

Rolling Plains Management Corporation
EQUAL OPPORTUNITY PLAN
POLICIES AND PROCEDURES

I. Plan Statement

Under the nondiscrimination and equal opportunity provisions of Federal law and policy discrimination is prohibited on the basis of race, color, national origin, religion, sex, disability, age, marital status, sexual orientation, family/parental status, political affiliation or belief, and receipt of services from a public assistance program. Not all bases apply to all programs.

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" (42 U.S.C. Section 2000d).

The Age Discrimination Act of 1975 prohibits discrimination on the basis of age in programs and activities receiving federal financial assistance. The Act, which applies to all ages, permits the use of certain age distinctions and factors other than age that meet the Act's requirements.

The Americans with Disabilities Act (ADA) gives guarantees equal opportunity for individuals with disabilities in employment, public accommodations, transportation, State and local government services, and telecommunications.

As protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A, no person is to be excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin,

Under 45 CFR 80, no person in the United States shall, on the grounds of race, color, or national origin be subjected to discrimination under any program receiving federal assistance from the Department of Health and Human Services.

Under the regulations at 29 CFR Part 37, Rolling Plains prohibits discrimination on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries only, citizenship, or receipt of services from or participation in any WIA Title I financially assisted program or activity.

Rolling Plains Management Corporation
EQUAL OPPORTUNITY PLAN
POLICIES AND PROCEDURES

II. Purpose

This Equal Opportunity Plan was developed to guide Rolling Plains Management Corporation in its administration and management of programs or activities receiving Federal financial assistance in regard to Title VI and the protection of rights of individuals under nondiscrimination and equal opportunity provisions.

III. DESIGNATION OF THE EO OFFICER

For the purposes of this plan, the following person is designated as the Equal Opportunity Officer:

Equal Opportunity Contact/Coordinator
Debra K. Thomas, Executive Director
Rolling Plains Management Corporation
119 N. First, P. O. Box 490
Crowell, Texas 79227
(940) 684-1571
debra.thomas@rollingplains.org

IV. Non-discrimination Information Dissemination

A copy of this Equal Opportunity Policies and Procedures shall be provided on the agency website at rollingplains.org and prominently and publicly displayed in central office of Rolling Plains Management Corporation located at 119 N. First, Crowell, Texas 79227.

The Notice of Non Discrimination (See Appendix G) will be displayed at all Rolling Plains Management Corporation facilities. All Rolling Plains' locations which provide services of the USDA Child and Adult Care Food Program and the USDA Rural Development programs will display the USDA "And Justice for All" nondiscrimination poster.

During New Hire Training for new employees and at least annually thereafter, information relative to the provisions of Title VI, applicable nondiscrimination and equal opportunity provisions and the Rolling Plains Management Corporation's expectations to perform their duties accordingly will be reviewed and discussed.

All employees shall be provided a copy of the Equal Opportunity Plan Policies and Procedures and are required to sign the Acknowledgement of Receipt (Appendix A & B).

Rolling Plains Management Corporation EQUAL OPPORTUNITY PLAN POLICIES AND PROCEDURES

V. Subcontracts and Vendors

All subcontractors and vendors who receive payments from Rolling Plains Management Corporation where funding originates from any federal assistance are subject to the provisions of this Equal Opportunity Plan and Title VI of the Civil Rights Act of 1964 as amended.

Written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.

VI. Record Keeping:

The Equal Opportunity Contact/Coordinator will maintain permanent records, which include, but are not limited to, signed acknowledgements of receipt from the employees indicating the receipt of the Rolling Plains Management Corporation's Equal Opportunity Plan, copies of Title VI and other discrimination complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI and other discrimination investigations.

VII. Title VI and Other Discrimination Complaint Procedures

Any person who believes Rolling Plains Management Corporation has subjected him or her or any specific class of individuals to unlawful discrimination may file a complaint of discrimination. Complaints are processed as outlined in these procedures.

Filing a Complaint:

Any person can file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

- Complainant's name, mailing address, telephone number and viable contact information
- The names of the person or persons involved in the alleged discrimination
- The name of the Rolling Plains Management Corporation program which the complainant applied
- How, where and why the complainant believes that they were discriminated against.
- The date(s) during which the alleged discriminatory actions occurred, or if occurring, the duration of such actions.
- The names, titles and contact information of persons who may have knowledge of or been witness to the discrimination.
- Other information that is deemed significant

The Discrimination Complaint Form (**APPENDIX C**) may be used to submit the complaint information.

Rolling Plains Management Corporation
EQUAL OPPORTUNITY PLAN
POLICIES AND PROCEDURES

The complaint must be filed in writing no later than 180 days from the alleged date of discrimination to Rolling Plains Management Corporation at the following address:

Rolling Plains Management Corporation
119 N. First, P. O. Box 490
Crowell, Texas 79227

Rolling Plains Management Corporation encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily.

Complaint process:

All complaints alleging discrimination based on the basis of race, color, national origin, religion, sex, disability, age, marital status, sexual orientation, family/parental status, political affiliation or belief, and receipt of services from a public assistance program in a service or benefit provided by Rolling Plains Management Corporation will be directly addressed by Rolling Plains Management Corporation. Rolling Plains Management Corporation shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, Rolling Plains Management Corporation shall make every effort to address all complaints in an expeditious and thorough manner.

A letter of acknowledging receipt of complaint will be mailed within seven days (**Appendix D**).

Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

**Rolling Plains Management Corporation
EQUAL OPPORTUNITY PLAN
POLICIES AND PROCEDURES**

Notification of Complaint:

Rolling Plains Management Corporation will send a final written response letter (**Appendix E & F**) to the complainant. This written response may be drafted subject to review by Rolling Plains Management Corporation's attorney. In the letter notifying complainant that the complaint is not substantiated, the complainant is also advised of his or her right to 1) appeal within seven calendar days of receipt of the final written decision from Rolling Plains Management Corporation, and/or 2) file a complaint externally with the appropriate state or federal agency. Every effort will be made to respond to Title VI and other unlawful discrimination complaints within 60 working days of receipt of such complaints, if not sooner.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

For discrimination in regard to transit services:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 205904

For discrimination in regard to USDA Child and Adult Care Food Program and the USDA Rural Development programs services:

U. S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Ave, SW, Stop 9410
Washington, D.C. 20250-9410

For discrimination in regard to Child Care Assistance Programs:

Workforce Solutions North Texas Board
901 Indiana. Suite 180
Wichita Falls, TX. 76301

For discrimination in regard to energy assistance, weatherization and community services funded through the Texas Department of Housing and Community Affairs:

Texas Department of Housing and Community Affairs
PO Box 13941
Austin, TX 78711-3941

For discrimination in regard to Head Start:

Office of Head Start, Region VI
Regional Program Officer
1301 Young St.
Dallas, Texas 75202

Rolling Plains Management Corporation
EQUAL OPPORTUNITY PLAN
POLICIES AND PROCEDURES

VIII. Limited English Proficiency (LEP) Plan

Due to the large service area of the agency and the diversity of the programs offered by Rolling Plains Management Corporation a four-factor analysis to determine the need for a Limited English Proficiency (LEP) Plan will be maintained by program area.

IX. Community Outreach

As an agency receiving federal financial assistance, we have made the following community outreach efforts:

- The Equal Opportunity Plan will be located on the Rolling Plains Management Corporation's website for review.
- All Rolling Plains Management Corporation Board meetings are open to the public and follow the Open Meetings Act as amended.
- Satisfaction surveys will be provided to program participants on a regular basis. The results of these surveys will be reviewed by the **Equal Opportunity Contact/Coordinator** and the Rolling Plains Management Corporation Board
- Client complaints are forwarded to the director for review and investigation.
- Rolling Plains Management Corporation has available on at the central office and other sites Spanish speaking individuals who can assist those persons either with information relative to all programs or with lodging complaints or concerns.

**Rolling Plains Management Corporation
EQUAL OPPORTUNITY PLAN
POLICIES AND PROCEDURES**

**Appendix A
Employee Annual Education Form**

No person shall, on the 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 financial assistance.

All employees of Rolling Plains Management Corporation are expected to consider, respect, and observe this policy in their daily work and duties. If a citizen approaches you with a question or complaint, direct him or her to the **Equal Opportunity Contact**.

**Rolling Plains Management Corporation
EQUAL OPPORTUNITY PLAN
POLICIES AND PROCEDURES**

**Appendix B
Acknowledgement of Receipt of Equal Opportunity Plan**

I hereby acknowledge the receipt of the Rolling Plains Management Corporation Equal Opportunity Plan. I have read the plan and am committed to ensuring that no person is excluded from participation in, or denied the benefits of services from agency programs or activities receiving Federal financial assistance on the basis of race, color, national origin, religion, sex, disability, age, marital status, sexual orientation, family/parental status, political affiliation or belief, and receipt of services from a public assistance program (as applicable).

Your signature

Print your name

Date

**Rolling Plains Management Corporation
EQUAL OPPORTUNITY PLAN
POLICIES AND PROCEDURES**

Appendix C

DISCRIMINATION COMPLAINT FORM

If you feel you have been discriminated against under Title VI of the 1964 Civil Rights Act or have not been provided equal opportunity due to other unlawful discrimination, please provide the following information in order to assist us in processing your complaint and send it to:

Equal Opportunity Contact/Coordinator

Debra K. Thomas, Executive Director
Rolling Plains Management Corporation
119 N. First, P. O. Box 490
Crowell, Texas 79227

Please print clearly:

Name: _____

Address: _____

City, State, Zip Code: _____

E-mail address (if you have one): _____

Telephone Number: _____ (home) _____ (cell) _____ (other)

Best time of day to reach you: _____

Name(s) of person(s) who you believe discriminated against you: _____

It is a violation of the law to discriminate against you based on the following protected classes: race, color, national origin, religion, sex, disability, age, marital status, sexual orientation, family/parental status, income derived from a public assistance program, and political beliefs. (Not all bases apply to all programs) Reprisal is prohibited based on prior civil rights activity.

Please list which protected class was the cause of your alleged discrimination: _____

Please name the Rolling Plains Management Corporation program you applied for: _____

**Rolling Plains Management Corporation
EQUAL OPPORTUNITY PLAN
POLICIES AND PROCEDURES**

Appendix C

DISCRIMINATION COMPLAINT FORM

What was the date of the alleged discrimination? _____

Where did the alleged discrimination take place? _____

Please describe the circumstances as you saw it: _____

Please list any and all witnesses' names and phone numbers:

How would you like to see this complaint resolved?

Please date and sign this form:

Your signature

Print your name

Date

**Rolling Plains Management Corporation
EQUAL OPPORTUNITY PLAN
POLICIES AND PROCEDURES**

**APPENDIX D
Letter Acknowledging Receipt of Complaint**

Today's Date

Ms. Jo Doe
1234 Main St.
Anytown, Texas 77222

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against Rolling Plains Management Corporation 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 telephoning (800) 633-0852, or write to me at this address.

Sincerely,

Debra K. Thomas, Executive Director
Equal Opportunity Contact/Coordinator

**Rolling Plains Management Corporation
EQUAL OPPORTUNITY PLAN
POLICIES AND PROCEDURES**

APPENDIX E

Letter Notifying Complainant that the Complaint Is Substantiated

Today's Date

Ms. Jo Doe
1234 Main St.
Anytown, Texas 77222

Dear Ms. Doe:

This letter will be drafted as advised by Rolling Plains Management Corporation's legal counsel.

Sincerely,

Debra K. Thomas, Executive Director
Equal Opportunity Contact/Coordinator

**Rolling Plains Management Corporation
EQUAL OPPORTUNITY PLAN
POLICIES AND PROCEDURES**

APPENDIX F

Letter Notifying Complainant that the Complaint Is Not Substantiated

Today's Date

Ms. Jo Doe
1234 Main St.
Clarksville, Tennessee 37040

Dear Ms. Doe:

The matter referenced in your complaint of _____ (date) against Rolling Plains Management Corporation, alleging _____ has been investigated.

The results of the investigation did not indicate that the provisions of [*identify the Federal Act or provision under which the alleged violation falls ie, Title VI of the Civil Rights Act of 1964*] had in fact been violated. As you know, [*identify the appropriate Federal or provision, ie, Title VI*] prohibits discrimination based on [*list the covered class, ie, race, color, or national origin*] in any program receiving federal financial assistance.

Rolling Plains Management Corporation has analyzed the materials and facts pertaining to your case for evidence of the agency's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files.

You have the right to 1) appeal within seven calendar days of receipt of this final written decision from Rolling Plains Management Corporation, and/or 2) file a complaint externally with the [*appropriate authority ie, U.S. Department of Transportation and/or 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,

Debra K. Thomas, Executive Director
Equal Opportunity Contact/Coordinator

**Rolling Plains Management Corporation
EQUAL OPPORTUNITY PLAN
POLICIES AND PROCEDURES**

APPENDIX G

Narrative to be included in posters to be at All Rolling Plains Management Corporation Facilities

NOTICE OF NON DISCRIMINATION

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If you feel you are being denied participation in or being denied benefits of services provided by Rolling Plains Management Corporation, or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, our contact information is:

Equal Opportunity Contact/Coordinator

Debra K. Thomas, Executive Director
Rolling Plains Management Corporation
119 N. First, P. O. Box 490
Crowell, Texas 79227
(940) 684-1571
debra.thomas@rollingplains.org

Additional information in regard to Rolling Plains Management Corporation's Equal Opportunity Policies and Procedures can be obtained at its website at rollingplains.org.

Rolling Plains Management Corporation
EQUAL OPPORTUNITY PLAN
POLICIES AND PROCEDURES

APPENDIX H
Federal Transit Administration Civil Rights Assurance

ROLLING PLAINS MANAGEMENT CORPORATION HEREBY CERTIFIES THAT; as a condition of receiving Federal financial assistance under the Federal Transit Act of 1964, as amended, it will ensure that:

1. No person, on the basis of race, color, or national origin, will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.
2. Rolling Plains Management Corporation will compile, maintain, and submit in a timely manner Title VI information as required by FTA and in compliance with the Department of Transportation's Title VI regulations.
3. Rolling Plains Management Corporation will make it known to the public that those person or person alleging discrimination, on the basis of race, color, or national origin, as it relates to the provision of transportation services and transit-related benefits may file a complaint the Federal Transit Administration and/or the U.S. Department of Transportation.

The person or persons whose signature appears below are authorized to sing the assurance on behalf of the grant applicant or recipient.

June 2, 2014

Debra K. Thomas, Executive Director