



Florida Department of Transportation

RON DESANTIS
GOVERNOR

11201 North McKinley Drive
Tampa, FL 33612

JARED W. PERDUE, P.E.
SECRETARY

June 30, 2023

Evelyn Torres
Steps to Recovery, Inc.
4507 Mavflower Dr
New Port Richey, Florida 34652

Subject: 2023 Title VI Letter of Concurrence

Dear Evelyn:

The Department has completed a review of Steps to Recovery, Inc Title VI Program dated May 30, 2023. We find the Title VI Plan in compliance with Section 49 Code of Federal Regulations, Part 21 and Federal Transit Agency (FTA) Circular 4702.1B, as well as the Department's Title VI Program Guidance. Therefore, the Department is in concurrence Steps to Recovery, Inc. If your agency has a website, please post the grievance procedure and the Title VI Program on the website so that it is accessible to the public. If you do not have a website, please inform us and we will post it on our state website.

We appreciate the opportunity to review the document and ensure compliance with the federal and state requirements. Please include a copy of this Letter of Concurrence in the appendices of your agency's Title VI Program as outlined in the Title VI Program requirements. The Department also recommends proper documentation of the receipt of concurrence letter in the program's activity log.

Please note that the Title VI Program must be reviewed, updated, and submitted to the Department every three years.

Sincerely,

DocuSigned by:

Tracy Noyes

CE28DF3045C342E...

Tracy Noyes

FDOT Dist. 7 – Transit Coordinator (ISD)
11201 N. McKinley Drive, MS-7-501
Tampa, FL 33612-6403
E-Mail: tracy.noyes@dot.state.fl.us

From: Noyes, Tracy
Sent: Wednesday, July 5, 2023 3:29 PM
To: Evelyn Torres; LeeAnn Cox
Cc: Satchel, Jeanie; Evelyn Torres
Subject: Title VI Plan Letter of Concurrence

Good Day,

The Title VI Plan for your agency has been FDOT approved, and the following recommendations are posted below. We sincerely appreciate your participation and dedication to this requirement. The Letter of Concurrence is attached for your records.

Title VI Notice to the Public, including a list of locations where the notice is posted

FDOT Comments: The Agency stated that the public notice will be posted in public areas of the offices, meeting rooms and will also be posted in transportation vehicles. The public notice meets the requirements. A copy of the notice is shown in Appendix D.

The public notice is not on the agency's website.

Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)

FDOT Comments: The complaint procedure is described on page 8 and it meets the requirements. **The complaint procedures and not on the Agency's website.**

Title VI Complaint Form

FDOT Comments: The complaint form is shown in Appendix E and meets the requirements. **The complaint form is not on the Agency's website.**

Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance

FDOT Comments: The Language Assistance Plan is described on page 13 and is shown in Appendix G. The Agency should review the language data for Pasco, Hernando and Hillsborough counties (bare bones template) and make the appropriate revisions to this section.

Thank you,

Tracy Noyes

Passenger Operations Specialist II
Florida Department of Transportation
Modal Development, District Seven

Tracy.noyes@dot.state.fl.us

813-975-4837

Type: Administrative

Policy:

GRIEVANCE

POLICY / PURPOSE:

It is the intent of STEPS to Recovery, Inc. to maintain a fair and expeditious system for resolution of grievances. Any client, employee, guardian, advocate or concerned person may file a grievance.

BACKGROUND / DEFINITIONS:

Clients may file grievances regarding:

- The substance or application of any written or unwritten policy.
- Rule or regulations of a specific program, STEPS to Recovery, Inc., or contractor of the agency.
- Any decision, behavior, or action by an employee, agent, contractor, resident or other clients.

PROCEDURE / ACTION:

STEPS makes every possible effort to meet your needs and provide professional services. If at any time you feel that you are being treated unfairly, you may appeal to STEPS authorities in the following manner:

1. If you feel you are being treated unfairly by or have a conflict with any staff/volunteer, please discuss the issue with the staff/volunteer member involved. If you feel unable to approach the staff member, please discuss your concerns with your primary counselor or immediate supervisor who will assist you in resolving any issues.
2. If you are not satisfied with the outcome of such interventions, please complete a written statement of your grievance on the Grievance Form and turn into the Clinical Director. Grievance Forms are located at each residence and in your case manager's office and in the Administrative Office on Mayflower Dr.
3. The Clinical Director will assist you to work out an acceptable solution to your grievance and/or will respond to the grievance in writing within five (5) working days after receiving notification of the grievance.
4. In the event that a satisfactory solution is not reached at this level, you may present your grievance in writing to the CEO. The Chief Executive Officer will respond in writing within five (5) business days after receipt of the grievance.
5. In the event you remain dissatisfied with the response, you may present your grievance in writing to the Board of Directors. The Board as a whole will review your grievance and notify you of their decision within 5 days of their meeting.

Type: Administrative**Policy: GRIEVANCE**

6. At any time, you are free to terminate your residence or employment at STEPS. If termination is requested, STEPS will aid you with a referral to an alternative source of care.
7. There will be no adverse, biased or prejudicial treatment toward you during or following any grievance process.
8. The CEO is responsible for coordinating the grievance policy and responsible for making decision for resolution of a grievance. In the instance where the Executive Director is the subject of the grievance, the decision –making authority shall be delegated to the Clinical Director and then to the BOD.

Time Limits for Filing

- Mistreatment grievances may be filed at any time.
- All other grievances must be filed within five (5) working days of the occurrence.

Procedure for Filing a Grievance

- Obtain a grievance form from the Administrative Offices.
- Give the completed form to your case manager or immediate supervisor or the CEO.
- A copy of the grievance is to be turned in to the Clinical Director within 24 hours.
- Clinical Director will keep a grievance log of all client grievances filed.
- The Clinical Director along with the Executive Director or his/her designee will evaluate and determine a resolution.
- The CEO will determine the responsibility of the resolution, and will ensure the resolution process is completed.

Response Time Limits

- The Executive Director will notify the grievant of receipt of the grievance as soon as possible but within (5) working days.
- The grievance will be resolved within (5) five working days or taken to the next level.
- The CEO should inform the grievant of the decision and the right and procedures required to appeal the decision.

Type: Administrative

Policy: **GRIEVANCE**

Appeals

In the event that the grievant is not satisfied with the resolution, the grievance may be appealed to STEPS to Recovery, Inc.'s Board of Directors.

Grievance Logs, Files and Reports

The Clinical Director will maintain the original grievance files, and shall report statistical information and give a report to the Management Team quarterly. When grievances are filed by clients, copies will be maintained in the case record.

Assistance in Filing Grievances

All STEPS to Recovery, Inc. staff have been trained to assist clients with filing grievances. All staff are mandated to take all client grievances seriously and to assist clients or other employees through all steps of the grievance process. Failure to report grievances or assist those in need of assistance in the grievance process will result in disciplinary action.

Those who need a Spanish translation may ask for a STEPS' Staff to assist them.

Advocate

The Clinical Director will serve as a client advocate during all grievance procedures.

REFERENCE: Carf

FOLLOW UP RESPONSIBILITY: President of the Board of Directors

LAST REVIEW DATES: September 2017, September 2020, August 2023
Policies must be reviewed every three (3) years.

Type: Administrative

Policy: GRIEVANCE

Grievance Form

Grievant Information

Name of Person with Grievance: _____ Date: _____

Job Title/ House of Residence: _____ Date of Hire / or Admission: _____

Home Mailing Address:	E-Mail Address:
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Date, time and place of event leading to grievance:

Detailed account of occurrence (include names of persons involved, if any):

Please state policies, procedures, or guidelines that you feel have been violated:

Proposed solution to grievance:

The grievant should retain a copy of this form for his/her records.

The signature below indicates that you are filing a grievance, and any information on this form is truthful.

Resident / Employee Signature: _____

Date _____

Received by: _____

Date _____



STEPS to Recovery, Inc.

A Transitional Residence Serving those who Served
4507 Mayflower Dr.
New Port Richey, Fl. 34652

Notifying the Public of Rights Under Title VI

- **STEPS to Recovery, Inc.**, operates Its programs and service without regard to race, color, and national origin, age, sex or disabilities in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with **STEPS to Recovery, Inc.**
- For more information on **STEPS to Recovery, Inc.** civil rights program and procedures to file a complaint contact, **(727)848-8100**; email: steps.npr@frontier.com ; web page <http://steps.npr.org> or visit our administrative office at **4507 Mayflower Drive, New Port Richey, Florida 34652.**
- If information is needed in another language, contact **(727) 848-8100.**



STEPS to Recovery, Inc.

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Notificación al Público de los Derechos bajo el Título VI

- **STEPS to Recovery, Inc.**, opera sus programas y servicios sin excluir a las personas por motivos de raza, color o origen nacional, edad, sexo o incapacidad de acuerdo con el Título VI de la Ley de los Derechos Civiles. Cualquier persona que crea que ella o él ha sido agraviado por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una querrela ante **STEPS to Recovery, Inc.**
- Para mas información respecto al programa de derechos civiles de **STEPS to Recovery, Inc.**, y los procedimientos para presentar una querrela, favor comunicarse al **(727)848-8100**; o por correo electrónico: a steps.npr@frontier.com ; en nuestra página del web <http://steps.npr.org> o visite nuestra oficina administrative localizada en **4507 Mayflower Drive, New Port Richey, Florida 34652.**
- Si necesita información adicional en otro idioma, comuníquese al
- **(727) 848-8100.**