

2019

TITLE VI PLAN



4/29/19

Bay County

Council on Aging, Inc.

## **Title VI and Nondiscrimination Policy and Plan Including Limited English Proficiency (LEP)**

This Title VI Plan has been developed pursuant to Title VI of the Civil Rights Act of 1964, FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients". Section 601 of Title VI of the Civil Rights Act of 1964 states the following:

*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.*

**Prepared by  
Andrea Marsh**

**Updated April 29, 2019**

# I. Title VI Policy Statement

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*Mission Statement:* Bay County Council on Aging, Inc. (BCCOA) is celebrating 40 years of service to the people of Bay County. BCCOA is a non-profit corporation governed by a fifteen member Board of Directors and directed by a Chief Executive Officer. Services are provided by a staff of more than 50 dedicated, caring persons and more than 150 devoted willing volunteers. Services are provided throughout the county for elderly, disabled and disadvantaged persons who need assistance to maintain their independence, health and quality of life.

The agency is funded through federal and state grants and through local funds received from United Way, Bay County Board of Commissions, along with donations from churches, civic and community organizations, private businesses and individuals.

Services are provided through the Department of Economic Opportunity, Department of Children and Families, Department of Elder Affairs, Department of Transportation, and United Way of Northwest Florida.

The agency provides services to more than 7,000 individuals annually through programs for elderly, disabled and low income persons. Services are provided with no preference to race, gender, religion, or ethnic background. BCCOA offers numerous programs which assist older persons in need. Eligibility and fees vary from program to program.

## II. Compliance Plan – General Requirements:

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### **A. Title VI Notice to the Public, including a list of locations where the notice is posted:**

The following is our Title VI notice to the Public:

Florida Law and Title VI of the Civil Rights Act of 1964 Prohibits Discrimination in:

Public accommodation on the basis of race, color, religion, sex, national origin, handicap, or of marital status.

Persons believing they have been discriminated against on these conditions may file a complaint with the Florida Commission on Human Relations at 850-488-7082 or 800-342-8170 (voice messaging)

This is displayed prominently in our vans. In addition, the Title VI statement is also displayed in our Transportation Office, and Senior Centers. The Title VI statement is also displayed in Spanish in the Transportation Office.

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

BCCOA has a Complaint Procedure developed in compliance with FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients". This Procedure is included in Appendix A.

**C. Title VI Complaint Form**

BCCOA has a Complaint Form developed in compliance with FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients". This Form is included in Appendix B.

**D. List of Transit-related Title VI investigations, complaints, and lawsuits**

There have not been any investigations, complaints, or lawsuits that pertain to allegations of discrimination on the basis of race, color, and/or national origin in transit-related activities. If there is a Title VI complaint in the future, BCCOA will follow the Complaint Procedure in Appendix B. In addition, this complaint will be properly reported. This report shall include the date that the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to, the investigation, lawsuit, or complaint.

**E. Public Participation Plan:**

Due to the limited budget for BCCOA, we do not have a public involvement/marketing person. Services are provided through the Department of Economic Opportunity, Department of Children and Families, Department of Elder Affairs, Department of Transportation, and United Way of Northwest Florida. In addition, our staff routinely contacts or visits local service organizations to provide information and updates. We also participate in local health fairs in the county and other public events. A list of outreach events for 2016, 2017 & 2018 are in Appendix C.

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

BCCOA Limited English Proficiency (LEP) Plan: In order to ensure meaningful access to BCCOA services, the following Four Factor Analysis was completed.

1. *The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.*

	Bay County, Florida							
	Total		Speak English only or speak English "very well"		Speak English less than "very well"		Percent speak English less than "very well"	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	168,801	+/-73	164,434	+/-704	4,367	+/-687	2.6%	+/-0.4
Speak only English	157,181	+/-884	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	11,620	+/-877	7,253	+/-667	4,367	+/-687	37.6%	+/-4.6
<b>SPEAK A LANGUAGE OTHER THAN</b>								
Spanish	5,650	+/-554	3,235	+/-425	2,415	+/-453	42.7%	+/-6.1
5 to 17 years old	827	+/-201	512	+/-160	315	+/-140	38.1%	+/-13.6
18 to 64 years old	4,291	+/-420	2,507	+/-360	1,784	+/-362	41.6%	+/-6.9
65 years old and over	532	+/-146	216	+/-81	316	+/-126	59.4%	+/-13.6
Other Indo-European languages	2,449	+/-563	1,940	+/-437	509	+/-258	20.8%	+/-8.3
5 to 17 years old	315	+/-113	297	+/-112	18	+/-29	5.7%	+/-9.2
18 to 64 years old	1,669	+/-436	1,263	+/-300	406	+/-249	24.3%	+/-11.1
65 years old and over	465	+/-173	380	+/-164	85	+/-51	18.3%	+/-11.4
Asian and Pacific Island languages	2,619	+/-421	1,475	+/-279	1,144	+/-275	43.7%	+/-7.0
5 to 17 years old	385	+/-157	324	+/-141	61	+/-52	15.8%	+/-12.1
18 to 64 years old	1,852	+/-323	1,021	+/-191	831	+/-218	44.9%	+/-7.1
65 years old and over	382	+/-102	130	+/-74	252	+/-80	66.0%	+/-15.5
Other languages	902	+/-363	603	+/-242	299	+/-232	33.1%	+/-18.9
5 to 17 years old	156	+/-123	50	+/-48	106	+/-123	67.9%	+/-42.3
18 to 64 years old	646	+/-261	489	+/-223	157	+/-108	24.3%	+/-14.4
65 years old and over	100	+/-78	64	+/-52	36	+/-49	36.0%	+/-32.5
<b>CITIZENS 18 YEARS AND OVER</b>								
All citizens 18 years old and over	137,132	+/-624	134,847	+/-692	2,285	+/-397	1.7%	+/-0.3
Speak only English	129,818	+/-807	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	7,314	+/-614	5,029	+/-542	2,285	+/-397	31.2%	+/-4.7
Spanish	3,676	+/-489	2,423	+/-344	1,253	+/-342	34.1%	+/-7.0
Other languages	3,638	+/-509	2,606	+/-438	1,032	+/-208	28.4%	+/-5.0

The 2013 - 2017 census data for Bay County shows that 2,415 Spanish-speaking individuals speak English Less Than Very Well (1.4% of population). In addition, the next highest LEP population included 509 speakers of other Indo-European languages (0.3% of population).

2. *The frequency with which LEP persons come into contact with the program.*

We have seniors regularly attend our Congregate Meal Sites who are among the LEP population.

3. *The nature and importance of the program, activity, or service provided by the program to people's lives.*

BCCOA provides door to door transportation services to and from the agency's congregate meal sites, Respite Center and agency program trips. The service gives mobility and self-sufficiency to senior adults who are transportation disadvantaged. BCCOA provides nearly 7,000 trips per year. This friendly,

cost efficient, safe and reliable service operates Monday through Friday from 6:30 AM - 5:00 PM and for special events as required.

4. *The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.*

We have staff members who speak Spanish and Vietnamese fluently. We can provide sign language for the hearing impaired, if needed.

By analyzing this Four Factor Analysis, BCCOA has determined outreach services are reasonable and will be provided a minimum of 4 times per year. Outreach efforts for the past three years are outlined in Appendix C.

**G. Non-Elected Committees and Councils, broken down by race, and agency**

Currently, the makeup of Bay County is as follows:

Census Area	RACE					ETHNICITY		
	<i>White Alone</i>	<i>Black/African American</i>	<i>Asian Alone</i>	<i>American Indian/Alaskan Native/ Native Hawaiian</i>	<i>One Race, Other</i>	<i>Two or More Races</i>	<i>Hispanic</i>	<i>Non-Hispanic</i>
Bay	82.24%	10.44%	2.01%	0.53%	0.53%	4.13%	5.24%	94.76%

*Based on 2014 Census Data from www.usa.com*

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**Board of Directors:**

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8 White Females	4 White Males
1 Black Female	1 Black Male

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**H. Primary recipients shall include a description of how the agency monitors its sub recipients for compliance with Title VI, and a schedule of sub recipient Title VI Program submissions**

We currently do not have sub recipients, however if that changes, they will submit an agreement to follow the BCCOA Title VI Plan.

**I. A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.**

We have not recently undertaken any construction activities, however, our Title VI statement will be included on any future construction advertisements.

**J. Board Minutes, Resolution, and other appropriate documentation showing the Board of Directors reviews and approved the Title VI Program**

This Plan was approved by the Board of Directors at their meeting on April 15, 2014. Please see Appendix D.

This Plan was reviewed and updated on April 29, 2019. This Plan will be reviewed annually and updated every 3 years.

### III. Conclusion

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BCCOA Board and BCCOA ensures that Transportation services in Bay County are made available, are equitably, distributed and provide equal access and mobility to any person without regard to race, color, or national origin.



# Appendix A

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## **TITLE VI POLICY**

The purpose of this document is to detail specific complaint procedures for better documentation efforts regarding to Title VI and related statutes.

Title VI of the 1964 civil right and related statutes states that:

*No person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination or retaliation, under any Federally or non-federally funded activity or program administered by a recipient of Federal financial assistance.*

BCCOA ensures that Transportation services in Bay County are made available, are equitably distributed, and provide equal access and mobility to any person without regard to race, color, or national origin.

## **BCCOA COMPLAINT PROCEDURE**

Any person who believes she or he has been discriminated on the basis of race, color, or national origin by BCCOA may file a complaint by completing and submitting the agency's complaint form.

This form is available in our offices at:  
1116 Frankford Avenue,  
Panama City, FL 32401

and can be mailed or emailed on request. It is also located on our website at [www.baycouncilonaging.org](http://www.baycouncilonaging.org) on the "Transportation" page.

Completed forms should be submitted to:

Bay County Council on Aging, Inc.  
Attn: Andrea Marsh, Title VI Liaison  
1116 Frankford Avenue  
Panama City, FL 32401

Fax: (850) 872-2151  
Email: [andreamarsh41@gmail.com](mailto:andreamarsh41@gmail.com)

BCCOA investigates complaints received no more than 180 days after the alleged incident. BCCOA will process complaints that are complete. Once the complaint is received, BCCOA will review it to determine if the information is complete.

If more information is needed to resolve the case, BCCOA may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, BCCOA can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue a written notice to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the information 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 10 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

## **BCCOA COMPLAINT PROCEDURE - SPANISH**

El propósito de este documento es para detallar específicos procedimientos de queja para mejores esfuerzos de documentación tocante al Título VI y estatutos relacionados.

El título VI de la Ley de Derechos Civiles de 1964 dispone que:

Ninguna persona en los Estados Unidos será excluida de participar en, ni se le negará los beneficios de, o será objeto de discriminación debido a su raza, color u origen nacional, en cualquier programa o actividad que recibe ayuda financiera federal.

Bay County Council on Aging no condona la discriminación y cree que todos deben ser protegidos basado en la criteria citada y no serán excluidos de participación en, negados beneficios de, a traves de actividades de Bay County Council on Aging Transportación.

Bay County Council on Aging PROCEDIMIENTO DE QUEJA: Toda persona que cree que él o ella, o una clase específica de personas, ha sido objeto de discriminación basada en raza, color, país de origen, por Bay County Council on Aging puede fichar una queja si entregue el formulario para quejas adjunto. Este formulario está disponible en nuestras oficinas y puede ser enviado por correo postal, o, correo electrónico. Bay County Council on Aging investigue quejas entregadas dentro de 180 días después del alegado incidente. Cuando Bay County Council on Aging reciba una queja, la queja será repasada para determinar si esta completa. Bay County Council on Aging va a procesar todas las quejas completas que hayan sido entregadas.

Si se requiere más información para resolver el caso, Bay County Council on Aging se pondrá en contacto con el demandante. El demandante dispone de 15 días hábiles desde la fecha de dicho contacto para enviar la información solicitada al investigador asignado al caso. Si el demandante no se pone en contacto con el investigador asignado o no recibe la información pedida dentro de los 15 días hábiles, Bay County Council on Aging puede cerrar administrativamente el caso. Un caso también puede ser administrativamente cerrado si el demandante ya no desea continuar con su caso.

Después de que el investigador revisa la queja, se emitirá una notificación escrita al demandante: una carta para finalizar el caso o una carta de hallazgo (LOF). Una carta finalizando el caso resumirá las alegaciones y afirmará que no había una violación del Título VI y que el caso será cerrado. Una carta de hallazgo (LOF) resume las alegaciones y la información tocante al alegado incidente, y explica si una acción disciplinaria, entrenamiento adicional del funcionario u otra acción ocurrirá. Si el demandante desea apelar la decisión, tiene 10 días después de la fecha de la carta o la LOF para hacerlo.

Una persona también puede presentar una queja directamente con la Administración Federal de Tránsito (FTA), a la FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Es la póliza de Bay County Council on Aging que si algún grupo lingüístico que tenga Dominio Limitado del Inglés (LEP) alcanza cinco por ciento o 1.000 personas de la población total (a partir de datos del censo), ofreceremos servicios de traducción orales libres. De la misma manera, se proporcionarán documentos vitales en el idioma correspondiente (cuando sea necesario). El área de servicio del Condado de Gadsden contiene más de 1.000 personas que hablan Inglés "Menos que Muy Bien". Por lo tanto, dispondremos de empleados de tiempo completo que hablan el idioma de LEP más común, español, para servicios de traducción cuando sea necesario. Además, nuestros conductores de autobuses de ruta fija desviados tienen acceso a la traducción en español a las frases comunes en sus vehículos para ayudar con la comunicación con los pasajeros de habla hispana. Del mismo modo, información, tales como aumentos de tarifas se publican dentro de los vehículos en Inglés y en Español.

# Appendix B

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## BCCOA COMPLAINT FORM

Any person who believes that he, or she, or any specific class of persons has been subjected to discrimination or retaliation prohibited by the Civil Rights Act of 1964, as amended, and related statutes, under Bay County Council on Aging's ("BCCOA") program of transit service delivery or related services or programs is encouraged to file a report with BCCOA at:

Bay County Council on Aging, Inc.  
 1116 Frankford Avenue  
 Panama City, FL 32401  
 Phone: (850) 769-3468  
 Fax: (850) 872-2151  
 Email: andreamarsh41@gmail.com

<b>Section I:</b>		
<b>Name:</b>		
<b>Address:</b>		
<b>Telephone (Home):</b>	<b>Telephone (Work):</b>	
<b>Email Address:</b>		
<b>Section II:</b>		
Are you filing this complaint on your own behalf?	Yes*	No
<i>*If you answered "yes" to this question, go to Section III.</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.	Yes	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.		

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**Section IV**

Have you previously filed a Title VI complaint with this agency?	Yes	No
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**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 where the complaint was filed.

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

**Title:** \_\_\_\_\_

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

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

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

**Section VI**

Name of agency complaint is against: \_\_\_\_\_

Contact person: \_\_\_\_\_

Title: \_\_\_\_\_

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

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

Signature and date required below.

Signature	Date
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Please submit this form in person at the address below, or mail this form to:  
 Bay County Council on Aging, Inc.  
 Title VI Liaison - Andrea Marsh  
 1116 Frankford Avenue  
 Panama City, FL 32401

If information is needed in another language, contact (850) 769-3468.

## BCCOA COMPLAINT FORM – SPANISH

<b>Sección I:</b>		
Nombre:		
Dirección:		
Teléfono (Residencial):	Teléfono Secundario(Opcional):	
Correo Electrónico:		
<b>Sección II:</b>		
¿Está usted presentando esta queja en nombre propio?	Sí*	No
<i>*Si usted ha contestado "sí" a esta pregunta, vaya a la Sección III.</i>		
Si su respuesta es "no", por favor provea el nombre y relación con la persona para la cual usted presenta la queja.		
Por favor explique la razón que usted presenta esta queja en nombre de otra persona: _____		
Si usted está presentando una queja de parte de otra persona, por favor confirme que usted ha obtenido el permiso de la persona perjudicada.	Sí	No
<b>Sección III:</b>		
Creo que la discriminación de la que fui objeto se basó en (marque todos que correspondan): <input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen Nacional Fecha de la supuesta discriminación (Mes, Día, Año): _____ Explique lo más claro posible que lo que sucedió y por qué usted cree que fue objeto de discriminación. Describa a todas las personas que estuvieron involucradas. Incluya el nombre e información de contacto de la(s) persona(s) que lo discriminaron (si los conoce) así como los nombres e información de contacto de cualquier testigo. Si necesita más espacio, por favor use la parte del dorso lado del formulario o adjunte hojas adicionales. _____ _____		
<b>Sección IV:</b>		
¿Ha presentado anteriormente una queja del Título VI con Bay County Council on Aging?	Sí	No

**Sección V:**

¿Ha presentado una queja ante otra agencia Federal, Estatal, Local, o ante cualquier otra agencia Federal o Corte Estatal?

Sí  No

Si usted contesta que "sí", marque todas las opciones que correspondan:

Agencia Federal: \_\_\_\_\_

Corte Federal \_\_\_\_\_

Agencia Estatal \_\_\_\_\_

Corte Estatal \_\_\_\_\_

Agencia Local \_\_\_\_\_

Favor de proporcionar la información acerca de una persona de contacto en la agencia donde se presentó la queja.

**Nombre:**

**Posición:**

**Agencia:**

**Dirección:**

**Teléfono:**

**Sección VI:**

Nombre de la Agencia de Tránsito contra la que se presenta la queja:

Persona de contacto:

Posición:

Teléfono:

Puede adjuntar cualquier material escrito u otra información que usted considere pertinente para su queja.

Se requiere firma y fecha abajo para completar este formulario:

\_\_\_\_\_  
Firma

\_\_\_\_\_  
Fecha

Favor de presentar este formulario en persona o enviarlo por correo a la siguiente dirección:

Bay County Council on Aging  
Title VI Liaison - Andrea Marsh  
1116 Frankford Avenue  
Panama City, FL 32401  
(850) 769-3468



# Appendix C

Bay County Council on Aging			
Outreach Events 2016 - 2018			
Date	Location	Description	Number of Individuals Attending
1/20/2016	Morale, Welfare & Recreation Naval Support Activity, Panama City, FL	Annual Health & Wellness Fair - Informational Event	35
2/14/2016	St. Dominic's Catholic Church Hispanic Ministries, Panama City, FL	Presentation on services provided to the members of the Hispanic ministries.	75
3/1/2016	Gulf Coast State College, Panama City, FL	Community Awareness Day	25
4/19/2016	Bay County Public Library, Panama City, FL	Post-film discussion on "Still Alice" (a portrait of Alzheimer's)	23
5/10/2017	Coulliette Senior Center, Panama City, FL	Older Americans Day - Health & Information Fair for senior adults	98
8/19/2017	Bayou George Christian Church, Panama City, FL	Provided information on agency services.	3
1/10/2018	Bay Health Foudation Board of Directors, Panama City, FL	Provided information on agency services.	15
1/17/2018	Morale, Welfare & Recreation Naval Support Activity, Panama City, FL	Annual Health & Wellness Fair - Informational Event	100
1/22/2018	City of Callaway, Callaway, FL	Presentation to city officials, interested citizens and senior adults about a proposed congregate meal site in Callaway.	15
2/7/2018	Callaway Arts & Conference Center, Callaway, FL	Open house for new congregate meal site.	78
2/24/2018	Glenwood Community Center, Panama City, FL	Health & Wellness Fair	30
2/26/2018	Emerald Shores Skilled Nursing and Rehabilitation Facility, Panama City, FL	Information on Alzheimer's disease and realted disorders.	8
5/1/2018	Coulliette Senior Center, Panama City, FL	Distribution of Farmers Market Coupons and agency information	114
5/3/2018	Coulliette Senior Center, Panama City, FL	Older Americans Day - Health & Information Fair for senior adults	197

# Appendix D

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Bay County Council on Aging  
Board of Directors Minutes  
Meeting Tuesday, April 15, 2014  
12 Noon  
Respite Center

Board members attending: Kathy Barr, Beverly Dusseault, Bob Myers, Sandy McInnis, Ed Deluzain, Ida Mae Fleming, Willard Anderson, Marian Bowers, Greg Burgans, Kerry Hunt, and Eleanor Grammer.

Staff attending: Beth Coulliette, Karen Coffman, and Melanie Williams.

Board members not attending: Flossie Gautier, Addie Adams, Jennifer Goodwiller, Robert Cain, Sr., and Lois Oswald

Meeting brought to order at 12:00 PM.

- I. Invocation  
Invocation was given by Ida Mae Fleming.
- II. Minutes of March BOD meeting approved/corrected  
Motion by Beverly Dusseault and seconded by Greg Burgans to accept minutes of March meeting. All in favor and motion passed.
- III. Treasurer's Report  
Agency Financial Report  
Bob Myers discussed Long Term Care. All is fine.
- IV. Executive Director's Report
  - A. Bay County Commission Staff Donations  
Beth attended a County Commission meeting and was presented with a check for \$6481.93. This money was donated to the COA by the employees.
  - B. DOT Grant Approval  
BCCOA was approved for two busses from the grant we applied for. This grant covers 90% of cost for buses. FDOT will pay for 80% and the state will pay 10% of cost, leaving BCCOA with 10% of cost. We have certain guidelines we must follow, as the buses must have all handicap accessible features. We also had to draw up a new DOT/FTA Title VI plan.
  - C. WAP/LIHEAP New Contract  
We have received about \$120,000 less than before. This will allow us to do about 30 homes. Before stimulus money we had three sources and we were doing about as many homes with pre-stimulus money. WAP/LIHEAP is one grant now.
  - D. In-Home Services Department Changes  
We had hoped to get all of our clients back when we had to switch over in October to United Health Care and American Eldercare. Some of our clients stayed with Lisenby and Home-Instead. We are not doing any case management with United Healthcare as we had originally signed up to do. Our income is down for Long Term Care. Due to this we

had to let a case manager, Gail Allen go and also Vivian, who was doing the billing.

E. Agency Title VI Plan

This Title VI Plan says that we won't discriminate. Motion was made by Beverly Dusseault to accept the Title VI plan that Karen had put together and it was seconded by Kerry Hunt. All in favor and motion passed.

F. TBA

Received United Way Allocations. The money is down from last year. Last year we received \$70962 in grants and designated monies. This year we are to receive \$63483 in grant and designated monies. Also from the CFC campaign we are to receive \$1300 for the year, \$600 less than last year.

Marian Bowers asked about Joey Chapman's visit and what had transpired since. He did not get to go before the city commission at the last meeting.

V. Old Business

None

VI. New Business

A. Election of Officers and Board Members for 2014-2015

The officer for 2014-2015 are Ed Deluzain, President; Beverly Dusseault, Vice-President; Flossie Gautier, secretary; Bob Myers, Treasurer; and Kathy Barr Advisor. Willard moved that the slate be accepted and was seconded by Kerry Hunt. The directors nominated for 2014-2017 are Addie Adams, Sandy McInnis, Kathy Barr, Ed Deluzain and Bob Pell. Greg Burgans moved that the slate be accepted and was seconded by Ed Deluzain. All in favor and motions passed.

B. Annual Meeting

The annual meeting will be May 20<sup>th</sup>, at 6:00PM at the Frankford Avenue site. The meal will be by JR's BBQ at \$6 plate. We will have Chicken, Pulled pork, Turkey, Baked Beans, Potato Salad and Banana Pudding.

VII. Adjournment

There being no further business Kathy Barr adjourned the meeting.