

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-ej>. 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-ej>**. 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

Section IV

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes No

If yes, check all that apply:

Federal Agency: _____

Federal Court: _____

State Court: _____

State Agency: _____

Local Agency: _____

Provide information for the contact person at the agency/court where the complaint was filed.

Name and Title:

Agency:

Address:

Telephone:

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.

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.

Section IV

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes No

If yes, check all that apply:

Federal Agency: _____

Federal Court: _____

State Court: _____

State Agency: _____

Local Agency: _____

Provide information for the contact person at the agency/court where the complaint was filed.

Name and Title: _____

Agency: _____

Address: _____

Telephone: _____

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.

UCPA of Niagara Inc. dba Empower
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9812 Lockport Road
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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 based on race, color, or national origin in any program receiving federal financial assistance.

UCPA of Niagara Inc. dba Empower 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,

Petrina Sciandra

9812 Lockport Road

Niagara Falls, NY 14304

(716) 297-0798 ext. 175