
Chandler Gilbert Arc Title VI Implementation Plan



April 1, 2019-March 30, 2022

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Title VI Policy Statement

The Chandler Gilbert Arc policy assures full compliance with Title VI of the Civil Rights act of 1964 and related statutes and regulations in all programs and activities. Title VI states that “no person shall on the grounds of race, color or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination” under any Chandler Gilbert Arc’ sponsored program or activity. There is no distinction between the sources of funding.

Chandler Gilbert Arc also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies and activities on minority and low-income populations. Furthermore, Chandler Gilbert Arc will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When Chandler Gilbert Arc distributes Federal-aid funds to another entity/person, Chandler Gilbert Arc will ensure all sub-recipients fully comply with Chandler Gilbert Arc Title VI Nondiscrimination Program requirements. The Executive Director has delegated the authority to Director of Human Resources, Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.

William H. Parker-Executive Director

Title VI Notice to the Public

Notifying the Public of Rights Under Title VI Chandler Gilbert Arc

The Chandler Gilbert Arc operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Chandler Gilbert Arc.

For more information on the Chandler Gilbert Arc's civil rights program, and the procedures to file a complaint, contact Ezra Sherman at (480) 892-9422 ext. 117; email ESherman@cgarc.org; or visit our administrative office at 3250 N. San Marcos Pl., Chandler, AZ 85225. For more information, visit www.cgarc.org. For more information, visit www.cgarc.org

A complainant may file a complaint directly with the City of Phoenix Public Transit Department or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: **City of Phoenix Public Transit Department:** ATTN: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix AZ 85003 **FTA:** ATTN: Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact our Administration Office at (480) 892-9422. Para información en Español llame: (480) 892-9422.

Title VI Notice to the Public -Spanish

Aviso al Público Sobre los Derechos Bajo el Título VI Chandler Gilbert Arc

Chandler Gilbert Arc (*y sus subcontratistas, si cualquiera*) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964. El nivel y la calidad de servicios de transporte serán provehidos sin consideración a su raza, color, o país de origen.

Para obtener más información sobre la Chandler Gilbert Arc's programa de derechos civiles, y los procedimientos para presentar una queja, contacte Ezra Sherman at (480) 892-9422 ext. 117; email ESherman@cgarc.org o visite nuestra oficina administrativa en 3250 N. San Marcos Pl., Chandler, AZ 85225. Para obtener más información, visite www.cgarc.org

El puede presentar una queja directamente con City of Phoenix Public Transit Department o Federal Transit Administration (FTA) mediante la presentación de una queja directamente con las oficinas correspondientes de Civil Rights: City of Phoenix Public Transit Department: ATTN Title VI Coordinator 302 N. 1st Ave., Suite 900, Phoenix AZ 85003 FTA: ATTN Title VI Program Coordinator, East Building, 5th Floor –TCR 1200 New Jersey Ave., SE Washington DC 20590

The above notice is posted in the following locations: Chandler/Gilbert Arc Administration Office: 3250 N. San Marcos Pl., Chandler, AZ 85225, agency website , and transit vehicles

This notice is posted online at <http://www.cgarc.org/about/index.htm>



Title VI Complaint Procedures

Any person who believes that he or she has been excluded from participation in, been denied the benefits of, or otherwise subjected to unlawful discrimination under any Chandler/Gilbert Arc service, program, or activity, and believes the discrimination is based upon race, color, or national origin may file a formal complaint with the Chandler/Gilbert Arc Title VI Coordinator. This anti-discrimination protection also extends to the activities and programs of Chandler/Gilbert Arc's third party contractors. Any such complaint must be filed within 180 days of the alleged discriminatory act (or latest occurrence).

Passengers using federally funded public transportation are entitled to equal access, seating, and treatment. Under Title VI of the Civil Rights Act of 1964 (as amended) and related statutes, Chandler/Gilbert Arc must ensure that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any federally funded program, activity, or service it administers.

Complaints for alleged non-compliance with Title VI and related statutes may be lodged with the Chandler/Gilbert Arc Title VI Coordinator. Any such complaint must be filed within 180 days of the alleged discriminatory act (or latest occurrence). To submit a claim to Chandler/Gilbert Arc by mail or in person, please visit our website at <http://www.cgarc.org>, print and complete the Title VI Complaint Form, and deliver or mail to: Chandler/Gilbert Arc Attention: Title VI Coordinator 3250 N. San Marcos Pl. Chandler, Arizona 85225

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
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 Title VI 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:
Chandler/Gilbert Arc Title VI Coordinator
3250 N. San Marcos Pl.
Chandler, AZ 85225 (480) 892-9422 ext. 117
ESherman@cgarc.org

A copy of this form can be found online at www.cgarc.org

**Forma Para Poner una Queja
(De Acuerdo Al Título VI)**

Nota: La siguiente información se necesita para procesar su queja.

Información de la persona que está poniendo la queja:

Nombre: Dirección: _____
Ciudad/Estado/Código Postal: _____
Teléfono(Casa): _____
Teléfono (Trabajo): _____

Persona A La Que Se Discriminó (alguien que no sea la persona que está poniendo la queja)

Nombre: Dirección: _____
Ciudad/Estado/Código Postal: _____
Teléfono(Casa): _____
Teléfono (Trabajo): _____

¿Cuál de las siguientes razones describe por lo que usted siente que se le discriminó?

Raza/Color (Especifique) _____ Nacionalidad (Especifique) _____
Sexo (Especifique) _____

¿En qué fecha(s) sucedió la discriminación? _____

Describa la presunta discriminación. Explique qué sucedió y quién cree usted que fue responsable (si necesita más espacio, agregue otra hoja).

Escriba una lista con los nombres de las personas que puedan tener conocimiento de la presunta discriminación y cómo contactarlas.

¿Ha presentado esta queja con otra agencia federal, estatal o local, o con cualquier corte federal o estatal? Marque todas las que apliquen.

Agencia Federal _____ Corte Estatal _____ Corte Federal _____
Agencia Local _____ Agencia Estatal _____

Por favor proporcione información de la persona a la que presentó su queja en la agencia/corte.

Nombre: _____
Dirección: _____
Ciudad/Estado/Código Postal: _____
Teléfono(Casa): _____
Teléfono (Trabajo): _____

Por favor firme abajo. Puede anexar cualquier material escrito u otra información que usted crea que es relevante sobre su queja.

Firma de la Persona que presenta la queja _____
Fecha

Número de Anexos: _____

Someta la forma y cualquier información adicional a:

Chandler/Gilbert Arc Title VI Coordinator
3250 N. San Marcos Pl.
Chandler, AZ 85225 (480) 892-9422 ext. 117
ESherman@cgar.org
www.cgar.org

Title VI Investigations Complaints, and Lawsuits

This form will be submitted annually. If no investigations, lawsuits, or complaints were filed, a blank form will be submitted.

Description/Name	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, national origin or disability)	Status	Action(s) Taken (Final findings?)
Investigations				
1)	July 2016	Race complaint by staff against manager	Closed	AZ Civil Rights Div and EEOC dismissed as unfounded
Lawsuits	None			
Complaints	January 2018	Race complaint by employee against co-employee	Closed	Accused employee quit upon notification of investigation

TYPE AGENCY NAME HERE has not had any Title VI complaints, investigations, or lawsuits in TYPE YEAR HERE.

*Chandler Gilbert Arc
Public Participation
Plan*



Chandler Gilbert Arc is engaging the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public will be invited to participate in the process whether through public meetings or surveys. As an agency receiving federal financial assistance, Chandler Gilbert Arc In the upcoming year Chandler Gilbert Arc intends to make, at a minimum, the following community outreach efforts:

MONTHLY

- Sub-Regional Mobility Management planning meetings
- City of Chandler Mayor’s Committee for People with Disabilities meetings
- Experience Matters/Encore Planning events and meetings
- Sprout Film Festival outreach meetings and related outreach events
- Arizona Association of Providers for People with Disabilities (AAPPD) events

QUARTERLY

- MAG/City Of Phoenix Transportation Ambassador Meetings
- Chandler “For Our City” events and activities
- Section 5310 Vehicle Sharing Meetings and events
- City of Chandler Transportation Stakeholders Meetings
- State, National and Regional Arc conventions, events, and/or speaking opportunities
- Cities of Gilbert, Mesa, Chandler, or Phoenix networking events
- DES/DDD Provider Meetings

ANNUAL/SEMI-ANNUAL

- Chandler Horizon Rotary semi-annual meetings
- Knights of Columbus networking events
- Chandler 100 Annual Award Event
- Experience Matters Annual events
- City of Chandler CDBG Public Meetings

Public Meetings:

- (1) Public meetings are scheduled to increase the opportunity for attendance by stakeholders and the general public. This may require scheduling meetings during non-traditional business hours, holding more than one meeting at different times of the day or on different days, and checking other community activities to avoid conflicts.
- (2) When a public meeting or public hearing is focused on a planning study or program related to a specific geographic area or jurisdiction within the region, the meeting or hearing is held within that geographic area or jurisdiction.
- (3) Public meetings are held in locations accessible to people with disabilities and are located near a transit route when possible.

Chandler Gilbert Arc submits to the Arizona Department of Transportation annually an application for funding. Part of the annual application is a public notice, which includes a 30-day public comment period.

Limited English Proficiency Plan

Public Participation Plan

Chandler Gilbert Arc Limited English Proficiency Plan



Chandler Gilbert Arc 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 Chandler Gilbert Arc 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 the Chandler Gilbert Arc's extent of obligation to provide LEP services, the Chandler Gilbert Arc 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 Chandler Gilbert Arc service area who may be served or likely to encounter by Chandler Gilbert Arc Chandler Gilbert Arc program, activities, or services;
- 2) The frequency with which LEP individuals come in contact with an Chandler Gilbert Arc services;
- 3) The nature and importance of the program, activities or services provided by the Chandler Gilbert Arc to the LEP population; and
- 4) The resources available to Chandler Gilbert Arc and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

A statement in Spanish will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested.

Safe Harbor Provision

Chandler Gilbert Arc complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

- (1) Title VI Notice
- (2) Complaint Procedures
- (3) Complaint Form

In addition, we will conduct our marketing (including using translated materials) in a manner that reaches each LEP group. Vital Documents include the following:

- (1) Notices of free language assistance for persons with LEP
- (2) Notice of Non-Discrimination and Reasonable Accommodation
- (3) Outreach Materials
- (4) Bus Schedules
- (5) Route Changes
- (6) Public Hearings

Non-elected Committees Membership Table

A sub recipient who selects the membership of transit-related, non-elected planning boards, advisory councils, or committees must provide a table depicting the membership of those organizations broken down by race. Subrecipients also must include a description of the efforts made to encourage participation of minorities on these boards, councils, and committees.

Table Depicting Membership of Committees, Councils, Broken Down by Race

Body	Caucasian	Latino	African American	Asian American	Native American
Population	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%
TYPE THE NAME OF THE COMMITTEE HERE	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%
TYPE THE NAME OF THE COMMITTEE HERE	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%
TYPE THE NAME OF THE COMMITTEE HERE	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%

Describe the process the agency uses to encourage the participation of minorities on such committees should be included

X Chandler Gilbert Arc does NOT select the membership of any transit-related committees, planning boards, or advisory councils.

Title VI Equity Analysis

A sub recipient planning to acquire land to construct certain types of facilities must not discriminate on the basis of race, color, or national origin, against persons who may, as a result of the construction, be displaced from their homes or businesses. “Facilities” in this context does not include transit stations or bus shelters, but instead refers to storage facilities, maintenance facilities, and operation centers.

There are many steps involved in the planning process prior to the actual construction of a facility. It is during these planning phases that attention needs to be paid to equity and non-discrimination through equity analysis. The Title VI Equity Analysis must be done before the selection of the preferred site.

Note: Even if facility construction is financed with non-FTA funds, if the sub recipient organization receives any FTA dollars, it must comply with this requirement.

Chandler Gilbert Arc has no current or anticipated plans to develop new transit facilities covered by these requirements.

Board Approval for the Title VI Program

Board of Directors' Meeting

AGENDA

March 13, 2019

Call to Order

Approval of Minutes

- Review minutes from January 9, 2019

CFO Report – Carol

- Financial Dashboard July 1, 2018 – February 28, 2019
- Staff Turnover % - Findings from July-December Dashboard

Executive Director's Report – Billy

- Employee Appreciation Event
- Therap update
- 5310 update
- Transportation Stakeholders Meeting/Chandler
- Title VI Plan approval
- Sprout Film Festival
- Tempe Schools Sproutreach
- Potential new Board members

Other Business

Adjourn

NEXT BOARD MEETING June 12, 2019



Chandler/ Gilbert Arc
Board of Directors Meeting
3250 N San Marcos Place, Chandler, AZ, 85225
March 13, 2019

Present: Nancy Martinez, Dale Mallison, Mary Carter, Fran Grossenbacher, Kishia Brock, Jon Meyers, and Pastor Ricky Wilson

Staff: Billy Parker, Carol Lewis, Halli Romero

Call to Order- Nancy called the meeting to order at 11:37 am

Approval of Minutes- Kishia Brock added in attendance to the January 9, 2019 minutes. Kishia made the motion to approve the minutes with the correction: Ricky seconded; vote unanimously passed.

CFO Report-

Financial Dashboard July 1, 2018-February 9, 2019: Reviewing the chart shows that 94% of the agency's revenue comes from DDD and the agency is trying to get that percentage down with grants. Carol stated that the majority of expenses is payroll and employee- related. Currently, the liquidity ratio for 2019 is 4:5 and the agency's short term debt asset is 32% with a little over 1 million in savings.

Staff turnover %- Findings from July to December Dashboard: Upon further investigation of the 97% staff turnover rating, the figures turned out to be incorrect. The correct value was approximately 37%. Carol stated that a majority of turnover is from staff that cannot obtain a fingerprint clearance card, employees that start only to realize it's not a good fit for them, and the prospect of making more money elsewhere. Again it was reiterated the changes brought on by Prop 206 with another increase coming January of 2020. Billy noted that since the division opened up the one-time funding, Carol has been diligent about gathering the information as soon as possible to turn into the Division for funding.

Executive Director's Report

Employee Appreciation- On the 16th of February, the Chandler-Gilbert Arc Employee Appreciation Event was held at Tumbleweed Park which roughly 200 people attended. The event was open to employees and their families and included a DJ, bounce house, food, and give away raffle prizes. Chandler-Gilbert Arc is hoping to be able to have another event in the future to develop a relationship with employees with the hopes more people attend. Billy wanted it on record that, Michelle Comeau, the Director of Community Living, took the lead on the event and did an amazing job.

Therap Update- Billy stated Therap is a web-based data collection system tailored to the state the agency is located. The program is recognized by licensing, and other agencies within the state utilize the programs namely Yes the Arc based out of Cottonwood, and they have assisted us in the transition. As an agency we are moving toward paperless data collection; currently, the agency is scanning completed paper documents. Chandler Gilbert Arc is live with ISP goal and data collection, Incident reporting, and daily communication running parallel to the more antiquated paper system. As the data has to be manually entered the Medication portion has not yet been entered, but the agency is hopeful to have the medication portion up and running parallel in 3 to 6 months. A representative provided by Therap trained all employees, over a three-day period, on how to use the application. Fran questioned how data would be uploaded in the event there was no internet access, Billy stated he would inquire further to find out how the data could be entered. Carol put to the board Group Home manager phones could be used as hotspots or data could be entered via smartphone if necessary. Therap does allow for family controls allowing those with permission to view the Individuals chart. Therap will continue to be on the Board Meeting Agenda as it continues to evolve and progress.

5310 Update- Billy has submitted another grant proposal with the assistance of Day Service Director Michael Miller. As the face of Mobility Management, Billy has brought in Bob Ramsey to help navigate insurance in the Vehicle Sharing meetings and has assisted in training. As a result, the Maricopa Association of Governments (MAG) asked to make a video: (<http://azmag.gov/Newsroom/MAG-News/ArticleId/57/vehicle-sharing-offers-transportation-options>). Billy along with Bob Ramsey and his associate Dave Binsfield are determined to work on insurance issues and puts the agency in good stead for grant proposals. The Board then asked Billy how far the agency is willing to lend out vans to those in need. Billy replied it depends on the borrower's ability to come and retrieve a van along with their ability to put on their insurance plan. As it stands the borrower comes and retrieves a van, after first notifying the date and time of needed use, they use the van, clean it, and

put fuel in it before returning it. Although the agency cannot charge for the vans usage donations are accepted. The Valley Center of the Deaf are the biggest users of the agency's van sharing program. Although they have their vans they still use our vans and are willing to come to MAG seminars as a panelist to tout how great the program is. Dale then asked what requirements need to be made in order to share vehicles. Billy then stated that it's negotiable with the insurance company as it is not about getting credit for 5310 but assisting those in need such as students however, the borrowing agency does need to have fleet insurance that allows Chandler Gilbert Arc to be added to the plan and would need to have some training.

Transportation Stake Holders Meeting/ Chandler- Billy was invited to be part of the meeting with the city of Chandler Staff and Business put on by the Chandler Chamber within the Business master transportation for Chandler including the light rail and buses.

Title VI Plan Approval- Billy stated he had already sent the document out to Board members to review before the meeting. All about 5310 programs. All federally based policy information. Title VI gives a platform for those that feel there civil or human rights have been violated. Any complaints within the agency will go through Human Resources. The title is already displayed conspicuously in the main office. However, this title pertains to the complaint procedure and including transportation which the agency currently does not provide. The procedure and the complaint form are both available in Spanish. Billy stated that there had been only two complaints lodged against the Agency since 2016 reviewed by the Arizona Civil Rights Division. The division could not substantiate the first complaint and the second complaint came in 2018; however, once the employee knew it was under investigation, they promptly quit. Once the board approves the document, Billy will submit, and the approved document will be sent via e-mail or by board member choice. Kisha motioned to approve the document; Ricky and Fran simultaneously seconded; motion unanimously passed. Additionally, Board members who were not present at the meeting Don Paddock, Gene Cavallo, Kymberly Marshall, and Jeffery Stamm all voted to approve via e-mail prior to the Board meeting.

Sprout Film Festival- Billy once again reminded the board that the Sprout Film Festival will be held on April 5, 2019. Folders with sponsorship information as well as brochures were provided to all Board members. Mary then asked if she could be allowed to take a handful of fliers to her work, Albertson's, to put in the break room for her colleagues to take which she was given. Billy reiterated that the films were hand selected by a committee for this year's program. One Step Beyond, another agency based out of Phoenix that puts much emphasis in the arts will have a film called "Revolution" shown at the noon showing. Billy believes that One Step Beyond is likely to partner and hopefully have a more

showing on the west side of the valley. In conclusion for the film festival, Billy took several trips to Montana last year to produce a 12-minute film named "Tuf" that will be featured at all three viewings.

Tempe Schools Sproutreach- After years of reaching out to school districts over the years to be involved, Tempe School District has made a teaching curriculum utilizing films from the Sprout catalog that including a pre and post assessment survey. The first results from the survey, collected through survey monkey, have not been reviewed as of yet. A meeting held at the District office will be held on March 25, 2019, to review if this curriculum could be utilized district-wide. Billy furthered that the films along with the questions of the Pre/Post survey can change as needed to accommodate subsequent screenings..

Potential New Board Members- Billy stated he encountered a former Board Member Lois Bartholomew, who is potentially interested in coming to board. Currently, she is on a few other Boards, but she would possibly like to return to Chandler-Gilbert Arc. The Board agreed to reach out to Lois and ask her to attend the next board meeting. Kisha then mentioned that she recently got promoted; however, she would like to continue to serve on the Board to be reevaluated later if need be. Billy will reach out to Lois and continue to reach out to potential board Member Milissa Chanice who was put forth by Marty who will soon be retiring.

Other Business-

Legislative Update- Jon spoke on several bills currently working through legislation. The first bill would allow for a faster system for all potential individuals that work in day to day services with vulnerable adults, results potentially within hours instead of weeks, the checks would be more rigorous and through to include not just convictions but also individuals that have been accused of abuse in the past. The second bill would allow for video in common areas. The bill currently has passed in the house and is awaiting approval in the Senate This would enable better oversight and regulation of Facilities similar to Hacienda. Lastly, DDD had stated that they would begin outsourcing monitoring; however, they received no bids for quality assurance management. For now, DDD will continue monitoring. Nancy also mentioned Bill HB3522 which would require a decal be placed on the rear driver side window to alert first responders to view an envelope in the glove compartment with information on the individual with mental illness or DD.