input type="checkbox"/> Sex	<input type="checkbox"/> Disability	<input type="checkbox"/> Other
Please explain as clearly as possible what happened and how you were discriminated against. Indicate all who were involved and be sure to include how other persons were treated differently than you. Please attach any written material pertaining to your case.				
Signature:			Date:	

Submit form to:
 Jac Cuddy, Executive Director
 53 Technology Lane, Suite #100, Conway, NH
 Electronically to: jac@mwvec.com

The Procedure

If you believe that you have received discriminatory treatment by the MWVEC on the basis of race, color or national origin, you have the right to file a complaint with the MWVEC **Executive Director**.

Methods of filing a complaint:

Complete the Complaint Form, and send to:

Jac Cuddy, Executive Director 53 Technology Lane, Suite #100 Conway, NH jac@mwvec.com

Verbal complaints are accepted and transcribed by Jac Cuddy. To make a verbal complaint, call 603-447-6622 and ask for the **Executive Director**.

MWVEC investigates complaints received no more than **180 days after** the alleged incident. **MWVEC** will process complaints that are complete. Once the complaint is received, **MWVEC** will review it and the complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by **MWVEC**.

MWVEC has up to **thirty days** to investigate the complaint. If more information is needed to resolve the case, the **MWVEC** may contact the complainant. The complainant has thirty days from the date of the letter to send requested information to the investigator assigned to the case.

If **MWVEC's** investigator is not contacted by the complainant or does not receive the additional information within thirty days, **MWVEC** can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two letters will be issued to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.

A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has ten days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at:

Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590

Active Lawsuits, Complaints or Inquiries Alleging Discrimination

MWVEC maintains a list of active investigations conducted by FTA and entities other than FTA, including lawsuits and complaints naming **MWVEC** that allege discrimination on the basis of race, color or national origin. This list includes the date that the transit-related Title VI investigation, lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation,

lawsuit or complaint, and actions taken by **MWVEC** in response, or final findings related to the investigation, lawsuit, or complaint.

As of the writing of this program, there are zero (0) complaints pending which allege discrimination on the grounds of race, color, national origin or any other form of discrimination.

Active Lawsuits, Complaints or Inquiries Alleging Discrimination

Type (Investigation, Lawsuit, Complaint)	Date	Summary of Complaint	Status	Action(s) Taken

III. Mt. WASHINGTON VALLEY ECONOMIC COUNCIL’S PUBLIC PARTICIPATION PLAN

The Mt. Washington Valley Economic Council does not participate in decision making, nor provide direct services, serving in an administrative and/or accounting capacity only. We defer to and adopt the policy of each subrecipient pertinent to the geographic area they represent.

IV. MT. WASHINGTON VALLEY ECONOMIC COUNCIL’S PUBLIC PARTICIPATION PROCESS

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V. DECISION MAKING BODIES

Board of Directors

MWVEC is governed by a Board of Directors which oversees day-to-day operations of the corporation, and supervises and evaluates the performance of the Executive Director. The MWVEC membership base elects eighteen (18) of the thirty (30) members on the board of directors for three-year terms. The remaining directors are nominated annually by the board of selectmen of the towns of Albany NH, Bartlett NH, Brownfield ME, Chatham NH, Conway NH, Eaton NH, Freedom, NH, Fryeburg ME, Jackson NH, Madison NH, Ossipee NH, and Tamworth NH. Ten (10) members of the Board of Directors will constitute a quorum for both regular and special meetings. Members of the board may participate in any meetings via teleconference or similar means.

MWVEC’s Board of Directors is composed of at-large representatives and representatives from:

Albany, NH
Conway, NH
Jackson, NH

Bartlett, NH
Eaton, NH
Madison, NH

Brownfield, ME
Freedom, NH
Ossipee, NH

Chatham, NH
Fryeburg, ME
Tamworth, NH

The MWVEC nominating committee has an established objective to mix representation on the board to come from a variety of institutions and organizations including the private sector, educational, economic, social service, and environmental interests. The Board of Directors includes a six-member Executive Committee including a Chairperson, Chairperson-Elect, Vice Chairperson, Secretary, Treasurer and a board member appointed by the Chairperson.

Membership is open to all interested persons aged 18 and older, corporations, partnerships, associations, foundations, clubs, businesses, and other organizations which are headquartered within the geographic boundary of the MWVEC service area. Discussion of inviting new members and involving community members in MWVEC's activities regularly takes place at meetings of the Board of Directors.

VI. SERVICE STANDARDS AND POLICIES

The Mt. Washington Valley Economic Council does not participate in decision making, nor provide direct services, serving in an administrative and/or accounting capacity only. We defer to and adopt the policy of each subrecipient pertinent to the geographic area they represent.

VII. SUMMARY OF CHANGES

None

VIII. GRANTS, REVIEWS AND CERTIFICATIONS

Pending Applications for Financial Assistance

None

Civil Rights Compliance Reviews in the Past 3 Years

MWVEC has not been the subject of any such reviews.

Recent Annual Certifications and Assurances

MWVEC executed its most recent Certifications and Assurances to the FTA in March 2020.

Contact

For additional information on the **MWVEC** Title VI Plan, or its efforts to comply with the Civil Rights Act of 1964 or Executive Order 13166 Improving Access to Services for Persons with Limited English Proficiency, please contact:

Jac Cuddy, Executive Director
53 Technology Lane, Suite #100
Conway, NH 03818
Electronically to: jac@mwvec.com

MWVEC uses the information obtained from the US Census Bureau to determine the specific language services that are appropriate for its service area. The services provided by **MWVEC** are important for the equitable development of the Mt. Washington Valley region. They facilitate cooperation and collaboration between the private and public sectors and bring together business owners, managers, workers, and community members for dialogue. This dialogue and assistance works to create new businesses, grow new jobs, and enable everyone to thrive in the Mt. Washington valley region. The oversight and administrative support they provide to ridership programs covered under the American's with Disabilities Act (ADA) in the region is invaluable.

IX. LANGUAGE ASSISTANCE PLAN

The Mt. Washington Valley Economic Council does not participate in decision making, nor provide direct services, serving in an administrative and/or accounting capacity only. We defer to and adopt the policy of each subrecipient pertinent to the geographic area they represent.