

Title VI Plan

CHANGEPOINT INTEGRATED HEALTH 2021

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Executive Summary

ChangePoint Integrated Health provides the following behavioral health services: emergency/crisis service; intake/assessment; individual, group, and family therapy; in-home therapy, psychiatry and psychology; behavioral management and psychosocial rehabilitation; medication management; partial care; case management; prevention, vocational services; forensic services; respite; transportation; health promotion; foster care; peer support/recovery specialist; housing; integrated health care; and inpatient crisis stabilization. Developmental disability services include: attendant care; day treatment and training; habilitation; homemaking; respite; and transportation. ChangePoint Integrated Health has been providing behavioral health services to the underserved and low-income population for over fifty years in Navajo County. We have been a recipient of the 5310 program for ~ twenty years. The 5310 program provides much needed transportation services for individuals with disabilities and older adults. We are also able to serve the rural communities in Navajo Counties.

ChangePoint Integrated Health operates as a Centralized system. There is a board who the CEO reports to. There are administrative officers who report to the CEO namely Human Resources, Finance & Billing, Quality Management & IT, Compliance and other officers as applicable. The Chief Hospital Administrator also reports to CEO. There is a chain of command structure for reporting. To assist with communication there are monthly management meetings and clinical meetings. There is a program director to oversee outpatient locations. A supervisor position is set up and all locations to provide oversight and functionality.

What type of program fund(s) did you apply for?

- 5310
- 5311
- Other (please explain) _____

Type of Funding Requests? (Check all that apply)

- Vehicle Funds
- Operating Funds
- Other (please explain) _____ Preventive Maintenance _____

Is your agency a direct recipient of FTA funds?

- Yes
- No

Non Discrimination Notice to the Public

Notifying the Public of Rights Under Title VI and ADA CHANGEPOINT INTEGRATED HEALTH

CHANGEPOINT INTEGRATED HEALTH operates its programs and services without regard to race, color, national origin or disability in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with **CHANGEPOINT INTEGRATED HEALTH**.

For more information on **CHANGEPOINT INTEGRATED HEALTH**'s civil rights program, and the procedures to file a complaint, contact **Nathan Hall, HR Manager, 928-537-5315 x7760; email nhall@mychangepoint.org**; or visit our administrative office at **1801 W Deuce of Clubs, Suite 100, Show Low AZ 85901**. For more information, visit **www.mychangepoint.org**.

Complaints may be filed directly with the Arizona Department of Transportation (**ADOT**) **Civil Rights Office**. ATTN: Title VI Program Coordinator 206 S. 17TH Ave MD 155A RM: 183 Phoenix AZ, 85007 or with the Federal Transit Administration (**FTA**). ATTN: Title VI Program Coordinator, 1200 New Jersey Ave., SE Washington DC 20590

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Non Discrimination Notice to the Public - Spanish

Aviso Público Sobre los Derechos Bajo el Título VI Y ADA CHANGEPOINT INTEGRATED HEALTH

CHANGEPOINT INTEGRATED HEALTH (*y sus subcontratistas, si cualquiera*) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964, Sección 504 de la Ley de Rehabilitación de 1973 y La Ley de ciudadanos Americanos con Discapacidades de 1990 (ADA). El nivel y la calidad de servicios de transporte serán proveídos sin consideración a su raza, color, país de origen, o discapacidad.

Para obtener más información sobre el programa de Derechos Civiles **CHANGEPOINT INTEGRATED HEALTH**, y los procedimientos para presentar una queja, contacte **Nathan Hall, HR Manager 928-537-5315 x7760; email nhall@mychangepoint.org**; o visite nuestra oficina administrativa en **1801 W Deuce of Clubs, Suite 100, Show Low AZ 85901**. Para obtener más información, visite **www.mychangepoint.org**

Una queja puede ser presentada con la oficina de Derechos Civiles del Departamento de Transporte de Arizona (**ADOT**). Atención: Title VI Program Manager, 206 S. 17th Ave MD 155A Phoenix AZ, 85007 o con la Administración Federal de Transporte (**FTA**). Atención: Title VI Coordinator, 1200 New Jersey Ave., SE Washington DC 20590.

The above notice is posted in the following locations: intake offices at all outpatient and inpatient centers and on ChangePoint website (www.mychangepoint.org).

Non Discrimination ADA/Title VI Complaint Procedures

These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA) as they relate to any program or activity that is administered by **CHANGEPOINT INTEGRATED HEALTH** 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, national origin, or disability may file a Discrimination 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 ADA/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 **CHANGEPOINT INTEGRATED HEALTH** 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 **CHANGEPOINT INTEGRATED HEALTH** or submitted to the State or Federal authority for guidance.

- (7) **CHANGEPOINT INTEGRATED HEALTH** will notify the ADOT Civil Rights Office of ALL Discrimination complaints within 72 hours via telephone at 602-712-8946; or email at civilrightsoffice@azdot.gov.
- (8) **CHANGEPOINT INTEGRATED HEALTH** has 30 business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 30 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 Discrimination 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.
- (10) A copy of either the closure letter or LOF must be also be submitted to ADOT within **72** hours of that decision. Letters may be submitted by hardcopy or email.
- (11) A complainant dissatisfied with **CHANGEPOINT INTEGRATED HEALTH** decision may file a complaint with the Arizona Department of Transportation (**ADOT**) or the Federal Transit Administration (**FTA**) offices of Civil Rights: **ADOT**: ATTN ADA/Title VI Program Coordinator 206 S. 17TH Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA**: Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (12) A copy of these procedures can be found online at: **www.mychangepoint.org**.

If information is needed in another language, contact **928-537-5315 x7760**. *Para información en Español llame: **928-537-5315 x7760**

Discrimination ADA/Title VI Complaint Form

Section I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
Section II:		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes*	<input type="checkbox"/> No
<i>*If you answered "yes" to this question, go to 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.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Section III:		
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
<input type="checkbox"/> Disability		
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.		

Section VI:		
Have you previously filed a Discrimination Complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

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

Section V:

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes No

If yes, check all that apply:

Federal Agency: _____
 Federal Court: _____ State Agency: _____
 State Court : _____ Local Agency: _____

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

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone: _____

Section VI:

Name of agency complaint is against: _____

Name of person complaint is against: _____

Title: _____

Location: _____

Telephone Number (if available): _____

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

Signature

Date

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

CHANGEPOINT INTEGRATED HEALTH
Nathan Hall, HR Manager
1801 W Deuce of Clubs, Suite 100, Show Low AZ 85901
928-537-5315 x7760
nhall@mychangepoint.org

A copy of this form can be found online at www.mychangepoint.org
If information is needed in another language, contact **928-537-5315 x7760**. *Para información en Español llame: **928-537-5315 x7760**

Discrimination ADA/Title VI Investigations, Complaints, and Lawsuits

If no investigations, lawsuits, or complaints were filed select the option below.

CHANGEPOINT INTEGRATED HEALTH has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in **2020**.

Complainant	Date (Month, Day, Year)	Basis of Complaint (Race, Color, National Origin or Disability)	Summary of Allegation	Status	Action(s) Taken	Final Findings?
Investigations						
1)						
2)						
Lawsuits						
1)						
2)						
Complaints						
1)						
2)						

Public Participation Plan

CHANGEPOINT INTEGRATED HEALTH is engaging the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public is invited to participate in the process through public meetings and community events.

As an agency receiving federal financial assistance, **CHANGEPOINT INTEGRATED HEALTH** made the following community outreach efforts and activities to engage minority and Limited English Proficient populations since the last Title VI Plan submittal to ADOT CRO.

- Expanded the distribution of agency brochures (medical providers)
- Posted the Nondiscrimination Public Notices to the following locations:
 - intake offices at all sites
 - ChangePoint website
- Partnered with other local agencies to advertise services provided
- Hosted public information meetings
Public meetings held during 2020: Jan, Mar, May, Jul, Sep, Nov
- List other: Due to COVID restrictions, Mental Health First Aid trainings were held once during 2020 and are open to the public. These trainings are attended by fire/police personnel, medical personnel, public school personnel, senior companion personnel as well as members of the public. When able to do so, these trainings will be reinstated.

Due to COVID restrictions, community events have been cancelled during 2020. However, ChangePoint recognized Suicide Prevention week as follows: fliers were distributed at high schools in our service area; public service announcements were posted on two Facebook sites; clients in our Psychiatric Hospital were given prevention advice and training.

ChangePoint site Office Managers attend local Chamber meetings and other health care meetings and events as a forum to perform community outreach.

CHANGEPOINT INTEGRATED HEALTH will make the following community outreach efforts for the upcoming year:

- Expand the distribution of agency brochures (medical providers)
- Post the Nondiscrimination Public Notices to the following locations:
 - Intake offices at all sites
 - ChangePoint website
- Partner with other local agencies to advertise services provided
- Host public information meetings (6 per year)
- Host an information booth at a community event (if permissible)
- Host Mental Health First Aid trainings during the year (if permissible)

CHANGEPOINT INTEGRATED HEALTH – General Services Brochure - English

Inspiring Change

Inspiration comes in many forms and the goal of ChangePoint is to provide an environment and staff which inspire others to grow and succeed.

Empowering Individuals

ChangePoint provides a wide array of services that help to equip individuals and families in order to be successful in life.

Improving Lives

ChangePoint is a starting place for personal growth and development. We improve lives by helping others enhance their life, achieve their goals and find meaningful success in all that they do.



Accredited by the
Joint Commission on Accreditation of
Health Care Organizations

Our Locations



Show Low Outpatient
2500 Show Low Lake Rd, Show Low AZ 85901
(928) 537-2951
Monday-Friday, 8:00 A.M. to 5:00 P.M.

Snowflake Outpatient
423 S. Main Street, Snowflake AZ 85937
(928) 536-6869
Monday-Friday, 8:00 A.M. to 5:00 P.M.

Holbrook Outpatient
103 N. First Avenue, Holbrook AZ 86025
(928) 524-6126
Monday-Friday, 8:00 A.M. to 5:00 P.M.

Winslow Outpatient
1015 E. Second Street, Winslow AZ 86047
(928) 289-4658
Monday-Friday, 8:00 A.M. to 5:00 P.M.

ChangePoint Psychiatric Hospital
1920 W. Commerce Drive, Lakeside AZ 85929
(928) 368-4110
Open 24 hours per day, 7 days a week.

Administration Office
1801 W. Deuce of Clubs #100,
Show Low AZ 85901
(928) 537-2951
Monday - Friday, 8:00 A.M. to 5:00 P.M.

Crisis Stabilization Unit
2550 Show Low Lake Rd, Show Low AZ 85901
(928) 892-5852
Open 24 hours per day, 7 days a week

For 24 Hour Crisis Services Call Your Local
ChangePoint Office

www.mychangepoint.org



Our mission is to inspire change,
empower individuals
and improve lives in our
community!



Who We Are

ChangePoint Integrated Health has been serving Navajo County with quality integrated behavioral health services since 1966.

Inspiring Change & Improving Lives

We are dedicated to inspiring change and improving lives in our community. We offer hope for change, new beginnings and personal growth to those we serve.

Our team of high quality professionals consists of psychiatrists, nurse practitioners, licensed counselors and other trained and experienced behavioral health professionals.



Who We Serve

We provide services to a diverse group of individuals and are glad to help with any behavioral health need that you may have. We accept most forms of insurance including AHCCCS, Medicare, many commercial insurance plans and offer private payment arrangements.

What We Do

We inspire change, empower individuals and improve lives in our community by providing a wide-range of quality integrated behavioral health services for children, adults and families.

Our Services

- Counseling Services
- Psychiatry & Medical Services
- Alcohol & Substance Abuse Treatment
- 24 Hour Emergency Crisis Services
- Inpatient Stabilization
- Case Management
- Respite Services
- Housing Programs & Foster Care
- And Much More



Limited English Proficiency Plan

CHANGEPOINT INTEGRATED HEALTH 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 **CHANGEPOINT INTEGRATED HEALTH** 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 **CHANGEPOINT INTEGRATED HEALTH**'s extent of obligation to provide LEP services, **CHANGEPOINT INTEGRATED HEALTH** 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 **CHANGEPOINT INTEGRATED HEALTH** service area who may be served or likely to encounter by **CHANGEPOINT INTEGRATED HEALTH** program, activities, or services;

**LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE
POPULATION 5 YEARS AND OVER
2015: ACS 5-YEAR ESTIMATES DETAILED TABLE – NAVAJO COUNTY**

	Navajo County, Arizona	
Label	Estimate	Margin of Error
Total:	99,646	±48
Speak only English	62,650	±759
Spanish or Spanish Creole:	5,759	±587
Speak English "very well"	4,210	±496
Speak English less than "very well"	1,549	±380
French (incl. Patois, Cajun):	124	±84
Speak English "very well"	95	±80
Speak English less than "very well"	29	±26
French Creole:	13	±20
Speak English "very well"	13	±20
Speak English less than "very well"	0	±29
Italian:	90	±100
Speak English "very well"	90	±100

Speak English less than "very well"	0	±29
Portuguese or Portuguese Creole:	36	±59
Speak English "very well"	36	±59
Speak English less than "very well"	0	±29
German:	119	±71
Speak English "very well"	114	±73
Speak English less than "very well"	5	±8
Yiddish:	0	±29
Speak English "very well"	0	±29
Speak English less than "very well"	0	±29
Other West Germanic languages:	18	±20
Speak English "very well"	6	±10
Speak English less than "very well"	12	±17
Scandinavian languages:	67	±50
Speak English "very well"	67	±50
Speak English less than "very well"	0	±29
Greek:	0	±29
Speak English "very well"	0	±29
Speak English less than "very well"	0	±29
Russian:	57	±79
Speak English "very well"	57	±79
Speak English less than "very well"	0	±29
Polish:	63	±65
Speak English "very well"	53	±64
Speak English less than "very well"	10	±15
Serbo-Croatian:	7	±10
Speak English "very well"	7	±10
Speak English less than "very well"	0	±29
Other Slavic languages:	16	±26
Speak English "very well"	16	±26
Speak English less than "very well"	0	±29
Armenian:	0	±29
Speak English "very well"	0	±29
Speak English less than "very well"	0	±29
Persian:	2	±4
Speak English "very well"	2	±4
Speak English less than "very well"	0	±29
Gujarati:	0	±29
Speak English "very well"	0	±29
Speak English less than "very well"	0	±29
Hindi:	48	±52

Speak English "very well"	32	±49
Speak English less than "very well"	16	±16
Urdu:	0	±29
Speak English "very well"	0	±29
Speak English less than "very well"	0	±29
Other Indic languages:	66	±70
Speak English "very well"	24	±25
Speak English less than "very well"	42	±45
Other Indo-European languages:	0	±29
Speak English "very well"	0	±29
Speak English less than "very well"	0	±29
Chinese:	50	±77
Speak English "very well"	26	±38
Speak English less than "very well"	24	±41
Japanese:	54	±61
Speak English "very well"	48	±60
Speak English less than "very well"	6	±9
Korean:	11	±14
Speak English "very well"	0	±29
Speak English less than "very well"	11	±14
Mon-Khmer, Cambodian:	30	±42
Speak English "very well"	0	±29
Speak English less than "very well"	30	±42
Hmong:	0	±29
Speak English "very well"	0	±29
Speak English less than "very well"	0	±29
Thai:	6	±14
Speak English "very well"	0	±29
Speak English less than "very well"	6	±14
Laotian:	0	±29
Speak English "very well"	0	±29
Speak English less than "very well"	0	±29
Vietnamese:	7	±10
Speak English "very well"	0	±29
Speak English less than "very well"	7	±10
Other Asian languages:	37	±44
Speak English "very well"	14	±23
Speak English less than "very well"	23	±27
Tagalog:	244	±135
Speak English "very well"	176	±128
Speak English less than "very well"	68	±59

Other Pacific Island languages:	63	±62
Speak English "very well"	54	±60
Speak English less than "very well"	9	±13
Navajo:	20,251	±687
Speak English "very well"	13,911	±651
Speak English less than "very well"	6,340	±371
Other Native North American languages:	9,699	±725
Speak English "very well"	8,415	±705
Speak English less than "very well"	1,284	±231
Hungarian:	48	±59
Speak English "very well"	48	±59
Speak English less than "very well"	0	±29
Arabic:	10	±12
Speak English "very well"	10	±12
Speak English less than "very well"	0	±29
Hebrew:	1	±3
Speak English "very well"	1	±3
Speak English less than "very well"	0	±29
African languages:	0	±29
Speak English "very well"	0	±29
Speak English less than "very well"	0	±29
Other and unspecified languages:	0	±29
Speak English "very well"	0	±29
Speak English less than "very well"	0	±29

- 2) The frequency with which LEP individuals come in contact with **CHANGEPOINT INTEGRATED HEALTH** services;

CHANGEPOINT INTEGRATED HEALTH averages less than 1 Spanish speaking only and 1 non-verbal clients monthly. In order to meet client needs, LEP services are available and discussed upon the initial intake and assessment.

CHANGEPOINT INTEGRATED HEALTH's staff reviewed the frequency with which office staff and drivers have, or could have, contact with LEP persons for **2020**. **CHANGEPOINT INTEGRATED HEALTH** averages **15-20** contacts per **YEAR**.

- 3) The nature and importance of the program, activities or services provided by **CHANGEPOINT INTEGRATED HEALTH** to the LEP population; and

ChangePoint Integrated Health's most critical services for the transporting of LEP individuals consists of transportation to and from appointments and/or locations for health care needs. Other services for transportation include respite care and sponsored outings. **ChangePoint Integrated Health** informs clients during the initial intake and assessment of LEP services available to them. The client is advised of the types of language assistance the agency provides. If the client requires LEP services for any of our offered programs or activities, their needs will be met through interpreter services. This would be the standard followed for any transportation needs a client has.

- 4) The resources available to **CHANGEPOINT INTEGRATED HEALTH** and overall costs to provide LEP assistance.

CHANGEPOINT INTEGRATED HEALTH provides a statement in Spanish. Every effort will be made to provide vital information to LEP individuals in the language requested. At each **CHANGEPOINT INTEGRATED HEALTH** site a "Language Identification List" is available in booklet form. As a member of the LEP community arrives, the binder is presented to them. The LEP individual is able to point to their language and we will then provide a qualified interpreter to them at no cost to the LEP individual. **CHANGEPOINT INTEGRATED HEALTH** trains new employees regarding LEP identification and services available during new employee orientation.

Safe Harbor Provision for written translations

CHANGEPOINT INTEGRATED HEALTH 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) Non Discrimination Notice
- (2) Discrimination Complaint Procedures
- (3) Discrimination 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) Public Meetings

1) **CHANGEPOINT INTEGRATED HEALTH** provides language assistance services through the below methods:

- Staff is provided a list of what written and oral language assistance products and methods the agency has implemented and how agency staff can obtain those services.
- Instructions are provided to customer service staff and other **CHANGEPOINT INTEGRATED HEALTH** staff who regularly take phone calls from the general public on how to respond to an LEP caller.
- Instructions are provided to customer service staff and others who regularly respond to written communication from the public on how to respond to written communication from an LEP person.
- Instructions are provided to vehicle operators, station managers, and others who regularly interact with the public on how to respond to an LEP customer.

2) **CHANGEPOINT INTEGRATED HEALTH** has a process to ensure the competency of interpreters and translation service through the following methods:

CHANGEPOINT INTEGRATED HEALTH has a very low incidence of LEP clients. If a LEP individual arrives at one of our sites, our front office staff provides them with a language sheet to determine which language they need interpretation for. The front office staff then connects with Stratus Video/AMN Healthcare to be connected to an online, face-to-face interpreter in the language of the client's choice (to include ASL). Stratus Video/AMN Healthcare is available 24/7 and have certified that their interpreters are culturally competent, medically qualified and extensively trained in medical terminology. This video application holds a CA Veracode Standard Security. The interpreters hold a variety of state and national certifications. **CHANGEPOINT INTEGRATED HEALTH** is located in a rural area with low access to local interpreters. Using this online service will guarantee that an interpreter with exceptional skill sets is reachable at all times.

3) **CHANGEPOINT INTEGRATED HEALTH** provides notice to LEP persons about the availability of language assistance through the following methods:

- Posting signs in intake areas
- Working with community-based organizations and other stakeholders to inform LEP individuals of the Recipients' services, including the availability of language assistance services
- Announcements at community meetings
- Information tables at local events
- Agency websites

4) **CHANGEPOINT INTEGRATED HEALTH** monitors, evaluates and updates the LEP plan through the following process:

CHANGEPOINT INTEGRATED HEALTH will monitor the LEP plan by conducting an annual Four-Factor analysis, establishing a process to obtain feedback from internal staff and members of the public and conducting internal evaluations to determine whether the language assistance measures are working for

staff. **CHANGEPOINT INTEGRATED HEALTH** will make changes to the language assistance plan based on feedback received. **CHANGEPOINT INTEGRATED HEALTH** may take into account the cost of proposed changes and the resources available to them. Depending on the evaluation, **CHANGEPOINT INTEGRATED HEALTH** may choose to disseminate more widely those language assistance measures that are particularly effective or modify or eliminate those measures that have not been effective.

5) **CHANGEPOINT INTEGRATED HEALTH** trains employees to know their obligations to provide meaningful access to information and services for LEP persons and all employees in public contact positions will be properly trained to work effectively with in-person and telephone interpreters. **CHANGEPOINT INTEGRATED HEALTH** will implement processes for training of staff through the following procedures:

CHANGEPOINT INTEGRATED HEALTH will identify staff that are likely to come into contact with LEP persons as well as management staff that have frequent contact with LEP persons in order to target training to the appropriate staff. **CHANGEPOINT INTEGRATED HEALTH** will identify existing staff training opportunities, as it may be cost-effective to integrate training on their responsibilities to persons with limited English proficiency into agency training that occurs on an ongoing basis. Existing employees, especially managers and those who work with the public may periodically take part in re-training or new training sessions to keep up to date on their responsibilities to LEP persons. **CHANGEPOINT INTEGRATED HEALTH** will implement LEP training to be provided for agency staff. **CHANGEPOINT INTEGRATED HEALTH** staff training for LEP to include:

- A summary of the **CHANGEPOINT INTEGRATED HEALTH** responsibilities under the DOT LEP Guidance;
- A summary of the **CHANGEPOINT INTEGRATED HEALTH** language assistance plan;
- A summary of the number and proportion of LEP persons in the **CHANGEPOINT INTEGRATED HEALTH** service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population;
- A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and
- A description of **CHANGEPOINT INTEGRATED HEALTH** cultural sensitivity policies and practices.

CHANGEPOINT INTEGRATED HEALTH – General Services Brochure – Spanish

Nuestras Ubicaciones



Show Low Outpatient
2500 Show Low Lake Rd, Show Low, AZ 85901
(928) 537-2951
Lunes-Viernes, 8:00 A.M. to 5:00 P.M.

Snowflake Outpatient
423 S. Main Street, Snowflake, AZ 85937
(928) 536-6869
Lunes-Viernes, 8:00 A.M. to 5:00 P.M.

Holbrook Outpatient
103 N. First Avenue, Holbrook, AZ 86025
(928) 524-6126
Lunes-Viernes, 8:00 A.M. to 5:00 P.M.

Winslow Outpatient
1015 E. Second Street, Winslow, AZ 86047
(928) 289-4658
Lunes-Viernes, 8:00 A.M. to 5:00 P.M.

ChangePoint Psychiatric Hospital
1920 W. Commerce Drive, Lakeside, AZ 85929
(928) 368-4110
Abierto 24 horas al día, 7 días a la semana.

Administration Office
1801 W. Deuce of Clubs #100,
Show Low, AZ 85901
(928) 537-2951
Lunes-Viernes, 8:00 A.M. to 5:00 P.M.

Para servicios de crisis de 24 horas llame a su oficina local de ChangePoint

www.mychangepoint.org



Nuestra misión es inspirar el cambio,
Capacitar a los individuos
Y mejorar las vidas de nuestros
¡comunidad!

Cambio inspirador

La inspiración viene en muchas formas y la meta de ChangePoint es proporcionar un ambiente y personal que inspire a otros a creer y tener éxito.

Empoderamiento de las personas

ChangePoint ofrece una amplia gama de servicios que ayudan a equipar a las personas y las familias con el fin de tener éxito en la vida.

Mejorar las vidas

ChangePoint es un punto de partida para el crecimiento y desarrollo personal. Mejoramos las vidas ayudando a otros a mejorar su vida, alcanzar sus metas y encontrar un éxito significativo en todo lo que hacen.



Acreditado por el
Comisión Conjunta de Acreditación
de Organizaciones de Salud



Quiénes Somos

ChangePoint Integrated Health ha estado sirviendo al Condado de Navajo con servicios de salud mental integrados de calidad desde 1966.

Inspirando el Cambio y Mejorando Vidas

Estamos dedicados a inspirar el cambio y mejorar las vidas en nuestra comunidad. Ofrecemos esperanza para el cambio, nuevos comienzos y crecimiento personal a los que servimos.

Nuestro equipo de profesionales de alta calidad está compuesto por psiquiatras, profesionales de enfermería, asesores licenciados y otros profesionales de la salud del comportamiento capacitados y experimentados.



A Quié Servimos

Ofrecemos servicios a un grupo diverso de individuos y estamos encantados de ayudarle con cualquier necesidad de salud del comportamiento que usted pueda tener. Aceptamos la mayoría de las formas de seguro, incluyendo AHCCCS, Medicare, muchos planes de seguros comerciales y ofrecen arreglos de pago privado.

Qué Hacemos

Inspiramos el cambio, capacitamos a las personas y mejoramos las vidas en nuestra comunidad proporcionando una amplia gama de servicios de salud de comportamiento integrados de calidad para niños, adultos y familias.

Nuestros servicios

- Servicios de asesoramiento
- Psiquiatría y Servicios Médicos
- Tratamiento de Abuso de Alcohol y Sustancias
- Servicios de crisis de emergencia las 24 horas
- Estabilización de pacientes hospitalizados
- Gestión de Casos
- Servicios de Respirio
- Programas de Vivienda y Cuidado de Crianza
- Y mucho más



Non-elected Committees Membership Table

CHANGEPOINT INTEGRATED HEALTH does not select the membership of any transit-related committees, planning boards, or advisory councils.

Monitoring for Subrecipient Title VI Compliance

CHANGEPOINT INTEGRATED HEALTH does not monitor subrecipients for Title VI compliance as it does not have any subrecipients.

Title VI Equity Analysis

CHANGEPOINT INTEGRATED HEALTH has no current or anticipated plans to develop new transit facilities covered by these requirements.

Fixed Route Transit Provider Analysis

CHANGEPOINT INTEGRATED HEALTH is not a Fixed Route Transit Provider

Board Approval for the Title VI Plan
