



# Clearbrook Title VI Program

## Table of Contents

Board of Directors.....	3
Introduction.....	4
Title VI Public Notice .....	5
Title VI Complaint and Appeal Procedures.....	6-8
Title VI Review of Complaint Form .....	9-11
Title VI Public Participation Plan.....	12
Title VI Language Assistance.....	13
Cultural Competency Plan.....	14-15
Racial Breakdown of Board of Directors and Board Committee.....	16-17

## 2020 Clearbrook Board of Directors

### Officers and Directors

Barry M. Masek - *Chairman*

Arly J. Guenther - *Vice Chairman*

Frank J. M. ten Brink - *Treasurer*

David P. Riley - *Secretary*

Dr. A.J. Acierno

Mary Lou Anton

Edward J. Fiorentino

Paul N. Nigro

Mark L. Prager

Brian N. Rubin, J.D.

Sharon Wein

David Flanagan

Jennifer Gott

Joe O'Brien

Elizabeth Racette

Julie Stoltzner

## Introduction

Title VI of the Civil Rights Act of 1964 provides that no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. Clearbrook will abide by, and is committed to ensuring that no person shall be excluded from participation in or denied the benefit of its activities or services on the basis of race, color, or national origin.

## Title VI Notice to the Public of Non-Discrimination

Clearbrook operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the 1964 Civil Rights Act. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with our agency. Any such complaint must be in writing and filed with this agency within 180 days following the date of the alleged discriminatory occurrence. For information on our non-discrimination obligations or on how to file a complaint, please contact Clearbrook by any of the methods listed below:

Clearbrook

1835 W. Central Road

Arlington Heights, IL 60005

Phone: 847-870-7711

Fax: 847-870-7741

[www.clearbrook.org](http://www.clearbrook.org)

Tejal Dizon, Director of Quality Assurance

[tdizon@clearbrook.org](mailto:tdizon@clearbrook.org)

Should this information be needed in a language other than English, please let us know. Language services and translation will be provided through use of competent bilingual staff, staff interpreters, or contracts. Formal arrangements will be provided for interpretation or translation services, or technology and telephonic interpretation services.

This notice will be posted at multiple Administrative Offices sites and Community Day Services locations including:

1815 Plaza; Arlington Heights

1835 Plaza; Arlington Heights

CHOICE: McHenry; Crystal Lake

Krause Building; Rolling Meadows

DT-Getz; Palatine

DT-North; Gurnee

DT-Riley; Rolling Meadows

Title VI Listing of Complaints,  
Investigation or Lawsuits

Clearbrook has had no Title VI investigations, complaints, and/or lawsuits.

## Clearbrook

### Title VI Discrimination Complaint Procedures

#### For Transportation Services

Title VI of the 1964 Civil Rights Act requires that "No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving Federal financial assistance."

Any person served by Transportation Services at Clearbrook who believes that he/she has been aggrieved by an unlawful discriminatory practice based on race, color or national origin may file a complaint by completing and submitting the Title VI Complaint form.

#### How do you file a complaint?

You may download the Clearbrook Title VI Complaint Form at [www.clearbrook.org](http://www.clearbrook.org), or request a copy by writing or phoning Clearbrook at: 1835 W. Central Road, Arlington Heights, IL 60005, 847-870-7711,

You may file a signed, dated and written complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number;
- How, why, and when you believe you were discriminated against. Include as much specific detailed information as possible about the alleged act(s) of discrimination and any other relevant information; and
- The name of any person, if known, with whom Clearbrook could contact for clarity of your allegation.

Please submit your complaint form to address listed below:

Tejal Dizon, Director of Quality Assurance

1835 W. Central Rd

Arlington Heights, IL 60005

[tdizon@clearbrook.org](mailto:tdizon@clearbrook.org)

847-870-7711

#### How will your complaint be handled?

Clearbrook investigates all complaints received no more than 180 days after the alleged incident. Clearbrook will process complaints that are complete and received in a timely fashion. Once a completed complaint is received, Clearbrook will review it to determine if

Clearbrook has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether Clearbrook will be investigating the complaint.

Clearbrook will, generally, complete an investigation within 90 days from receipt of completed complaint form. If more information is needed to resolve the case, Clearbrook may contact the complainant. Unless a longer period is specified by Clearbrook, the complainant will have ten (10) days from the date of the letter to send requested information to Clearbrook staff assigned to the case.

If Clearbrook staff assigned are not contacted by the complainant or do not receive the additional information within the required timeline, Clearbrook may administratively close the case. A case may also be administratively closed if the complainant no longer wishes to pursue their case.

After an investigation is complete, Clearbrook will issue a letter to the complainant summarizing the results of the investigation, stating the findings and advising the complainant of any corrective action to be taken as a result of the investigation. If a complainant disagrees with Clearbrook's determination, he/she may request reconsideration by submitting a request in writing to the President/CEO of Clearbrook within seven (7) days after the date of Clearbrook's letter, stating with specificity the basis for reconsideration. The President/CEO will notify the complainant of his decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, the President/CEO will issue a determination letter to the complainant upon completion of the reconsideration review.

A person may also file a complaint directly with the Federal Transit Administration, FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590. If information is needed in a language other than English, please contact Clearbrook at 847-870-7711.

**Clearbrook**  
**Title VI Complaint Form**  
**For Transportation Services**

Clearbrook complies with Title VI of the 1964 Civil Rights Act on non-discrimination for persons served. This policy states that, "No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participating in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

If you feel that you have been discriminated against in the provision of transportation services, please provide the following information to assist us in processing your complaint. Should you require any assistance in completing this form or need information in alternate formats, please let us know. Please mail or return this form to:

Tejal Dizon, Director of Quality Assurance

Clearbrook

1835 W. Central Road

Arlington Heights, IL 60005

tdizon@clearbrook.org

847-870-7711

Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Accessible Format of Form Needed: Check all that apply:

Large Print     Audio     TDD    Other  \_\_\_\_\_

Are you filling out this complain on your own behalf?

Yes    No

Name of person filing the complaint: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip Code: \_\_\_\_\_

Telephone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Your relationship to this person: \_\_\_\_\_

Have you obtained permission to file on this person's behalf?    Yes     No

The discrimination alleged was on the basis of (check all that apply):

Race     Color     National Origin     Other: \_\_\_\_\_

Date of alleged discrimination: \_\_\_\_\_

Where did alleged discrimination take place? \_\_\_\_\_

Explain as clearly as possible what happened and why you believe you were discriminated against: \_\_\_\_\_  
\_\_\_\_\_

Describe all persons involved, include name and contact information of persons who discriminated against you (if known): \_\_\_\_\_  
\_\_\_\_\_

Please list any and all witness names and contact information:

---

---

---

What type of corrective action would you like to see taken?

---

---

Have you filed a complaint with any other Federal, State, or Local Agency/Court?

No  Yes (Check all that apply)

Fed. Agency:

Fed  al Court:

State Agency:

Sta  Court:

Local Agency:

Local Court:

Please attach additional documentation as necessary. Sign and date below:

---

Printed Name

---

Signature

---

Date

## Public Participation Plan

Clearbrook provides outreach to current and potential recipients of service, including minority and Limited English Proficient (LEP) populations, through a variety of means. These include the provision of printed materials, Clearbrook's website, social media, fundraising and community awareness events, participation in provider fairs and conferences, coordination with organizations representing various cultures and faiths, and other local forums. Outreach efforts take into consideration the region's cultural, communication, geographical and socio-economic make-up. Additionally, Clearbrook works closely with local and state governments to both educate those entities, and to gather information to educate participants and family members. Clearbrook senior staff are active participants in local and statewide committees and Boards of Directors. Through its admissions process Clearbrook invites new, potential participants without regard to race, color, language spoken or national origin. Vacancy information at Clearbrook is shared with various organizations located statewide such as Pre-Admission Screen (PAS), Independent Service Coordination agencies (ISC) and Mental Health Boards. Openings include only basic demographic information including location, contact person, and facility accessibility.

The Transportation Services provided are currently only offered to the individuals served by Clearbrook and are not open to the public. Clearbrook does not currently have transit-related, non-elected planning boards, advisory councils or committees.

Clearbrook's Cultural Competency and Diversity Plan further details efforts to engage minority, LEP, and other underserved populations. It includes regular reviews of consumer demographics, training opportunities which recognize diverse cultures and beliefs, and the delivering of services that are responsive to cultural and linguistic needs.

Curriculum material focusing on the importance of diversity and cultural knowledge is available. Language assistance services including interpreters, sign language, and assistive technology are available to address various preferred communication methods that may result from or be discussed during outreach opportunities and conversations.

Clearbrook will conduct a regular review of these policies in order for individuals to effectively participate in their own decision-making process free of cultural or linguistic barriers.

## Language Assistance Plan

English is the primary language spoken and communicated in both oral and written form at Clearbrook. However, Clearbrook will take reasonable steps to ensure that persons with limited English proficiency have meaningful access and an equal opportunity to participate in our services, activities, programs, and other benefits. The policy of Clearbrook is to ensure meaningful communication with LEP clients and their authorized representative involving their supports and services.

The policy also provides for communication of information contained in vital documents, including but not limited to: waiver(s) of rights, consent to treatment forms, and financial information. Interpreters, translators and other communication aids needed to comply with this policy shall be provided without cost to the person being served. Our individuals and their families will be informed of the availability of such assistance free of charge.

Language Assistance Services will be provided through use of competent bilingual staff, staff interpreters, contracts or formal arrangements with local organizations providing interpretation or translation services, or technology and telephonic interpretation services. All staff will be provided notice of this policy and procedure and staff who may have direct contact with LEP individuals will receive documentation of language assistance requests. Additionally, staff with direct contact will be trained in effective communication techniques, including the effective use of an interpreter.

Clearbrook materials are available in Spanish and also available in Braille. Translation of documents in alternative languages will be provided when a request is made and when the target audience is expected to include LEP individuals and their authorized representatives.

Clearbrook will conduct a regular review of language access needs of our resident and program population and any/all changes in demographics or types of services, as well as update and monitor the implementation of this policy and these procedures, as necessary.

## Cultural Competency and Diversity Plan

### Purpose:

An inherent element of Clearbrook's mission is to *be a leader in creating innovative opportunities, services and supports to persons with disabilities* and in recognizing and respecting the individuality and difference in persons served. The organization is committed to exhibiting a culture of understanding of those elements that are often specific to ethnic, racial, religious, geographic or social groups; personal identification language, thoughts, communications, actions, customs, beliefs, and values. Consistent with the National Institute of Health's definition, the concept of cultural competence has a positive effect on (patient) care delivery by enabling providers to deliver services that are respectful of and responsive to diverse practices, cultural and linguistic needs.

Recognizing its complexity, the organization has developed a plan to increase the understanding of cultural diversity. The organization also recognizes that culture can influence issues related to service provision, including barriers to service, attitudes towards services and beliefs about specific disabilities.

### Cultural Competency:

Cultural Competency is the demonstrated ability to understand, appreciate, and interact with persons from cultures and/or belief systems other than one's own. Cultural competence may be exhibited through attitudes, behaviors, policies, and practices. Whether acquired formally or experientially, cultural competence strengthens Clearbrook's internal and external relationships and is a support to creating an environment of wellness.

### Diversity:

Diversity is the range of dimensions of human identity, to include race, ethnicity, gender, gender identity and expression, socio-economic status, nationality, citizenship, religion, sexual orientation, ability and age. It is the understanding that each individual is unique and it is vital to recognize those individual differences.

### Cultural Competency and Diversity Plan:

Clearbrook's Cultural Competency and Diversity Plan is intended to foster the organization's sensitivity to culture and diversity, to include the delivery of services in culturally sensitive manner that recognizes the uniqueness of individuals.

### Plan:

The Plan shall consist of the following elements:

- Regular reviews of consumer and staff demographics.
- Non-discriminatory practices in the recruitment, hiring and promoting of staff.
- Non-discriminatory practices in the admission of individuals.
- Non-discriminatory practices in the supporting of recipient families and their family members.
- Employment of a diverse workforce that reflects the demographics of persons served.

- Training opportunities that recognize diverse cultures, beliefs, practices and the individuality of persons with disabilities.

It is the intent of this Plan to foster an environment of cultural competence in the diversity of services to persons served through:

- The organization's adherence to establish ethical codes of conduct;
- The availability of staff to provide interpreter services for Limited English Proficient or non-English speakers;
- The availability of staff to provide interpreter services for persons who are deaf or hard of hearing;
- The availability of assistive technology throughout programs;
- Training on sign language;
- Training on technology;
- Training (internal and external trainees) on specialized populations supported by the organization;
- External resources providing relevant seminars (e.g., Cultural Humility and Ethics);
- Training on the diversity of both staff and program participants as part of the Human Rights Training provided to direct service staff;
- Curriculum material available through the organization's Training Department;
- The encouragement of staff to share their cultures with persons served.

## 2020 Clearbrook Board of Directors- Committee Racial Breakdown

### **Officers and Directors**

Racial breakdown-

100% Caucasian

0% African American

0% Asian

0% Hispanic/Latino

### **Development Committee**

Racial breakdown-

100% Caucasian

0% African American

0% Asian

0% Hispanic/Latino

### **Finance Committee**

Racial breakdown-

100% Caucasian

0% African American

0% Asian

0% Hispanic/Latino

### **Program Review Committee**

Racial breakdown-

100% Caucasian

0% African American

0% Asian

0% Hispanic/Latino

### **Marketing/Social Media Committee**

Racial breakdown-  
100% Caucasian  
0% African American  
0% Asian  
0% Hispanic/Latino

**IT Committee**

Racial breakdown-  
100% Caucasian  
0% African American  
0% Asian  
0% Hispanic/Latino

**Major Gifts Committee**

Racial breakdown-  
100% Caucasian  
0% African American  
0% Asian  
0% Hispanic/Latino

**Membership/Nominating Committee**

Racial breakdown-  
100% Caucasian  
0% African American  
0% Asian  
0% Hispanic/Latino