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I INTRODUCTION

GRANITE STATE INDEPENDENT LIVING'S COMMITMENT TO CIVIL RIGHTS

Granite State Independent Living (GSIL) is a private statewide nonprofit organization whose mission is to promote life with independence for people with disabilities and seniors through Advocacy, Information, Education, Support and Transition Services. As part of the organizational service mix, GSIL provides accessible transportation through three options:

- Title VII Part B Accessible Transportation – pass-through grant funding provides individual social/recreational transportation for individuals who qualify under this program (including demonstration of need through Financial Eligibility and Physician's Verification of Disability);
- Medicaid Transportation – provides medical transportation as contracted through CTS for individuals receiving Medicaid insurance;
- Fee-For-Service – 'on demand' service provides transportation on a private-pay basis for individuals or organizations requiring accessible transportation options.

GSIL does not operate route-based or public transportation services; services are based upon individual needs and qualifications under the three options described above. GSIL operates a small fleet of vehicles, two of which were supported through DOT funding:

- 2009 Dodge Sprinter (2)

GSIL advocates for greater transportation options and coordination through participation in regional and statewide Transportation Coordinating Councils. In cooperation with the Statewide Independent Living Council (SILC) and in accordance with the *State Plan for Independent Living for New Hampshire for 2017-2019*, GSIL supports the goal of Expanding Accessible and Affordable Transportation Options in NH.

This update of GSIL's Title VI Program has been prepared to ensure that the level and quality of GSIL's transportation services are provided in a nondiscriminatory manner and that the opportunity for full and fair participation is offered to GSIL's riders. Additionally, through this program, GSIL has examined the need for services and materials for persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

While it is a matter of principle that GSIL is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of any of GSIL's services on the basis of race, color, religion, sex, disability, age or national origin, the contents

of this program have been prepared in accordance with Section 601 of Title VI of the Civil Rights Act of 1964 and Executive Order 13116 (Improving Access to Services for Persons with Limited English Proficiency).

"No person shall, on grounds 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 assistance." - Civil Rights Act of 1964

Under the Civil Rights Act of 1964, and as a recipient of federal funding under the programs of the Federal Transit Administration (FTA) of the U.S. Department of Transportation (US DOT), GSIL has an obligation to ensure that:

- The benefits of its bus services are shared equitably throughout the service area;
 - The level and quality of bus services are sufficient to provide equal access to all riders in its service area;
 - No one is precluded from participating in GSIL's service planning and development process;
 - Decisions regarding services are made without regard to race, color, religion, sex, disability, age or national origin and that development and urban renewal benefitting a community not be unjustifiably purchased through the disproportionate allocation of its adverse environmental and health burdens on the community's minority population; and
- A program is in place for correcting any discrimination, whether intentional or unintentional

II GENERAL REQUIREMENTS

- Notice to the Public

To make GSIL riders aware of its commitment to Title VI compliance, and their right to file a civil rights complaint, GSIL has presented the following information onboard vehicles, GSIL brochures for Transportation, and on the GSIL website.

Your Civil Rights

GSIL operates its programs and services without regard to race, color, religion, sex, disability, age, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title IV may file a complaint with GSIL. For more

information on GSIL's civil rights program and the procedures to file a complaint, please contact Debbie Krider, COO and Compliance Officer at [603-228-9680]; email [dkrider@gsil.org] or visit our administrative office at GSIL 21 Chenell Dr Concord, NH 03301 from 8:00 am to 5:00 pm. For more information about GSIL programs and services, visit www.GSIL.org. If information is needed in another language, please contact GSIL (603) 228-9680. As well as NH DOT 7 Hazen Drive Concord, NH 03301 (603) 666-3336. TTY 800-735-2964

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Discrimination Complaint Procedures

GSIL has established a process for riders to file a complaint under Title VI. Any person who believes that she or he has been discriminated against based on race, color, religion, sex, disability, age, or national origin by GSIL may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form available at our administrative offices. GSIL will contact NHDOT if a Title VI complaint is received within five business days of receiving the complaint.

A copy of the complaint form is included as an attachment to this document.

The Procedure

If you believe that you have received discriminatory treatment by anyone at GSIL based on race, color, religion, sex, disability, age or national origin, you have the right to file a complaint with the GSIL Compliance Officer.

Methods of filing a complaint:

Complete the Complaint Form, and send it to:

Debbie Krider, COO and Compliance Officer
Granite State Independent Living, 21 Chenell Drive, Concord NH 03301

Verbal complaints are accepted by Debbie Krider, COO and Compliance Officer. To make a verbal complaint, call (603) 228-9680 and ask for Debbie Krider.

GSIL investigates complaints received no more than 180 days after the alleged incident. GSIL will process complaints that are complete. Once the complaint is received, GSIL will review it and the complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by GSIL.

GSIL has up to thirty days to investigate the complaint. If more information is needed to resolve the case, the GSIL may contact the complainant. The complainant has thirty days from the date of the letter to send requested information to the investigator assigned to the case.

If GSIL's investigator is not contacted by the complainant or does not receive the additional Information within thirty days, GSIL 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, one of two letters will be issued 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 Title VI violation and that the case will be closed.

A 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. If

the complainant wishes to appeal the decision, she/he has ten 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:
Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue SE Washington,
DC 20590

Active Lawsuits, Complaints or Inquiries Alleging Discrimination

GSIL maintains a list of active investigations conducted by FTA and entities other than FTA, including lawsuits and complaints naming GSIL that allege discrimination based on race, color, religion, sex, disability, age, or national origin. This list includes the date that the transit-related Title VI investigation, lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit or complaint, and actions taken by GSIL in response, or final findings related to the investigation, lawsuit, or complaint.

As of the writing of this program, there are zero complaints pending which allege discrimination on the grounds of race, color, national origin or any other form of discrimination.

Active Lawsuits, Complaints or Inquiries Alleging Discrimination

Type (Investigation, Lawsuit, Complaint)	Date	Summary of Complaint	Status	Action(s) Taken
N/A				

III GSIL’S PUBLIC PARTICIPATION PLAN

Key Principles

GSIL can speak and think with authority on behalf of the people we serve because we are led by a board of directors and staff of which over 51% are people with disabilities.

GSIL offers Transportation Services without regard to race, color, religion, sex, disability, age, or national origin as described in the Civil Rights Act of 1964. GSIL works with the Language Bank for interpretation and translation services as necessary to provide access for individuals who experience Limited English Proficiency.

GSIL's Services have been prepared to ensure that no one is precluded from participating in GSIL's service planning and development process. We ensure that:

- Potentially affected consumers will have an appropriate opportunity to participate in decisions about a proposed activity that will affect their environment and/or health;
- The public's contribution can and will influence GSIL's decision making;
- The concerns of all participants involved will be considered in the decision-making process; and,
- GSIL will seek out and facilitate the involvement of those potentially affected.

LEP refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Limited English Proficient (LEP) Goals of the Public Participation Plan

- Clarity in Potential for Influence - The process clearly identifies and communicates where and how consumers can have influence and direct impact on decision making.
- Consistent Commitment - GSIL communicates regularly, develops trust with riders and our community and builds community capacity to provide public input.
- Diversity - Consumers represent a range of socioeconomic, ethnic and cultural perspectives, including residents from low-income neighborhoods, ethnic communities and residents with Limited English Proficiency.
- Accessibility - Every reasonable effort is made to ensure that opportunities to participate are physically, geographically, temporally, linguistically, and culturally accessible.
- Relevance - Issues are framed in such a way that the significance and potential effect is understood by participants.
- Participant Satisfaction - People who take the time to participate feel it is worth the effort to join the discussion and provide feedback.
- Partnerships - GSIL develops and maintains partnerships with communities.
- Quality Input and Participation - That comments received by GSIL are useful, relevant and constructive, contributing to better plans, projects, strategies and decisions.

Objectives of the Public Participation Plan

While GSIL is not a public entity and does not have a Public Participation Plan, our services are offered based on the following principles:

- Flexibility - The engagement process will accommodate participation in a variety of ways and be adjusted as needed.
- Inclusiveness - GSIL will proactively reach out to and engage low income, minority and LEP populations from the GSIL service area. In addition to the standard communication methods and notices described elsewhere in this document, each consumer participating in Part B Transportation services is assigned a GSIL Coordinator and receives communications directly through this relationship. Consumers participating in Medicaid Transportation (a contract service) receive communications from CTS regarding their insurance benefits.
- Respect - All feedback will be given careful and respectful consideration.

- Proactive and Timeliness - Participation methods will allow for early involvement and be ongoing.
- Clear, Focused and Understandable - Participation methods will have a clear purpose and use for the input and will be described in language that is easy to understand.
- Honest and Transparent - Information provided will be accurate, trustworthy and complete.
- Responsiveness – GSIL will respond and incorporate appropriate consumer comments into transportation decisions.
- Accessibility – Meetings will be held in locations which are fully accessible and welcoming to all consumers, including, but not limited to, low-income and minority individuals, and in locations relevant to the topics being presented and discussed.

IV LANGUAGE ASSISTANCE PLAN

Improving Access for People with Limited English Proficiency (LEP)

To ensure meaningful access to programs and activities, GSIL uses the information obtained in a Four Factor Analysis to determine the specific language services that are appropriate. This analysis helps GSIL to determine if it communicates effectively with LEP persons and informs language access planning.

The Four Factor Analysis is a local assessment that considers:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by GSIL;
2. The frequency with which LEP persons meet GSIL services and programs;
3. The nature and importance of GSIL's services and programs in people's lives; and
4. The resources available to GSIL for LEP outreach, as well as the costs associated with that outreach.

Factor 1 – Number of LEP Persons in Service Region

The first step in determining the appropriate components of a Language Assistance Plan is understanding the proportion of LEP persons who may encounter GSIL's services, their literacy skills in English and their native language, the location of their communities and neighborhoods and, more importantly, if any are underserved because of a language barrier.

To do this, GSIL evaluated the level of English literacy and to what degree people in its service area speak a language other than English and what those languages are. Data for this review is derived from the United States Census and the American Community Survey. Data was reviewed by GSIL Board of Directors in its entirety.

Service Area Overview

Includes the entire State of New Hampshire. The area is home to a population speaking more than 37 different languages. Of the total population, 2.4% speak English Less than Very Well. The most populous groups in each language category are shown below. This table reflects the State of New Hampshire.

Speak English "Less than very well"	Population in the Language Group	Percent of Total Population
Spanish or Spanish Creole	9,778	0.7%
French (incl. Patois, Cajun)	4,484	0.3%
Chinese	2,678	0.2%
Other Indic languages	2,027	0.2%
Vietnamese	1,338	0.1%
Portuguese or Portuguese Creole	998	0.1%
Serbo-Croatian	827	0.1%
African languages	761	0.1%
Greek	735	0.1%
Arabic	664	0.1%
Other Pacific Island languages	651	0.0%
Korean	592	0.0%
Other Asian languages	538	0.0%
Russian	518	0.0%
Other Indo-European languages	494	0.0%
German	362	0.0%
French Creole	353	0.0%
Polish	344	0.0%
Tagalog	307	0.0%
Hindi	293	0.0%
Gujarati	258	0.0%
Urdu	239	0.0%
Other Slavic languages	237	0.0%
Japanese	223	0.0%
Laotian	213	0.0%
Italian	197	0.0%
Mon-Khmer, Cambodian	182	0.0%
Other West Germanic languages	128	0.0%
Other and unspecified languages	77	0.0%
Thai	76	0.0%
Other Native North American languages	72	0.0%
Persian	71	0.0%
Scandinavian languages	50	0.0%

Armenian	33	0.0%
Hebrew	5	0.0%
Hmong	3	0.0%
Hungarian	1	0.0%
Yiddish	0	0.0%
Navajo	0	0.0%

Factor 2 – Frequency of LEP Use

GSIL distributed a language survey to its staff involved with transportation. The objective of the survey was to evaluate the needs of GSIL consumers who are not able to communicate in English. The first question asked, In What Way(s) Do You Interact with GSIL riders? The chart below illustrates the results.

Method of Interaction	Percent of Responses
Telephone	11
Face to Face	8
Email	5
Fax	0

Next, the survey asked how often employees meet LEP customers. The chart below outlines the results.

Frequency of Interaction	Percent of Responses
Often	0
Sometimes	1
Rarely	8
Never	3

Next, the survey asked employees to identify how often they interact with the following languages on a typical workday.

Language	Percent of Interactions
English	95%
Spanish	5%

The survey asked, overall, how effective employees are in communicating with Limited English Proficient GSIL passengers. The results are summarized below.

Effectiveness	Percent of Total Responses
Very Effective	3
Moderately Effective	4
Less Effective	3
Unable to Communicate	0

Community Partners

GSIL also canvassed its community partners to assess the extent to which they met LEP populations. Community partners were asked the following questions:

1. Do you encounter non-English speaking/reading people who need your services?

2. If so, what are the top three languages that you encounter?
3. How do you address language barriers?
4. Do you find language to be a barrier in preventing you from providing service?

Information on survey of partners

<u>Question</u>	<u>Partner Name</u>	<u>Partner Name</u>	<u>Partner Name</u>	<u>Partner Name</u>
	A&C Transportation	Home Health Hospice & Community Services	SK Taxi	Allied
<i>Do you encounter non-English speaking/reading people who need your services?</i>	Yes	Yes	Yes	Yes
<i>How do you address language barriers?</i>	We can communicate as they know enough English to understand	We use LEP service on Google; TTP is also helpful	We generally can communicate enough. We also have a dispatcher that speaks Spanish	Slowly, they speak broken English, Driver's generally are the ones that have 1 on 1 contact. CTS provides the information needed
Do you find language to be a barrier in preventing you from providing service?	Does not prevent providing services	No	No	No, CTS has all the information in the portal

Factor 3 - The Importance of GSIL Service to People's Lives

Access to the services provided by GSIL are critical to the lives of many in the service area. Many depend on GSIL's services for access to essential services. Because of the essential nature of the services and the importance of these programs in the lives of many of the region's residents, there is a need to ensure that language is not a barrier to access.

Factor 4 - Resources and Costs for LEP Outreach

No LEP language group within the GSIL service area constitutes five percent of the total population of persons eligible to be served or likely to be affected or encountered. Therefore, in accordance with the Safe Harbor clause, printed information and materials about GSIL transportation services are not created unless requested.

V GSIL'S PUBLIC PARTICIPATION PROCESS

Selection of Meeting Locations

When determining locations and schedules for consumer or stakeholder meetings, GSIL will:

- Schedule meetings at times and locations that are convenient and accessible for minority and LEP communities;
- Employ different meeting sizes and formats;
- Consider radio, television, or newspaper ads as well as podcasts that serve LEP populations.
- Provide opportunities for consumer participation through means other than written communication, such as one-on-one interviews or use of audio or video recording devices to capture oral comments.

Addressing Comments

The Incorporation of Consumer Comments into Decisions

All comments received from consumers are given careful, thoughtful consideration. Because there are several different ways riders or members of the community can comment, all comments are assembled into a single document for consideration.

Our Community Partners

Stakeholders are those who are either directly or indirectly affected by a plan, or the recommendations of the plan. Those who may be adversely affected, or who may be denied benefits of a plan's recommendation(s), are of interest in the identification of specific stakeholders. Stakeholders can come from several groups including general citizens/residents, minority and low-income persons, public agencies, and private organizations and businesses.

VI Decision Making Bodies

Non-Elected Committees and Councils

At GSIL, decisions regarding policy, service changes, capital programming and facility locations are made by the Board of Directors. GSIL's Board of Directors is composed of 12 members, 8 of whom have disclosed having a disability. The GSIL Board of Directors is 100% Caucasian with 51% of its members having a disability. In addition to the Board of Directors, Chief Executive Officer and Chief Operating Officer, decision making staff related to the Transportation Program include the Vice President of the Community Economic Development Department, the Director of Independent Living

VII SERVICE STANDARDS AND POLICIES

GSIL has developed a set of service standards and policies related to the Transportation Program. These policies are updated regularly to ensure safety and quality.

Due to GSIL's Transportation service mix described in section I, the following service standards and policies do not apply:

- Vehicle Load, Headways (Frequencies)
- On-time Performance (Schedule Adherence)
- Service Availability, Vehicle Assignment Policy
- Transit Amenity Policy

VIII SUMMARY OF CHANGES

Service Change Evaluations Since N/A

GSIL has not been requested to submit a Title VI Plan prior to the current document.

Program Specific Requirements

N/A

Sub recipient Compliance

N/A

Equity Analysis for Facility

N/A

Demographic Service Profile

Because GSIL operates fewer than 50 buses, a demographic service profile was not prepared for this plan update.

IX GRANTS, REVIEWS AND CERTIFICATIONS

Pending Applications for Financial Assistance

N/A

Civil Rights Compliance Reviews in the Past 3 Years

GSIL has not been the subject of any such reviews.

Recent Annual Certifications and Assurances

N/A

Contact

For additional information on the GSIL Title VI Plan, or its efforts to comply with the Civil Rights Act of 1964 or Executive Order 13166 Improving Access to Services for Persons with Limited English Proficiency, please contact:

Debbie Krider, Compliance Officer
Granite State Independent Living, 21 Chenell Drive, Concord NH 03301
603-228-9680

For general information regarding the GSIL Transportation Program, please visit www.gsil.org or contact the Transportation Manager at 603-228-9680.

X LANGUAGE ASSISTANCE PLAN

Improving Access for People with Limited English Proficiency (LEP)

To ensure meaningful access to programs and activities, GSIL works directly with our consumers, individuals with disabilities and seniors, to determine the appropriate communication format to allow equal access. For example, individuals who are Deaf receive communication via American Sign Language, Video Phone, or other methods as appropriate; individuals who have a sight impairment are offered communication in large print, Braille, or other methods which allow for full access. Individuals who have LEP are offered communication services facilitated using the Language Bank to provide interpretation and translation services.

The following notice is posted on all GSIL vehicles.

GSIL ensures that no person shall, on the grounds of race, color, religion, sex, disability, age, or national origin, be excluded from participating in or denied benefits of or be subjected to discrimination as it relates to the provision of transportation services provided by the GSIL.

Any person who wants additional information on GSIL's nondiscrimination obligation or believes that he or she individually or as a member of any specific class of persons, has been subjected to discrimination based on race, color, or national origin may file a complaint with the GSIL Compliance Officer within 180 days of the date of the alleged discrimination.

To file a complaint contact Debbie Krider, Compliance Officer, at (603) 228-9680, www.GSIL.org or send a letter to 21 Chenell Drive Concord, NH 03301.

Training Employees

GSIL conducts employee training on how to utilize the Language Bank, as well as Employee awareness training for the ability to basically communicate with the LEP and low-literacy population.

XI Attachments:

GSIL Transportation Program Title VI Complaint Form

GSIL operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title IV may file a complaint with GSIL. For more information on GSIL's civil rights program and the procedures to file a complaint, please contact Debbie Krider, COO and Compliance Officer at [603-228-9680]; email [dkrider@gsil.org] or visit our administrative office at GSIL 21 Chenell Drive Concord, NH 03301 from 8:00 am to 5:00 pm. For more information about GSIL programs and services, visit www.GSIL.org. If information is needed in another language, please contact GSIL (603) 228-9680.

Date of Report:

Consumer Name:

Date and Time of Incident:

Description of Incident:

Witnesses (if applicable):

Signature of person submitting this report:

FOLLOW-UP (GSIL use only):

Date Complaint Received:

Name of Investigator:

Date Investigation Completed (up to 30 days' past receipt date):

Result of Investigation:

Closure Letter Issued to Complainant (Date):
(or)
Letter of Finding Issued to Complainant (Date):

GSIL Limited English Proficiency (LEP) Surveys

Community Partners

<u>Name of Transportation Provider</u>	<u>Do you encounter non-English speaking/reading people who utilize your services?</u>	<u>If so, what are the top 3 languages that you encounter?</u>	<u>How do you address any language barriers</u>	<u>Do you find language to be a barrier in preventing you from providing services to meet the needs of the riders?</u>
A&C	Yes	English, Spanish & French	We can communicate as they know enough English to understand	Does not prevent providing services
Home, Health Hospice and Community Services	Yes	English, Spanish & French	We use the LEP service on Google; TTP is helpful	No
SK Taxi	Yes	English, Spanish	We generally can communicate enough. We also have a dispatcher that speaks Spanish	No
Allied	Yes "Not generally"	English, French, Indian	Slowly, they speak broken English. Driver's generally are the ones that have 1 on 1 contact. CTS provides the information needed	No, CTS has all the information in the portal
4 providers	4 – yes	English – 4 Spanish – 3 French – 3 Indian – 1	Enough English to get by	Language does not prevent communications regarding trips

Transportation Staff Survey – (12 staff completed survey)

<p><u>What ways do you interact with GSIL Riders</u></p>	<p><u>How often do you meet consumers with limited English proficiency?</u></p>	<p><u>On a typical transportation workday, how often do you interact with the following languages?</u> <u> % English</u> <u> % Spanish</u> <u> % Other</u></p>	<p><u>How effective do you feel you are with communicating with LEP passengers?</u></p>
<p>Telephone - 11 Face to Face - 8 Email - 5 fax - 0</p>	<p>Often - 0 Sometimes - 1 Rarely - 8 Never - 3</p>	<p>100% English - 7; 95% English - 1& 5% other - 1 80% English & 20% Spanish - 1; 90% English & 10% Spanish - 1; 99% English & 1% Spanish - 1; 98% English & 2% Spanish - 1</p>	<p>Very Effectively - 2 Moderately Effective - 4 Less Effective - 3 Unable to Communicate - 0 Not Applicable - 1</p>

Consumer Survey - (11 consumer's responded)

1. Is English your native Language	2. If no to 1, how well do you understand English	3. What is your ethnicity	4. In which country were you born	5. Age	6. Zip code	7. Number of people living in household	8. How did you learn about GSIL transportation program		
11 Yes 1 No	2 Very well	11 white 1 African/American	11 USA 1 Burundi Africa	54.2 average	Varied	1.8 average	5 GSIL staff 7 other service provider		
9. What day/days of the week do you typically request transportation through GSIL.	10. Bus # last rode	11. Driver's name	12. Transportation requests for: 1) Appointment(s) 2) Shopping 3) Social/entertainment 4) Other		Strongly Agree 6	Agree 6	Disagree	Strongly Disagree	14. Additional suggests or comments
8 weekdays only 4 varies	5 sprinter 3 mini 3 mini2 1 HHHCS	4 Lee 2 Tom 5 Karen 1 - HHHCS (Wayne)	6 Appointments 3 Shopping 5 Social/Entertainment 3 Other		Strongly Agree 9	Agree 3	Disagree	Strongly Disagree	1. More Transportation house per month
					Strongly Agree 9	Agree 3	Disagree	Strongly Disagree	2. Address service animals
					Strongly Agree 9	Agree 3	Disagree	Strongly Disagree	3. Karen - "she is fantastic!" Thoroughly professional, follows all safety rules and I felt very safe. Driver, safe & friendly. Smiles, happy to see her.
					Strongly Agree 8	Agree 4	Disagree	Strongly Disagree	4. More than satisfied, grateful!



Granite State Independent Living

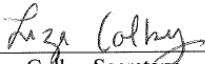
Resolutions of the Board of Directors

NOW COMES; Clyde Terry, CEO of Granite State Independent Living (herein after GSIL), states that the Board of Directors of GSIL reviewed and adopted the Title VI Civil Rights Compliance Plan for the Department of Transportation. Where upon adoption the Board of Directors of GSIL instructs the CEO to execute the plan and submit to the Department of Transportation.


Certificate of Vote

The undersigned, being the Secretary of Granite State Independent Living., a New Hampshire voluntary corporation (“Corporation”), does hereby certify that the Board of Directors of the Corporation did approve the resolutions set forth above, at a duly called vote of said Board of Directors held on March 31, 2017.

DATED: 4/6 2017


Liza Colby, Secretary

My Commission Expires:


Notary Public

(SEAL)

CASEY N. STRICKULIS, Notary Public
State of New Hampshire
My Commission Expires November 4, 2020
