Notifying the Public of Rights under Title VI

UCPA of Niagara Inc. dba Empower

The UCPA of Niagara Inc. dba Empower operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the UCPA of Niagara Inc. dba Empower.

For more information on the UCPA of Niagara Inc. dba Empower's program, and the obligations and procedures to file a complaint, contact (716)-297-0798; email psciandra@empower-wny.org; or visit our office at UCPA of Niagara Inc. dba Empower, 9812 Lockport Road, Niagara Falls, NY 14304. For more information on how to contact UCPA of Niagara Inc. dba Empower to find out about Title VI, visit www.empower-wny.org

A complainant may file a complaint directly with **UCPA** of **Niagara Inc.** dba **Empower** Petrina Sciandra by following the **UCPA** of **Niagara Inc.** dba **Empower** complaint procedures also found on the agency's website. A complaint can also be filed with the New York State Department of Transportation on its Civil Rights website at https://www.dot.ny.gov/main/business-center/civil-rights/title-vi-ei. Finally, a complaint can be filed directly with 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.

If information is needed in another language, contact (716)-297-0798.

Si necesita información en otra idioma, por favor contacto (716)-297-0798.

Notifying the Public of Rights under Title VI and the ADA

UCPA of Niagara Inc. dba Empower

The UCPA of Niagara Inc. dba Empower operates its programs and services without regard to race, color, and national origin, in accordance with Title VI of the Civil Rights Act of 1964, and for persons with disabilities under the Americans with Disabilities Act of 1990. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI or the ADA may file a complaint with the UCPA of Niagara Inc. dba Empower.

For more information on the UCPA of Niagara Inc. dba Empower's program, and the obligations and procedures to file a complaint, contact (716),297-0798; email psciandra@empower-wny.org; or visit our office at UCPA of Niagara Inc. dba Empower, 9812 Lockport Road, Niagara Falls, NY 14304. For more information on how to contact UCPA of Niagara Inc. dba Empower to find out about Title VI, visit www.empower-wny.org

A complainant may file a complaint directly with **UCPA of Niagara Inc. dba Empower** Petrina Sciandra by following the **UCPA of Niagara Inc. dba Empower** complaint procedures also found on the agency's website. A complaint can also be filed with the New York State Department of Transportation on its Civil Rights website at https://www.dot.ny.gov/main/business-center/civil-rights/title-vi-ei. Finally, a complaint can be filed directly with 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.

If information is needed in another language, contact (716)-297-0798.

Si necesita información en otra idioma, por favor contacto (716)-297-0798.

APPENDIX B: Title VI Complaint Form

UCPA of Niagara Inc. dba Empower Title VI Complaint Form

	Section	il;		
Your Name:				
Address:				
Telephone (Home):		Telephone	(Work/Mobile):	
Email Address:				
Accessible Format	Large Print		Audio Tape	
Requirements?	TDD	Deste Sines II in a second	Other	
	Section	IALE	nie zakolena z masa	
Are you filing this complaint on your own behalf?			Yes*	No
*if you answered "yes" to				
If not, please supply the not for whom you are complain		ne person		
Please explain why you ha	we filed for a third party:			
Please confirm that you he aggrieved party if you are	ave obtained the permissi filing on behalf of a third	on of the party.	Yes	No
	Section	III:		
I believe the discrimination	n I experienced was based	d on (check a	I that apply):	
☐ Race ☐ Color	☐ National Origin			
Date of Alleged Discrimina	ation (Month, Day, Year): _			
Agency name complaint is a	gainst:			
Location of where the allege	ed discrimination occurred:-			
Explain as clearly as poss against. Describe all persoperson(s) who discriminate any witnesses. If more span	ons who were involved. In ted against you (if known)	clude the nan as well as na	ne and contact intermediate in the contact in the c	formation of the

	Section IV
Have you filed this complaint with any other State court?	er Federal, State, or local agency, or with any Federal or
☐ Yes ☐ No	
If yes, check all that apply:	
☐ Federal Agency:	_
☐ Federal Court:	□ State Agency:
□ State Court:	Local Agency:
Provide Information for the contact person	at the agency/court where the complaint was filed.
Name and Title:	
Agency:	
Address:	
Talambamas	
You may attach any written materials or complaint. Signature and date required below.	other information that you think is relevant to your
Signature	Date

Please submit this form by mail, email or in person to the address below.

UCPA of Niagara Inc. dba Empower Petrina Sciandra 9812 Lockport Road Niagara Falls, NY 14304 psciandra@empower-wny.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.

UCPA of Niagara Inc. dba Empower Title VI and ADA Complaint Form

	Section I:			
Your Name:				
Address:				
Telephone (Home):		Telephone (\	Nork/Mobile):	
Email Address:				
Accessible Format	Large Print		Audio Tape	
Requirements?	TDD			
	Section II:		THE REPORT OF THE PARTY.	
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to	this question, go to Section	III.		
If not, please supply the n for whom you are compla	ame and relationship of the ining:	person		
Please explain why you ha	ave filed for a third party:			
Please confirm that you h aggrieved party if you are	ave obtained the permission filing on behalf of a third pa	of the rty.	Yes	No
	Section III			
I believe the discriminatio	n I experienced was based o	n (check all	that apply):	
☐ Race ☐ Color	☐ National Origin	☐ Disa		
Date of Alleged Discrimin	ation (Month, Day, Year):			
_				
Agency name complaint is a	against:			
Location of where the allege	ed discrimination occurred:			
against. Describe all persperson(s) who discrimina	sible what happened and why ons who were involved. Inclu ted against you (if known) as ace is needed, please attach	ide the name well as nam	e and contact in nes and contact	formation of the

REFERENCE		Section IV
Have you filed this State court?	complaint with any ot	her Federal, State, or local agency, or with any Federal or
☐ Yes	□ No	
If yes, check all the	at apply:	
☐ Federal Agency		
☐ Federal Court: _		State Agency:
☐ State Court:	1	Local Agency:
Provide information	n for the contact perso	on at the agency/court where the complaint was filed.
Name and Title:		
Agency:		
Address:	· · · · · · · · · · · · · · · · · · ·	
Telephone:		
You may attach an complaint. Signature and date		r other information that you think is relevant to your
Signature and date	. 10421100 20.0111	
Signature	No.	Date

Please submit this form by mail, email or in person to the address below.

UCPA of Niagara Inc. dba Empower Petrina Sciandra 9812 Lockport Road Niagara Falls, NY 14304 Psciandra@empower-wny.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 C: Letter Acknowledging Receipt of Complaint

Date
Name
Address
City, State Zip
Dear Name:
This letter is to acknowledge receipt of your Title VI complaint against UCPA of Niagara Inc. dba Empower 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 (716) 297-0798 or in writing to UCPA of Niagara Inc. dba Empower, 9812 Lockport Road, Niagara Falls, NY 14304. psciandra@empower-wny.org

Sincerely,

Petrina Sciandra

9812 Lockport Road

Niagara Falls, NY 14303

(716)297-0798 ext. 175

APPENDIX D: Title VI Complaint Letter of Closure

Date				
Name				
Address				
City, State Zip				
Dear Name:				
The matter referenced in your letter dated against UCPA of Niagara Inc. dba Empower alleging Title VI violation has been investigated. The investigation determined non-compliance by UCPA of Niagara Inc. dba Empower 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				
Sincerely,				
Petrina Sciandra				
9812 Lockport Road				
Niagara Falls, NY 14304				
(716) 297-0798 ext. 175				

.

APPENDIX E: Title VI Complaint Letter of Finding

Date	
Name	
Address	
City, State Zip	
·	
Dear Name:	
The matter referenced in your Title VI complaint dated against UCPA of Niagara Inc. dba Empower 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 base race, color, or national origin in any program receiving federal financial assistance.	e ed on
UCPA of Niagara Inc. dba Empower has analyzed the materials and facts pertaining to your case. The was no evidence identified that a violation of your Title VI rights were denied. I therefore advise your complaint was not substantiated and that I am closing the matter in our files.	here that
You have the right to 1) provide additional information to this office for reconsideration of your compl within seven (7) calendar days of receipt of this final written decision and/or 2) file a complaint extern with the Federal Transit Administration at:	laint nally
Federal Transit Administration Office of Civil Rights Attention: Title VI Program Coordinator East Buil 5th Floor- TCR 1200 New Jersey Ave., SE Washington DC 20590	lding
Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesit to call me.	ate

Sincerely,

Petrina Sciandra

9812 Lockport Road

Niagara Falls, NY 14304

(716) 297-0798 ext. 175