
Title VI Implementation Plan



December 01, 2023 – November 30, 2026

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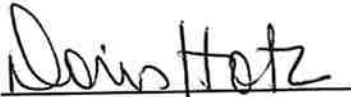
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Title VI Policy Statement

The Lifewell 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. The President, CEO has delegated the authority to Phillip Havatone, Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.


Doris Hotz, President, CEO

Title VI Notice to the Public

Notifying the Public of Rights Under Title VI Lifewell

The 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, phone number is 602-599-5408 and email is 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.

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. 1st 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.

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, the phone number is 602-599-5408 and the email is 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.

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. 1st 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: www.lifewell.us and ADA page.

This notice is posted online at www.lifewell.us

Lifewell

Title VI Complaint Procedures

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

- (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. 1st Ave., Suite 900, Phoenix, AZ 85003 or the Federal Transit Administration (FTA) offices of Civil Rights: Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (11) A copy of these procedures can be found online at: www.lifewell.us.

Title VI Complaint Forms

TITLE VI COMPLAINT FORM

Any person who believes that he or she has been discriminated against by Valley Metro or City of Phoenix or any of its service providers and believes the discrimination was based upon race, color or national origin, may file a formal complaint with Valley Metro Customer Service.

Please provide the following information to process your complaint. Alternative formats and languages are available upon request. You can reach Customer Service at 802.253.5000 (TTY: 602.251.2039) or via email at csr@valleymetro.org.

SECTION 1: CUSTOMER INFORMATION

First Name: _____ Last Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Home Phone: _____ Cell Phone: _____
Email: _____ Preferred method of contact: Phone Email

SECTION 2: INCIDENT INFORMATION

Date of Incident: _____ Time of Incident: _____ AM PM City: _____
Incident Location: _____ Direction of Travel: _____
Route #: _____ Bus/Light Rail/Streetcar #: _____
Service Type: Local Bus Express/RAPID Circulator/Connector Light Rail Streetcar Dial-a-Ride
Operator Name: _____
Operator Description: _____
What was the discrimination based on (Check all that apply): Race Color National Origin Other _____

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. You may also attach any written materials or other information relevant to your complaint.

Have you filed this complaint with the Federal Transit Administration (FTA)? Yes No
If yes, please provide information about a contact person at the FTA where the complaint was filed:

Name: _____ Title: _____ Phone: _____
Address: _____

Have you previously filed a Title VI complaint with this agency? Yes No

Signature and date required below:

Signature _____
Date _____



FORMA DE RECLAMACIÓN BAJO EL TÍTULO VI

Cualquier persona que crea que ha sido discriminada por Valley Metro o la Ciudad de Phoenix o por cualquiera de sus proveedores de servicios y cree que la discriminación fue basada en su raza, color u origen nacional, puede registrar una queja formal ante el Servicio al Cliente de Valley Metro.

Por favor provea la siguiente información para procesar su queja. Hay formatos e idiomas alternativos disponibles si se solicitan. Usted se puede comunicar con el Servicio al Cliente llamando al 802.253.5000 (TTY: 802.251.2039) o por correo electrónico a csr@valleymetro.org.

SECCIÓN 1: INFORMACIÓN DEL CLIENTE

Nombre: _____ Apellido: _____
 Domicilio: _____
 Ciudad: _____ Estado: _____ Código Postal: _____
 Teléfono del Hogar: _____ Teléfono Celular: _____
 Correo Electrónico: _____ Método preferido de contacto: Teléfono Correo Electrónico

SECCIÓN 2: INFORMACIÓN SOBRE EL INCIDENTE

Fecha del Incidente: _____ Hora del Incidente: _____ : AM / PM Ciudad: _____
 Ubicación del Incidente: _____ Dirección del Viaje: _____
 Ruta #: _____ Autobús/Tren Ligero/Tranvía #: _____
 Tipo de Servicio: Autobús Local Express/RAPID Circulador/Conector Tren Ligero Tranvía Dial-a-Ride
 Nombre del/ta Operador/a: _____
 Descripción del/ta Operador/a: _____
 ¿En qué se basó la discriminación? (Marque todo lo que sea aplicable):
 Raza Color Origen Nacional Otro _____

Explique lo más claramente posible lo que sucedió y por qué cree usted que se le discriminó. Describa a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la/s persona/s que le discriminó/arón (si los conoce), así como los nombres y la información de contacto de cualquier testigo. Si se necesita más espacio, por favor use el reverso de esta forma. Usted también puede adjuntar cualquier material por escrito u otra información relevante a su queja.

¿Ha usted registrado esta queja ante la Administración Federal de Transporte (FTA por sus siglas en inglés)? Sí No
 Si contestó Sí, por favor provea información sobre una persona de contacto en la administración FTA donde se registró la queja:

Nombre: _____ Título: _____
 Domicilio: _____ Teléfono: _____

¿Ha usted registrado previamente una queja bajo el Título VI ante esta agencia? Sí No
 Firma y fecha requeridas abajo:

Firma _____
 Fecha _____



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.

<i>Name and/or Case Number</i>	<i>Date Case Filed (Month, Day, Year)</i>	<i>Case Summary (include basis of complaint: ex. race, color, national origin)</i>	<i>Case Status/Response</i>	<i>Case Resolution Action</i>
Investigations				
Lawsuits				
Complaints				

X Lifewell has not had any Title VI complaints, investigations, or lawsuits during the review period 2021-2023. (Each review period start date is the date of board of director approval)

*Public Participation
Plan*

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

Lifewell

Limited English Proficiency Plan

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.

Monitoring for Subrecipient Title VI Compliance

Lifewell does NOT monitor subrecipients for Title VI compliance.

A statement indicating if the agency does or does not have subrecipients must be included in this section. If there are subrecipients, the agency must include the procedures used for monitoring subrecipients.

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.

The 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

All eight (8) Lifewell Board Members voted via email and approved the Title VI Implementation Plan dated December 01, 2023 – November 30, 2026.

Please see attached emails from each board member with their vote of approval.

Thank you.

LIFEWELL BOARD MEETING MINUTES



DATE:	December 07, 2023
TIME:	12:10 PM
LOCATION:	Lifewell 202 E Earll Drive, 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>
Dr. Rodrigo Silva	In person		Doris Hotz	In person	
Paula Hill	In person		Megan Pocock	In person	
Jessica Brown	In person		Nicole Cupp-Herring	In person	
Joe Napoli	In person		Dr. Ramiro Guillen	In person	
Renee Osipov	In person		Bryan Colby	In person	
Amanda Hamilton	In person		Alexandra Schindler	In person	
Tara Acuna	Zoom		Amrita Sethi	In person	
Estela Barraza	Zoom		Sarah Ruf	In person	
			Noel Collier	In person	
			Kip Barnes	In person	
			Sue Giuliano (Scribe)	In person	

Call to Order

Rodrigo Silva called the meeting to order at 12:10 PM. A quorum was present.

Welcome and Get to Know You

- Welcome and get to know you session – Amrita Sethi

Client / Team Member Successes

- Nicole Cupp-Herring shared a wonderful success story about our Re-hab Culinary Program.

Consent Agenda

- Joe Napoli made a motion to approve the Consent agenda, which consisted of the full Board of Director’s 09/21/23, 10/26/23 minutes along with Finance 9/21/23, 10/26/23 and Governance 08/17/23 minutes. Amanda Hamilton seconded the motion. Motion passed unanimously.

Vote Ratifications

- Jessica Brown made a motion to ratify the vote(s) to approve the 403b Audit for 2022 calendar year and the Title VI Transportation Plan for MAG Grant email approval(s). Renee Osipov conded the motion. Motion passed unanimously.

Committee Reports

- Governance Committee – Paula Hill

- o Consider setting terms for the Governance Committee.
- o Slate of Officers and term renewals for 2024 to follow.
- Finance Committee – Joe Napoli
 - o Meeting was held immediately prior to this meeting and items discussed:
 - The Finance Committee approved updating the term limits in the charter from three year terms to two year terms.
 - FY23 Draft Financial Statements were reviewed.
 - Investments Review
 - HUD Properties Financial Statements – FY23
 - **Amanda Hamilton made a motion to approve the draft HUD Audits. Rodrigo Silva seconded the motion. Motion passed unanimously.**
- Executive Committee – Rodrigo Silva
 - o Discussion regarding in-person meetings for full board meetings and committee meetings.
 - o Dates and times of board meetings for 2024

Renewal of Board Terms

- **Paula Hill made a motion to renew terms that expire 12/31/23 for Amanda Hamilton and Renee Osipov. New terms would be 01/01/24 – 12/31/25. Joe Napoli seconded the motion. Motion passed unanimously.**

Election of Officers - 2024

- Slate of Officers for 2024:
 - o Chair: Dr. Rodrigo Silva *
 - o Vice-Chair and Chair-Elect: Joe Napoli
 - o Treasurer: Amanda Hamilton
 - o Secretary: Renee Osipov
 - o **Paula Hill made a motion to extend the term limit for Dr. Rodrigo Silva for one additional year as this would exceed terms in the By-Laws. Jessica Brown seconded the motion. Motion passed unanimously.**
- Finance Committee 2024 Members: Amanda Hamilton, Joe Napoli, Tara Acuna, Paula Hill, and Estela Barraza
- Governance Committee 2024 Members: Renee Osipov, Jessica Brown, Paula Hill, Amanda Hamilton and Joe Napoli

CARF Survey Dates

- The CARF Survey will take place January 24 through January 26, 2024.

HUD Properties - Board Meetings

- Adjourned at 1:01 PM for Desert Esperanza, Desert Sol, and Villa Davis (Triple R) HUD Meetings. See HUD Minutes for this section.

Lifewell Reconvened

- Lifewell reconvened at 1:04 PM.

Adjournment

- Ended meeting at 1:04 PM.

Next Meetings

- Full Board Meeting – January 25, 2024
- Finance Committee – January 25, 2024
- Governance Committee – TBD 2024
- Executive Committee – TBD 2024

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Signature of Board Secretary:
(Signature & Date)

Jessica Brown

Jan 29 2024

12/08/2023 Meeting Minutes prepared by: Susan Giuliano/Doris Hotz

Document Details

Title	Board of Director's Dec 07, 2023 Approved Minutes
File Name	Lifewell 12-07-2023 Board Minutes.docx
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Fingerprint	9514bd890854d6719a30dc0afd192de2
Status	Completed

Document History

Document Created	Document Created by Susan Giuliano (sgiuliano@lifewell.us) Fingerprint: 1257d4382d030e90f6f8fd5a3203aaf5	Jan 26 2024 08:44PM UTC
Document Sent	Document Sent to Jessica Brown (jessica.brown@huschblackwell.com)	Jan 26 2024 08:44PM UTC
Document Viewed	Document Viewed by Jessica Brown (jessica.brown@huschblackwell.com) IP: 104.47.74.126	Jan 29 2024 09:01PM UTC
Document Viewed	Document Viewed by Jessica Brown (jessica.brown@huschblackwell.com) IP: 68.98.0.4	Jan 29 2024 09:01PM UTC
Document Signed	Document Signed by Jessica Brown (jessica.brown@huschblackwell.com) IP: 68.98.0.4 	Jan 29 2024 09:01PM UTC
Document Completed	This document has been completed. Fingerprint: 9514bd890854d6719a30dc0afd192de2	Jan 29 2024 09:01PM UTC

On Fri, Nov 10, 2023 at 2:41 PM Doris (Vaught) Hotz <dhotz@lifewell.us> wrote:

Hello Lifewell Board Members,

As we mentioned in our special board meeting on October 26th, we have a plan that needs your approval before we submit it to the City of Phoenix. We are required to submit this plan every three years to ensure federal compliance. The requirement is related to vehicle grants we received from MAG (the City of Phoenix) several years ago.

Please let me know if you have any questions.

Otherwise, **please email back your response indicating approval.**

Thanks,

Doris



Doris (Vaught) Hotz
President/CEO
202 E Earll Dr Suite #200
Phoenix, AZ 85012
p: 602-599-5420 f: 602-599-5720
e: dhotz@lifewell.us

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Susan Giuliano

From: dr.rasilva <dr.rasilva@cox.net>
Sent: Friday, November 10, 2023 4:58 PM
To: Paula Hill; Joseph Napoli; Brown, Jessica; ahamilton; tara.acuna; Estela Barraza; renee.osipov; Doris (Vaught) Hotz
Cc: Megan Pocock; Susan Giuliano
Subject: Re: City of Phoenix Transit "Title VI Implementation Plan" for Board Approval

CAUTION

This e-mail originated outside of the organization. Do not click links or open attachments unless you know the content is safe.

I approve this document.

Rodrigo

On Nov 10, 2023 at 14:41, Doris (Vaught) Hotz <dhotz@lifewell.us> wrote:

Hello Lifewell Board Members,

As we mentioned in our special board meeting on October 26th, we have a plan that needs your approval before we submit it to the City of Phoenix. We are required to submit this plan every three years to ensure federal compliance. The requirement is related to vehicle grants we received from MAG (the City of Phoenix) several years ago.

Please let me know if you have any questions.

Otherwise, [please email back your response indicating approval.](#)

Thanks,
Doris



Doris (Vaught) Hotz
President/CEO
202 E Earll Dr Suite #200
Phoenix, AZ 85012
p: 602-599-5420 f: 602-599-5720
e: dhotz@lifewell.us

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Susan Giuliano

From: Paula Hill <hillpt@cox.net>
Sent: Friday, November 10, 2023 3:46 PM
To: Doris (Vaught) Hotz
Cc: Rodrigo Silva; Joseph Napoli; Brown, Jessica; ahamilton@bankerstrust.com; tara.acuna@mesaaz.gov; Estela Barraza; renee.osipov@chellelaw.com; Megan Pocock; Susan Giuliano
Subject: Re: City of Phoenix Transit "Title VI Implementation Plan" for Board Approval

CAUTION

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I approve this document.

Paula

On Nov 10, 2023, at 2:41 PM, Doris (Vaught) Hotz <dhotz@lifewell.us> wrote:

Hello Lifewell Board Members,

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Please let me know if you have any questions.

Otherwise, [please email back your response indicating approval.](#)

Thanks,
Doris

[<image2b64b2.PNG>](#)

Doris (Vaught) Hotz
President/CEO
202 E Earll Dr Suite #200
Phoenix, AZ 85012
p: 602-599-5420 f: 602-599-5720
e: dhotz@lifewell.us

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Susan Giuliano

From: Brown, Jessica <Jessica.Brown@huschblackwell.com>
Sent: Saturday, November 11, 2023 4:07 PM
To: Doris (Vaught) Hotz; Rodrigo Silva; Paula Hill; Joseph Napoli; ahamilton@bankerstrust.com; tara.acuna@mesaaz.gov; Estela Barraza; renee.osipov@chellelaw.com
Cc: Megan Pocock; Susan Giuliano
Subject: Re: City of Phoenix Transit "Title VI Implementation Plan" for Board Approval

CAUTION

This e-mail originated outside of the organization. Do not click links or open attachments unless you know the content is safe.

I vote to approve.

Thanks!

Jessica Brown
Senior Associate
Husch Blackwell LLP
480-824-7897 (o)
703-907-9086 (c)
Sent from my iPhone

From: Doris (Vaught) Hotz <dhotz@lifewell.us>
Sent: Friday, November 10, 2023 2:41:09 PM
To: Rodrigo Silva <dr.rasilva@cox.net>; Paula Hill <hillpt@cox.net>; Joseph Napoli <napoli907@mac.com>; Brown, Jessica <Jessica.Brown@huschblackwell.com>; ahamilton@bankerstrust.com <ahamilton@bankerstrust.com>; tara.acuna@mesaaz.gov <tara.acuna@mesaaz.gov>; Estela Barraza <estela@livinghealthyandactive.com>; renee.osipov@chellelaw.com <renee.osipov@chellelaw.com>
Cc: Megan Pocock <megan.pocock@lifewell.us>; Susan Giuliano <sgjuliano@lifewell.us>
Subject: City of Phoenix Transit "Title VI Implementation Plan" for Board Approval

[EXTERNAL EMAIL]

Hello Lifewell Board Members,

As we mentioned in our special board meeting on October 26th, we have a plan that needs your approval before we submit it to the City of Phoenix. We are required to submit this plan every three years to ensure federal compliance. The requirement is related to vehicle grants we received from MAG (the City of Phoenix) several years ago.

Please let me know if you have any questions.

Otherwise, [please email back your response indicating approval.](#)

Thanks,
Doris

Susan Giuliano

From: Joseph Napoli <napoli907@mac.com>
Sent: Saturday, November 11, 2023 2:34 PM
To: Renee Osipov
Cc: Doris (Vaught) Hotz; Rodrigo Silva; Paula Hill; Brown, Jessica; AHamilton@bankerstrust.com; tara.acuna@mesaaz.gov; Estela Barraza; Megan Pocock; Susan Giuliano
Subject: Re: City of Phoenix Transit "Title VI Implementation Plan" for Board Approval

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Concur.

Joe

On Nov 11, 2023, at 13:36, Renee Osipov <renee.osipov@chellelaw.com> wrote:

I approve of the document.

Renee

Sent from my iPhone

On Nov 10, 2023, at 2:56 PM, Doris (Vaught) Hotz <dhotz@lifewell.us> wrote:

Hello Lifewell Board Members,

As we mentioned in our special board meeting on October 26th, we have a plan that needs your approval before we submit it to the City of Phoenix. We are required to submit this plan every three years to ensure federal compliance. The requirement is related to vehicle grants we received from MAG (the City of Phoenix) several years ago.

Please let me know if you have any questions.

Otherwise, please email back your response indicating approval.

Thanks,
Doris

<image2b64b2.PNG>

Susan Giuliano

From: Tara Acuna <Tara.Acuna@MesaAZ.gov>
Sent: Friday, November 10, 2023 3:50 PM
To: Paula Hill; Doris (Vaught) Hotz
Cc: Rodrigo Silva; Joseph Napoli; Brown, Jessica; ahamilton@bankerstrust.com; Estela Barraza; renee.osipov@chellelaw.com; Megan Pocock; Susan Giuliano; Tara Acuna
Subject: Re: City of Phoenix Transit "Title VI Implementation Plan" for Board Approval

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Approved. Thank you.

Sent from my Verizon, Samsung Galaxy smartphone
Get [Outlook for Android](#)

From: Paula Hill <hillpt@cox.net>
Sent: Friday, November 10, 2023 3:45:47 PM
To: Doris (Vaught) Hotz <dhotz@lifewell.us>
Cc: Rodrigo Silva <dr.rasilva@cox.net>; Joseph Napoli <napoli907@mac.com>; Brown, Jessica <Jessica.Brown@huschblackwell.com>; ahamilton@bankerstrust.com <ahamilton@bankerstrust.com>; Tara Acuna <tara.acuna@mesaaz.gov>; Estela Barraza <estela@livinghealthyandactive.com>; renee.osipov@chellelaw.com <renee.osipov@chellelaw.com>; Megan Pocock <megan.pocock@lifewell.us>; Susan Giuliano <sgiuliano@lifewell.us>
Subject: Re: City of Phoenix Transit "Title VI Implementation Plan" for Board Approval

I approve this document.

Paula

On Nov 10, 2023, at 2:41 PM, Doris (Vaught) Hotz <dhotz@lifewell.us> wrote:

Hello Lifewell Board Members,

As we mentioned in our special board meeting on October 26th, we have a plan that needs your approval before we submit it to the City of Phoenix. We are required to submit this plan every three years to ensure federal compliance. The requirement is related to vehicle grants we received from MAG (the City of Phoenix) several years ago.

Please let me know if you have any questions.

Otherwise, please email back your response indicating approval.

Thanks,
Doris

Susan Giuliano

From: Renee Osipov <renee.osipov@chellelaw.com>
Sent: Saturday, November 11, 2023 1:36 PM
To: Doris (Vaught) Hotz
Cc: Rodrigo Silva; Paula Hill; Joseph Napoli; Brown, Jessica; AHamilton@bankerstrust.com; tara.acuna@mesaaz.gov; Estela Barraza; Megan Pocock; Susan Giuliano
Subject: Re: City of Phoenix Transit "Title VI Implementation Plan" for Board Approval

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I approve of the document.

Renee

Sent from my iPhone

On Nov 10, 2023, at 2:56 PM, Doris (Vaught) Hotz <dhotz@lifewell.us> wrote:

Hello Lifewell Board Members,

As we mentioned in our special board meeting on October 26th, we have a plan that needs your approval before we submit it to the City of Phoenix. We are required to submit this plan every three years to ensure federal compliance. The requirement is related to vehicle grants we received from MAG (the City of Phoenix) several years ago.

Please let me know if you have any questions.

Otherwise, please email back your response indicating approval.

Thanks,
Doris

<image2b64b2.PNG>

Doris (Vaught) Hotz
President/CEO
202 E Earll Dr Suite #200
Phoenix, AZ 85012
p: 602-599-5420 f: 602-599-5720
e: dhotz@lifewell.us

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Susan Giuliano

From: Estela Barraza <estela@livinghealthyandactive.com>
Sent: Sunday, November 12, 2023 1:00 PM
To: Doris (Vaught) Hotz
Cc: Rodrigo Silva; Paula Hill; Joseph Napoli; Brown, Jessica; ahamilton@bankerstrust.com; tara.acuna@mesaaz.gov; renee.osipov@chellelaw.com; Megan Pocock; Susan Giuliano
Subject: Re: City of Phoenix Transit "Title VI Implementation Plan" for Board Approval

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Approval of document: Yes

Happy day,

Estela Barraza, MS

Founder, Chief Well-being Officer

Education. Engagement. Empowerment.
Schedule a meeting with me

m. +1 623 330 0787
e. estela@livinghealthyandactive.com
w. livinghealthyandactive.com



Susan Giuliano

From: Amanda Hamilton <AHamilton@bankerstrust.com>
Sent: Monday, November 13, 2023 11:36 AM
To: Brown, Jessica; Doris (Vaught) Hotz; Rodrigo Silva; Paula Hill; Joseph Napoli; tara.acuna@mesaaz.gov; Estela Barraza; renee.osipov@chellelaw.com
Cc: Megan Pocock; Susan Giuliano
Subject: RE: City of Phoenix Transit "Title VI Implementation Plan" for Board Approval

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I approve this document.

Amanda Rose Hamilton | Vice President Consumer Services Manager – Phoenix, Sagewood & Sun Health Branches
Bankers Trust | 2525 E. Camelback Road, Suite 100 | Phoenix, AZ 85016 | NMLS#[1001258](#)
T: [800.362.1688](tel:800.362.1688) | O: [602.224.2042](tel:602.224.2042) | C: [480.909.9944](tel:480.909.9944) | F: [602.224.2059](tel:602.224.2059)
ahamilton@bankerstrust.com | www.bankerstrust.com



From: Brown, Jessica <Jessica.Brown@huschblackwell.com>
Sent: Saturday, November 11, 2023 4:07 PM
To: Doris (Vaught) Hotz <dhotz@lifewell.us>; Rodrigo Silva <dr.rasilva@cox.net>; Paula Hill <hillpt@cox.net>; Joseph Napoli <napoli907@mac.com>; Amanda Hamilton <AHamilton@bankerstrust.com>; tara.acuna@mesaaz.gov; Estela Barraza <estela@livinghealthyandactive.com>; renee.osipov@chellelaw.com
Cc: Megan Pocock <megan.pocock@lifewell.us>; Susan Giuliano <sgiuliano@lifewell.us>
Subject: Re: City of Phoenix Transit "Title VI Implementation Plan" for Board Approval

This Message Is From an External Sender

This message came from outside your organization.

I vote to approve.

Thanks!

Jessica Brown
Senior Associate
Husch Blackwell LLP
480-824-7897 (o)
703-907-9086 (c)
Sent from my iPhone