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# *Title VI Implementation Plan*

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*December 01, 2020 – November 30, 2023*

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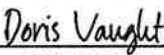
## Title VI Policy Statement

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Lifewell's policy assures full compliance with Title VI of the Civil Rights act of 1964 and related statutes and regulations in all programs and activities. Title VI states that "no person shall on the grounds of race, color or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination" under any Lifewell sponsored program or activity. There is no distinction between the sources of funding.

Lifewell also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies and activities on minority and low-income populations. Furthermore, Lifewell will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When Lifewell distributes Federal-aid funds to another entity/person, Lifewell will ensure all subrecipients fully comply with Lifewell Title VI Nondiscrimination Program requirements. Doris Vaught has delegated the authority to Phillip Havatone, Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.

DocuSigned by:  
  
Doris Vaught, CEO, President

## Title VI Notice to the Public

### Notifying the Public of Rights Under Title VI Lifewell

Lifewell 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. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Lifewell.

For more information on Lifewell's civil rights program, and the procedures to file a complaint, contact Phillip Havatone, Title VI Coordinator, email is [phavatone@lifewell.us](mailto:phavatone@lifewell.us), or visit our administrative office at 202 E Earll Dr, Ste 200, Phoenix, AZ 85012. For more information, visit [www.lifewell.us](http://www.lifewell.us).

A complainant may file a complaint directly with the City of Phoenix Public Transit Department or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: City of Phoenix Public Transit Department: ATTN: Title VI Coordinator, 302 N. 1<sup>st</sup> Ave., Suite 900, Phoenix AZ 85003 FTA: ATTN: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact Foreign Language Service (for translation services) and Akorbi or A Language Line (for interpreter services, though it varies with different Health Plans). Para información en Español llame: Foreign Language Service at 480-813-4242

## **Title VI Notice to the Public -Spanish**

### **Aviso al Público Sobre los Derechos Bajo el Título VI Lifewell**

Lifewell (*y sus subcontratistas, si cualquiera*) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964. El nivel y la calidad de servicios de transporte serán provehidos sin consideración a su raza, color, o país de origen.

Para obtener más información sobre la Lifewell's programa de derechos civiles, y los procedimientos para presentar una queja, contacte Phillip Havatone, Title VI Coordinator, Phone is 602-599-5408 and email is [phavatone@lifewell.us](mailto:phavatone@lifewell.us), o visite nuestra oficina administrativa en 202 E Earll Dr, Ste 200, Phoenix, AZ 85012. Para obtener más información, visite [www.lifewell.us](http://www.lifewell.us).

El puede presentar una queja directamente con City of Phoenix Public Transit Department o Federal Transit Administration (FTA) mediante la presentación de una queja directamente con las oficinas correspondientes de Civil Rights: City of Phoenix Public Transit Department: ATTN Title VI Coordinator 302 N. 1<sup>st</sup> Ave., Suite 900, Phoenix AZ 85003 FTA: ATTN Title VI Program Coordinator, East Building, 5th Floor –TCR 1200 New Jersey Ave., SE Washington DC 20590

*The above notice is posted in the following locations: On [www.lifewell.us](http://www.lifewell.us) and ADA page.*

*This notice is posted online at [www.lifewell.us](http://www.lifewell.us)*



## Title VI Complaint Procedures

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These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, as they relate to any program or activity that is administered by Lifewell including consultants, contractors and vendors. Intimidation or retaliation as a result of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

- (1) Any person who believes he and/or she has been discriminated against on the basis of race, color, or national origin may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.
- (2) Formal complaints must be filed within 180 calendar days of the last date of the alleged act of discrimination or the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.
- (3) Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number. The Title VI contact person will assist the complainant with documenting the issues if necessary.
- (4) Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or email transmittal for the complaint to be processed.
- (5) Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return for processing.
- (6) Once submitted Lifewell will review the complaint form to determine jurisdiction. All complaints will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the Lifewell or submitted to the State or Federal authority for guidance.

- (7) Lifewell will notify the Title VI Coordinator of all Title VI complaints within 72 hours via telephone at: 602-262-7242; email to: [phxtransiteo@phoenix.gov](mailto:phxtransiteo@phoenix.gov)
- (8) Lifewell has 60 days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 60 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 30 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.
- (9) 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 30 days after the date of the letter or the LOF to do so.
- (10) A complainant dissatisfied with Lifewell decision may file a complaint directly with the City of Phoenix Public Transit Department (COP): Attention: Title VI Coordinator, 302 N. 1<sup>st</sup> Ave., Suite 900, Phoenix, AZ 85003 or the Federal Transit Administration (FTA) offices of Civil Rights: Attention Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (11) A copy of these procedures can be found online at: [www.lifewell.us](http://www.lifewell.us)



# Title VI Complaint Form

<b>Section I:</b>		
Name:		
Address:		
Telephone (Home):		Telephone (Work):
Electronic Mail Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
<b>Section II:</b>		
Are you filing this complaint on your own behalf?		<input type="checkbox"/> Yes* <input type="checkbox"/> No
<i>*If you answered "yes" to this question, go to <b>Section III</b>.</i>		
If not, please supply the name and relationship of 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.		<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Section III:</b>		
I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin		
Date of Alleged Discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. 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 more space is needed, please use the back of this form.		
_____ _____ _____		
<b>Section VI:</b>		
Have you previously filed a Title VI complaint with this agency?		<input type="checkbox"/> Yes <input type="checkbox"/> No

If yes, please provide any reference information regarding your previous complaint.

**Section V:**

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 Agency: \_\_\_\_\_

☐ State Court: \_\_\_\_\_

☐ Local Agency: \_\_\_\_\_

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

**Section VI:**

Name of agency complaint is against:

Name of person complaint is against:

Title:

Location:

Telephone Number (if available):

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are required below

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please submit this form in person at the address below, or mail this form to:

Lifewell, Phillip Havatone, Title VI Coordinator

Phone: 602-599-5408

202 E Earll Dr, Ste 200, Phoenix, AZ 85012

PHavatone@lifewell.us

A copy of this form can be found online at [www.lifewell.us](http://www.lifewell.us)

**Forma Para Poner una Queja**

**(De Acuerdo Al Título VI)**

*Nota: La siguiente información se necesita para procesar su queja.*

**Información de la persona que está poniendo la queja:**

Nombre: Dirección: \_\_\_\_\_  
Ciudad/Estado/Código Postal: \_\_\_\_\_  
Teléfono(Casa): \_\_\_\_\_  
Teléfono (Trabajo): \_\_\_\_\_

**Persona A La Que Se Discriminó (alguien que no sea la persona que está poniendo la queja)**

Nombre: Dirección: \_\_\_\_\_  
Ciudad/Estado/Código Postal: \_\_\_\_\_  
Teléfono(Casa): \_\_\_\_\_  
Teléfono (Trabajo): \_\_\_\_\_

**¿Cuál de las siguientes razones describe por lo que usted siente que se le discriminó?**

Raza/Color (Especifique) \_\_\_\_\_ Nacionalidad (Especifique) \_\_\_\_\_

**¿En qué fecha(s) sucedió la discriminación?** \_\_\_\_\_

**Describa la presunta discriminación. Explique qué sucedió y quién cree usted que fue responsable (si necesita más espacio, agregue otra hoja).**

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**Escriba una lista con los nombres de las personas que puedan tener conocimiento de la presunta discriminación y cómo contactarlas.**

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**¿Ha presentado esta queja con otra agencia federal, estatal o local, o con cualquier corte federal o estatal? Marque todas las que apliquen.**

Agencia Federal \_\_\_\_\_ Corte Estatal \_\_\_\_\_ Corte Federal \_\_\_\_\_  
Agencia Local \_\_\_\_\_ Agencia Estatal \_\_\_\_\_

**Por favor proporcione información de la persona a la que presentó su queja en la agencia/corte.**

Nombre: \_\_\_\_\_  
Dirección: \_\_\_\_\_  
Ciudad/Estado/Código Postal: \_\_\_\_\_  
Teléfono(Casa): \_\_\_\_\_  
Teléfono (Trabajo): \_\_\_\_\_

**Por favor firme abajo. Puede anexar cualquier material escrito u otra información que usted crea que es relevante sobre su queja.**

\_\_\_\_\_  
Firma de la Persona que presenta la queja

\_\_\_\_\_  
Fecha

**Número de Anexos:** \_\_\_\_\_

**Someta la forma y cualquier información adicional a:**

Lifewell, Phillip Havatone, Title VI Coordinator  
Phone: 602-599-5408  
202 E Earll Dr, Ste 200, Phoenix, AZ 85012  
PHavatone@lifewell.us

## Title VI Investigations, Complaints, and Lawsuits

This form will be submitted annually. If no investigations, lawsuits, or complaints were filed, a blank form will be submitted.

Description/Name	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, national origin or disability)	Status	Action(s) Taken (Final findings?)
<b>Investigations</b>				
1)				
2)				
<b>Lawsuits</b>				
1)				
2)				
<b>Complaints</b>				
1)				
2)				

X Lifewell has not had any Title VI complaints, investigations, or lawsuits in 2020.

## **Public Participation Plan**

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# *Public Participation Plan*

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In the upcoming year Lifewell will make the following community outreach efforts:

**Lifewell will conduct satisfaction surveys in lieu of public meetings. Lifewell will use the feedback from the surveys for process improvements.**

**Public Meetings: LIFEWELL WILL NOT BE CONDUCTING ANY PUBLIC MEETINGS.**

- (1) Public meetings are scheduled to increase the opportunity for attendance by stakeholders and the general public. This may require scheduling meetings during non-traditional business hours, holding more than one meeting at different times of the day or on different days, and checking other community activities to avoid conflicts.
- (2) When a public meeting or public hearing is focused on a planning study or program related to a specific geographic area or jurisdiction within the region, the meeting or hearing is held within that geographic area or jurisdiction.
- (3) Public meetings are held in locations accessible to people with disabilities and are located near a transit route when possible.

## **Limited English Proficiency Plan**

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# Lifewell

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## *Limited English Proficiency Plan*

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Lifewell has developed the following Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to Lifewell services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining Lifewell's extent of obligation to provide LEP services, Lifewell undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

- 1) The number or proportion of LEP persons eligible in the Lifewell service area who may be served or likely to encounter by Lifewell program, activities, or services;
- 2) The frequency with which LEP individuals come in contact with an Lifewell services;
- 3) The nature and importance of the program, activities or services provided by Lifewell to the LEP population; and
- 4) The resources available to Lifewell and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

A statement will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested. *Lifewell uses a Foreign Language Service at 480-813-4242 for translation services. Akorbi and A Language Line are used for interpreter services with Mercy Care members. The approved interpreter service may vary per Health Plan.*

#### **Safe Harbor Provision**

Lifewell complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

- (1) Title VI Notice
- (2) Complaint Procedures
- (3) Complaint Form

In addition, we will conduct our marketing (including using translated materials) in a manner that reaches each LEP group. Vital Documents include the following:

- (1) Notices of free language assistance for persons with LEP
- (2) Notice of Non-Discrimination and Reasonable Accommodation
- (3) Outreach Materials
- (4) Bus Schedules
- (5) Route Changes
- (6) Public Hearings

## Non-elected Committees Membership Table

A sub recipient who selects the membership of transit-related, non-elected planning boards, advisory councils, or committees must provide a table depicting the membership of those organizations broken down by race. Subrecipients also must include a description of the efforts made to encourage participation of minorities on these boards, councils, and committees.

Table Depicting Membership of Committees, Councils, Broken Down by Race

Body	Caucasian	Latino	African American	Asian American	Native American
Population	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%
TYPE THE NAME OF THE COMMITTEE HERE	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%
TYPE THE NAME OF THE COMMITTEE HERE	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%
TYPE THE NAME OF THE COMMITTEE HERE	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%

Describe the process the agency uses to encourage the participation of minorities on such committees should be included

X Lifewell does NOT select the membership of any transit-related committees, planning boards, or advisory councils.

## Title VI Equity Analysis

A sub recipient planning to acquire land to construct certain types of facilities must not discriminate on the basis of race, color, or national origin, against persons who may, as a result of the construction, be displaced from their homes or businesses. "Facilities" in this context does not include transit stations or bus shelters, but instead refers to storage facilities, maintenance facilities, and operation centers.

There are many steps involved in the planning process prior to the actual construction of a facility. It is during these planning phases that attention needs to be paid to equity and non-discrimination through equity analysis. The Title VI Equity Analysis must be done before the selection of the preferred site.

***Note: Even if facility construction is financed with non-FTA funds, if the sub recipient organization receives any FTA dollars, it must comply with this requirement.***

**Lifewell has no current or anticipated plans to develop new transit facilities covered by these requirements. No facilities covered by these requirements were developed.**

### A. Introduction

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. Per 49 CFR 21.9(b)(3), recipients may not select the site or location of facilities with the purpose or effect of excluding persons from, denying the benefits of, or subjecting them to discrimination on the basis of race, color, or national origin. Additionally, the location of projects requiring land acquisition and the displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin.

### B. Background

### C. Analysis

For facilities covered by this provision, recipients are required to:

- 1) Complete a Title VI equity analysis during the planning state with regard to where an agency is located to ensure the location is selected without regard to race, color, or national origin, and engage in outreach to persons potentially impacted by siting of facilities. The Title VI equity analysis must compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site.
- 2) Give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result. Analysis should be done at the Census tract or block group level where appropriate to ensure proper analysis of localized impacts.
- 3) Provide substantial legitimate justification for locating an agency in a location that will result in a disparate impact on the basis of race, color, or national origin, and show that there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin. In order to show that both tests have been met, the recipient must consider and analyze

alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

## **Board Approval for the Title VI Program**

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**ATTACH A COPY OF THE BOARD MEETING MINUTES HERE**



## LIFEWELL BOARD MEETING MINUTES

<b>DATE:</b>	December 08, 2020
<b>TIME:</b>	11:04 AM
<b>LOCATION:</b>	Lifewell Behavioral Wellness 202 E. Earll Dr., Suite 200 Phoenix, AZ 85012

<i>Board Committee Members</i>	<i>Present</i>	<i>Absent</i>	<i>Staff Committee Members</i>	<i>Present</i>	<i>Absent</i>
Mark Landy	Zoom		Doris Vaught	In Person	
Dr. Rodrigo Silva	Zoom		Christian Garcia	In Person	
Jim Barrett	Zoom		Ron Smith	Zoom	
Amanda Nash	Zoom		Nicole Cupp-Herring	Zoom	
Paula Hill	Zoom				
Carol Turpen		<b>Absent</b>			
Jessica Brown	Zoom		Sue Giuliano (Scribe)	In Person	
<i>Guests:</i>	<i>Present</i>	<i>Absent</i>	<i>Guests:</i>	<i>Present</i>	<i>Absent</i>
Tom Williams	In Person		Kip Barnes	In Person	
Alexandra Schindler	In Person		Noel Collier	In Person	
Bryan Colby	In Person		Dr. Kiti Ton	Zoom	
Sondra Stauffacher	In Person				

### Call to Order

Rodrigo Silva called the meeting to order at 11:04 AM.

### Approval of BOD Minutes

Jim Barrett made a motion to approve the October 27, 2020 Lifewell Board Meeting minutes. Amanda Nash seconded the motion. Motion passed unanimously.

### Approval of BOD Governance Minutes

Amanda Nash made a motion to approve the October 21, 2020 Governance Committee Meeting minutes. Paula Hill seconded the motion. Motion passed unanimously.

### Approval of all BOD Finance Minutes

Mark Landy made a motion to approve the July 29, 2020, September 22, 2020, October 19, 2020 and November 16, 2020 Finance Committee Meeting minutes. Jim Barrett seconded the motion. Motion passed unanimously.

Paula Hill asked that at future meetings, we provide a consent agenda for approval of minutes.



## **Ratification of FY21 Performance Measures**

**Jim Barrett made a motion to ratify the vote of board approving the FY21 Performance Measures. Mark Landy seconded the motion. Motion passed unanimously.**

## **Committee Reports**

- Paula Hill gave Governance Report – The committee brought forward a slate of officers for calendar year 2021, With Rodrigo Silva as Chair, Jim Barrett as Vice Chair, Treasurer as Mark Landy and Amanda Nash as Secretary.
- Mark Landy gave Finance Report – Lifewell Audits underway by Henry & Horne. Due by January 28<sup>th</sup>. Lifewell HUD Audits for Desert Sol, Desert Esperanza, and Villa Davis are in progress. These are due by December 31<sup>st</sup>.
- Will bring both these audits to full board for approval at the January 26<sup>th</sup> BOD meeting.
- Banking – Finance Committee made decision to stay with Wells Fargo Bank. Will use National Bank of AZ and Bankers Trust for other investments.

## **Officer Elections**

**Jim Barrett made a motion to accept the Governance Committee’s recommended slate of officers for 2021 and elect Rodrigo Silva as Chair, Vice-Chair as Jim Barrett, Treasurer as Mark Landy and Secretary as Amanda Nash. Mark Landy seconded the motion. Motion passed unanimously.**

## **Member and Staff Stories**

Nicole Cupp-Herring shared an uplifting Staff and Member story with the board that came from Mercy Care to Lifewell’s Direct Care Clinic team at South Mountain.

## **MAG Title VI Reporting**

Christian Garcia went over the MAG Title VI Reporting Plan and process with the board. We needed the board approval on this plan that is due December 09, 2020.

**Mark Landy made a motion to approve the Title VI Plan. Jim Barrett seconded the motion. Motion passed unanimously.**

## **Our Competitors & Mission, Vision, Values**

Doris Vaught reviewed some of Lifewell’s “competitors” mission statements.

Discussed Lifewell’s Mission, Vision and Values with the board. Plan to bring back to the board at our January 26, 2020 meeting to finalize. Sondra Stauffacher assisted Doris and group with this discussion.

## **Our Competitors & Financial Position**

Christian Garcia reviewed some of Lifewell’s “competitors” financial data.

The data illustrates that Lifewell is in a good position compared to similar organizations. .

Jim Barrett made a request that this type of information related to “competitors” be reviewed with the board on a bi-annual basis.

## **Non-Profits and Covid Impact**

Doris Vaught shared information from a few outside organizations who have compiled summary data related to the impact of covid



on non-profit organizations. Doris also shared our own experiences with Covid and the impact it is having on Lifewell staffing and programs. We will need to have some focus spent on recovering in many areas post pandemic.

#### Next Meetings

- December 16, 2020 – Governance Committee Meeting, 11:00 AM to 12:00 PM
- January 26, 2021 – Finance Committee Meeting, 10:00 AM to 11:00 AM
- January 26, 2021 – Full Board of Director's Meeting, 11:00 AM to 12:30 PM

#### Adjournment

Meeting adjourned 1:12 PM

**Jim Barrett made a motion to adjourn meeting early. Amanda Nash seconded the motion. Motion passed unanimously.**

Signature of Board Secretary:  
(Signature & Date)

AuthenticSign  
*Amanda Nash*  
1/28/2021 4:16:06 PM MST

01/28/2021

12/10/2020 Meeting Minutes prepared by: Susan Giuliano