



HollyDELL School and Adult Program
610 Hollydell Drive
Hurffville, NJ 08080
www.hollydell.org

Title VI Plan

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HollyDELL is a distinguished private, non-profit organization serving individuals from age three through adulthood with physical and medical challenges. The Educational program operates as an Approved Private School for Students with Disabilities and adheres to all the rules and regulations of the New Jersey Department of Education including New Jersey certified professional staff. The Adult program is for individuals registered with the New Jersey Division of Developmental Disabilities (DDD). Families work closely with their DDD Support Coordinator.

Our Mission

The Mission of HollyDELL is to provide exceptional educational, social, emotional, therapeutic and technological programs for individuals with physical and medical challenges from age 3 through adulthood. These services are provided in a safe, secure and nurturing environment where each individual is treated with dignity and respect. At HollyDELL, we believe that learning is a life-long process and that all individuals need a form of mobility, a means to communicate and access information and the environment, leading to as much functional independence as possible.

Title VI Non-Discrimination Policy

HollyDELL, Inc. operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964, as amended. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint in writing to HollyDELL, Inc. To file a complaint, or for more information on HollyDELL's obligations under Title VI write to: 610 Hollydell Drive Sewell, NJ 08080 or visit HollyDELL.org. Transportation services provided by this agency are in whole or part funded through federal funds received through NJ TRANSIT and as an individual you also have the right to file your complaint to both HollyDELL, Inc. as well as the Federal Transit Administration. Complaints may also be filed with the Federal Transit Administration in writing and may be addressed to:

Title VI Program Coordinator
East Building, 5th Floor – TCR, U.S. Department of Transportation
Federal Transit Administration, Office of Civil Rights
1200 New Jersey Avenue, SE, Washington, DC 20590

A copy of this policy is available at the following locations:

- HollyDELL.org
- Main Building – 610 Hollydell Drive Sewell, NJ 08080
- Behind the seat of all federally funded vehicles

If information is needed in another language, contact (856) 582-5151.

Si necesita información en otra idioma, por favor llame 856-582-5151

Title VI Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by HollyDELL, Inc. (hereinafter referred to as “the Authority”) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. HollyDELL, Inc. investigates complaints received no more than 180 days after the alleged incident. The Authority will process complaints that are complete.

Once the complaint is received, the Authority will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The Authority has 14 days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the Authority 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, she/he will issue one of two letters 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. An 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 XX 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:

FTA Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590

Title VI Complaint Form

Note: The following information is needed to assist in processing your complaint.

A. Complainant's information:

Name: _____
Address: _____
City/State/Zip Code: _____
Telephone Number (Home): _____
Telephone Number (Work): _____
Email Address: _____

Accessible Format Requirements? (Select One or More)

- Large Print
- TDD
- Audio Tape
- Other

B. Person discriminated against (if someone other than complainant):

Name: _____
Address: _____
City/State/Zip Code: _____
Telephone Number (Home): _____
Telephone Number (Work): _____
Email Address: _____

Relationship to the person for whom you are complaining: _____

Please explain why you have filed for a third party: _____

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.

- Yes
- No

C. Which of the following best describes the reason you believe the discrimination took place?

____ Race ____ Color ____ National Origin

Other: _____

D. On what date(s) did the alleged discrimination take place?

Date: _____
Date: _____
Date: _____

Other:

E. Please describe the alleged discrimination. Explain what happened and whom you believe was responsible. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If additional space is needed, add a sheet of paper.

F. Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? List all that apply.

Federal Agency _____
Federal Court _____
State Agency _____
State Court _____
Local Agency _____

If you have checked above, please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____
Title: _____
Address: _____
City/State/Zip Code: _____
Telephone Number (Home): _____
Telephone Number (Work): _____
Email Address: _____

G. Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Signature _____ Date _____
Attachments: Yes _____ No _____

H. Submit form and any additional information to:

Sheryl Jenkins
610 HollyDELL Drive
Sewell, NJ 08080
Sheryl@hollydell.org
(856) 582-5151

Table of Transit-Related Title VI Investigations, Complaints, and Lawsuits

“As of November 8, 2024, no on-going investigations, lawsuits, or complaints.”

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

Public Participation Plan

The Federal Transit Administration (FTA) requires that the Title VI program include a public participation plan that includes an outreach plan to engage minority and limited English proficient (LEP) populations. The plan may include other constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others. Applicants to New Jersey Transit for FTA assistance are required to comply with several requirements that help meet this Title VI requirement. These requirements include the published notice of intent to apply to New Jersey Transit for FTA assistance and participation in the public transit-human services transportation coordinated plan development. Other public participation methods include open Board/ council meetings, council meetings of cities and counties that provide local funding, advisory committees, public involvement efforts for transportation services, passenger surveys, marketing efforts, such as booths at fairs, and presentations to service and other organizations.

Describe your agency's participation in the following list of items to explain your public participation element.

HollyDELL, Inc. is committed to providing safe, accessible transportation to all HollyDELL Adult Program participants. Our aim is to make transportation a positive experience for these individuals and their families, as well as our staff.

HollyDELL engages the public to share information about its programs and services. It is always a goal to include our students and adult program participants in activities and outings in the surrounding community.

- Are Board/council meetings open to the public?

The HollyDELL Board of Directors is a policy making body and carries responsibility for overseeing the administration of all fiscal affairs and meets quarterly. The meetings are not open to the public.

- How do you publicize the dates, times, and locations of Board/council meetings?

The date, time and location of the Board meetings are publicized on the HollyDELL website under Notices & Policies.

- Where are Board/council meetings held?

The meetings are held in the Board Room at 610 Hollydell Drive, Sewell, NJ,

- Is the location accessible to persons with disabilities?

The meeting location is accessible to persons with disabilities.

- Is the location served by your agency's transportation services during the hours Board/council meetings are held? If yes, please describe. If not, do you offer transportation to the meetings upon request?

HollyDELL provides transportation to the HollyDELL Adult Program participants. Transportation is available to these consumers if they wish to attend a board meeting.

- What other efforts do you undertake to ensure that transportation riders or clients can attend Board/council meetings?

Schedules will be adjusted if needed to provide access to individuals wishing to attend board meetings.

- Do you rely on any counties or cities for funding? If yes, please describe how interested parties can comment on your budget and services at city and town council meetings.

HollyDELL does not receive funding from any counties or cities to fund transportation.

- Discuss any other outreach efforts, including transportation advisory committees, procedures for soliciting comments for service changes, passenger surveys, public involvement for transportation services, presentations, etc.

The Adult Program participants and their families contact the program site manager to voice any concerns they have regarding transportation. Participants and families are also sent surveys to evaluate program services and transportation once a year.

Language Assistance Plan

Possible translator and interpreter services include the use of HollyDELL staff members who are competent healthcare translators and interpreters, outside contracting of translators and interpreters, telephone interpreter lines, community volunteers, and family members and friends as interpreters.

If language services are needed, HollyDELL shall make the Limited English Proficient (LEP) person aware that he/she has the option of having HollyDELL provide an interpreter for him/her without charge or using his/her interpreter. Except as noted below, HollyDELL shall respect an LEP person's desire to use an interpreter of his/her choosing (e.g., a professional interpreter, family member, or friend) instead of the free language services offered by HollyDELL. HollyDELL shall never require an LEP person to use a family member or friend as an interpreter.

With the use of non-professional interpreters, HollyDELL shall consider issues of competence, appropriateness, conflicts of interest, and confidentiality in determining whether it should respect the desire of an LEP person to use an interpreter of his/her choosing. HollyDELL shall take reasonable steps to ascertain whether family, legal guardians, caretakers and other informal interpreters are not only competent in the circumstances but are also appropriate in light of the circumstances and subject matter of the service, program or activity, and HollyDELL's need to protect its interest due to inaccurate interpretation.

Communication at HollyDELL

Of the 90 users of Transportation services (Adult Day Program) with NJ Transit Vehicles, 100% comprehend English as a first language (as documented in each participants ISP).

Of those 90 users, 34% are capable of verbally communicating with necessary members of the organization to address any issues with transportation services. 66% of our participants are nonverbal and may be able to utilize augmentative and alternative communication for any issues with transportation services.

An individual who is "verbal" can utilize their voice for speech to communicate comprehensively.

An individual who is "non-verbal" uses other means of communication other than verbal speech to share their thoughts, concerns, and ideas.

Some of the ways an individual may communicate in ways other than using their voice for speech are:

- A.A.C (Augmentative and Alternative Communication) devices
 - Manual communication boards with pictures, numbers, symbols
 - Electronic communication devices
 - Gestures
 - Sign Language
 - Body Language

HollyDELL provides new hire orientation for all newly hired staff which provides opportunities for employees to gain an understanding of how to work with HollyDELL's population. Also, the staff is mandated to attend annual training on various aspects of HollyDELL's services. HollyDELL Transportation staff is required to participate in annual Title VI training, provided by the compliance officer.

Assistance for Individuals with Limited English Proficiency

Under the law, program participants have the right to receive, as soon as possible and free of charge, the services of a translator or interpreter to facilitate communication between the participant and health care personnel or staff. HollyDELL shall take all reasonable steps to ensure meaningful access to its programs and activities by Limited English Proficient ("LEP") participants, families, and guardians.

HollyDELL shall determine as to the appropriate mix of LEP services to be available by balancing the following four factors:

1. The number or proportion of LEP persons likely to be encountered.
 - HollyDELL currently has 90 adult day program participants. 100% of participants comprehend English as a primary language.
2. The frequency with which LEP persons come in contact with HollyDELL.
 - HollyDELL adult day habilitation program participants come in contact with HollyDELL Transportation services daily.
3. The nature and importance of the program, activity, or service to people's lives.
 - HollyDELL transportation services are provided to ensure that each individual is provided with an opportunity to maximize his/her quality of life which includes regular outings for various programs and recreational activities.
4. The resources are available to HollyDELL.
 - HollyDELL provides an abundant number of services for all day habilitation participants who may require LEP assistance including, on-site Speech Therapy and the necessary technology. HollyDELL also has involvement in a various number of organizations which can provide feedback on the needs of the DD community.
 - HollyDELL will monitor the effectiveness of its LAP and the outreach activities to the LEP population by requesting regular feedback from service users and meeting with advocacy groups.

Training on HollyDELL's responsibility to serve LEP persons is implemented by the following means:

- HollyDELL provides new hire orientation and initial training for all newly hired staff, as well as ongoing training, which will include information on serving LEP persons.
- All staff are provided with opportunities to gain an understanding of how to work with HollyDELL's population throughout each year during regularly scheduled in-service days.
- All HollyDELL Adult program staff members will be required to participate in annual Title VI training, provided by the program director and/ or HR manager.
- Agendas are provided on the day/date of training
- Sign-in sheets are kept on record of the participants of the training.
- Certificates of completion of the training are created and handed out to staff completing the training.
- Refresher trainings are conducted annually.

Minority Representation on Decision-Making Body

Body	Caucasian	Latino	African American	Asian	Native American
HollyDELL Board of Directors	100%	0%	0%	0%	0%

HollyDELL actively seeks out participation from minority groups for membership on the Board of Directors which currently consists of seven members.

HollyDELL Board of Directors
November 21, 2024
Board Resolution of HollyDELL, Inc. Title VI Plan

There being a meeting of The Board of Directors of HollyDELL, Inc. taking place on November 21, 2024, the Members being present and having voted on the following:

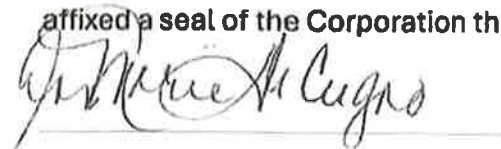
WHEREAS the Corporation known as HollyDELL, Inc. was organized under the laws of the State of New Jersey and a Certificate of Amendment to the Certificate of Incorporation of Cerebral Palsy Center of Gloucester and Salem Counties, Inc. was filed on March 24, 2005; amending the name of said Corporation to its current name of HollyDELL, Inc. ; and

WHEREAS the Board of Directors are currently as follows:

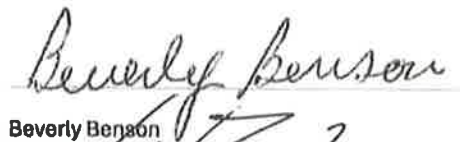
1. Ann Marie DiCugno
2. Beverly Benson
3. Kathleen Forsythe
4. William Lawson
5. Kim Borgersen
6. Patricia Horton-Zellers
7. Gene Mercoli

THIS IS TO CERTIFY that the foregoing is a true copy of the Resolution duly adopted at a meeting of the Board of Directors of HollyDELL, Inc. a New Jersey Non-profit Corporation duly called and held on November 21, 2024, at which a quorum was present and acting throughout; and it is in conformity with the Certificate of Incorporation and By-Laws of the Corporation; and has not been rescinded or modified, and is in full force and effect as of the date hereof.

IN WITNESS WHEREOF, I have hereunto set my hand as the Board of Directors' President and affixed a seal of the Corporation this 21st day of November 2024.



Ann Marie DiCugno, Board President



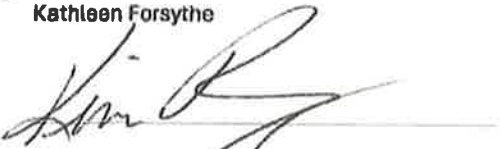
Beverly Benson



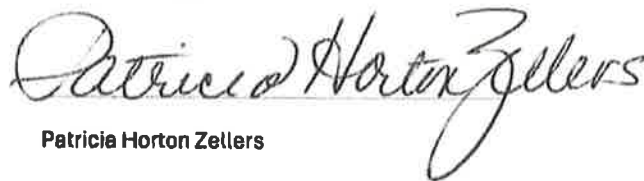
Kathleen Forsythe



William Lawson



Kim Borgersen



Patricia Horton Zellers



Gene Mercoli