

MOSAIC COMMUNITY SERVICES, INC.

Policy and Procedure Manual

Policy Number: **005**
Subject: **Non Discrimination Policy -Title VI Plan**
Version Effective Date: **August 27, 2014**
Prepared by: **Diane Maistros**
Approval: _____

Executive Director

This policy applies to the following programs: **All Mosaic Programs**

I. Policy

It is Mosaic Community Services, Inc.'s philosophy and policy to engage referrals for service and recipients of services without regard to race, color, sex, sexual orientation, religion, national origin, age, veteran status, disability, or other category protected by law. Discrimination against any client or referral based on any of these conditions will not be allowed or tolerated. Clients will have access to all services without regard to race, color, sex, sexual orientation, religion, national origin, age, veteran status, disability, or other category protected by law. Referrals for services or clients receiving services who express concerns regarding this policy will be directed to Mosaic Community Service's Client Complaint and Grievance Process.

II. INTRODUCTION:

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. Section 2000d).

The Civil Rights Restoration Act of 1987 clarified the intent of Title VI to include all program and activities of Federal-aid recipients, sub-recipients, and contractors whether those programs and activities are federally funded or not.

Recently, the Federal Transit Administration (FTA) has placed renewed emphasis on Title VI issues, including environmental justice in the transportation planning and programming, and providing meaningful access to persons with Limited English Proficiency.

Recipients of public transportation funding from FTA and the Maryland Transit Administration (MTA) are required to develop policies, programs, and practices that ensure that federal and state transit dollars are used in a manner that is nondiscriminatory as required under Title VI.

This document details how **Mosaic Community Services, Inc.** incorporates nondiscrimination policies and practices in providing services to the public.

III. OVERVIEW OF SERVICES

Our mission: *Mosaic Community Services transforms lives through comprehensive health services for people with mental illness and addictions.*

Mosaic Community Services, the largest community-based behavioral health service provider in Maryland, was founded in 1984. Mosaic is headquartered in Timonium, Maryland and has service sites in Catonsville, Dundalk, Randallstown, Towson, Baltimore City, and Westminster. Its clients, almost 300 of whom reside in Mosaic housing, live throughout the Baltimore Metropolitan area. Mosaic serves individuals with severe mental health and/or addiction issues:

- Behavioral Health Clinics
- Psychiatric Rehabilitation Programs
- Medical Day Care
- Child & Adolescent In-home Rehabilitation
- Addiction Recovery Services
- Supported employment
- Supported housing
- Transitional services for older adolescents
- Integrated Health
- Behavioral Health Home
- Targeted Case Management
- Capitation Program
- Off-Site Counseling (Baltimore City)
- Information and referral (Carroll County)

Mosaic is accredited by the Commission on the Accreditation of Rehabilitation Facilities (CARF). Its programs are licensed and/or approved by the Maryland Department of Health and Mental Hygiene, Department of Human Resources and/or local licensing agencies. Mosaic was honored by Maryland Nonprofits with a Standards of Excellence Award acknowledging Mosaic outstanding management and governance. Mosaic is certified by the Maryland Department of Transportation as a Minority Business Enterprise/ Disadvantaged Business Enterprise Program.

Mosaic has been providing transportation for its clients for over two decades. With program sites, houses and apartments located in Towson, Timonium, Cockeysville, Catonsville, Baltimore City, Dundalk, and Westminster, Mosaic's buses and vans travel extensively throughout the day transporting clients. Mosaic's 5310 buses are used to transport clients to our day programs

(PRPs and Medical Day Care). Clients become eligible for transportation services when they apply for and are accepted to services at our Day programs.

The criteria to be eligible for day program services include the following:

- Must be referred by a licensed clinician
- Must have Medicaid or pay privately for services
- Must have a Priority Diagnosis as listed in Appendix E

Once accepted for day program services, transportation services will be determined based on need and availability of seats in a service route area. We reassess our routes as necessary to make transportation availability a priority.

IV. Title VI Statement and Authorities

Mosaic Community Services, Inc. is committed to ensuring that no person shall, on the grounds of race, color, national origin, as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 (PL 100.259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity, whether those programs and activities are federally funded or not.

Mosaic Community Services, Inc. Title VI Manager is responsible for initiating and monitoring Title VI activities, preparing required reports, and other responsibilities as required by Title 23 Code of Federal Regulations (CFR) Part 200, and Title 49 CFR Part 21.

Ellen A. Collegary

Signature of Authorizing Official

12/16/14

Date

Authorities

Title VI of the 1964 Civil Rights Act provides that no person in the United States shall, on the grounds of race, color, national origin, or sex, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance (refer to 49 CFR Part 21). The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of the terms "programs or activities" to include all programs or activities of Federal Aid recipients, sub recipients, and contractors, whether such programs and activities are federally assisted or not.

Additional authorities and citations include: Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d); Federal Transit Laws, as amended (49 U.S.C. Chapter 53 et seq.); Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended (42 U.S.C. 4601, et seq.); Department of Justice regulation, 28 CFR part 42, Subpart F, "Coordination of Enforcement of Nondiscrimination in Federally-Assisted Programs" (December 1, 1976, unless otherwise noted); U.S.

DOT regulation, 49 CFR part 21, "Nondiscrimination in Federally-Assisted Programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act of 1964" (June 18, 1970, unless otherwise noted); Joint FTA/Federal Highway Administration (FHWA) regulation, 23 CFR part 771, "Environmental Impact and Related Procedures" (August 28, 1987); Joint FTA/FHWA regulation, 23 CFR part 450 and 49 CFR part 613, "Planning Assistance and Standards," (October 28, 1993, unless otherwise noted);

U.S. DOT Order 5610.2, "U.S. DOT Order on Environmental Justice to Address Environmental Justice in Minority Populations and Low-Income Populations," (April 15, 1997); U.S. DOT Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons, (December 14, 2005), and Section 12 of FTA's Master Agreement, FTA MA 13 (October 1, 2006).

V. NONDISCRIMINATION ASSURANCES TO MTA

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from the Federal Transit Administration (FTA) must be accompanied by an assurance that the applicant will carry out the program in compliance with DOT's Title VI regulations. This requirement is fulfilled when the Maryland Transit Administration (MTA) submits its annual certifications and assurances to FTA. The MTA shall collect Title VI assurances from sub recipients prior to passing through FTA funds.

As part of the Certifications and Assurances submitted to MTA at the time of grant application and award, **Mosaic Community Services, Inc.** submits a Nondiscrimination Assurance which addresses compliance with Title VI as well as nondiscrimination in hiring (EEO) and contracting (DBE), and nondiscrimination on the basis of disability (ADA).

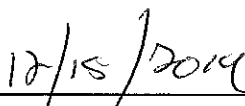
In signing and submitting the assurance, Mosaic Community Services, Inc. confirms to MTA our commitment to nondiscrimination and compliance with federal and state requirements.

VI. PLAN APPROVAL DOCUMENT

I hereby acknowledge the receipt of the Mosaic Community Services, Inc. Title VI Implementation Plan 2014-2017. I have reviewed and approve the Plan. I am committed to ensuring that no person is excluded from participation in, or denied the benefits of Mosaic Community Services, Inc. transportation services on the basis of race, color, or national origin, as protected by Title VI according to C 4702.1B Title VI requirements and guidelines for Federal Transit Administration sub-recipients.



Signature of Authorizing Official
Jeff Richardson, Executive Director
Mosaic Community Services, Inc.



DATE

NOTE: A copy of the meeting minutes, resolution or other documentation showing that the board of directors or appropriate governing entity of official(s) responsible for policy decisions has reviewed and approved the Title VI Program is attached in Appendix F.

VII. Procedures

Under the authority of **Mosaic Community Services Inc.**'s Executive Director, the **Chief of Evaluation and Compliance** is responsible for ensuring implementation of the agency's Title VI program. Title VI program elements are interrelated and responsibilities may overlap. The specific areas of responsibility have been delineated below for purposes of clarity.

- **The Chief of Evaluation and Compliance Services, Inc.** and **assigned staff** are responsible for coordinating the overall administration of the Title VI program, plan, and assurances, including complaint handling, data collection and reporting, annual review and updates, and internal education. Those responsible for overall administration coordinate with those responsible for public outreach and involvement and service planning and delivery.
- **The Chief Operating Officer and assigned staff** are responsible for the development and implementation of the Limited English Proficiency (LEP) plan. Those responsible for this area also coordinate with those who are responsible for service planning and delivery.
- **The Chief Administrative Officer and HR Director** are responsible for administration of Mosaic's EEO Plan and ADA administration as it pertains to Mosaic employees. This includes EEO1 Reporting, ADA reasonable accommodation assessment, monitoring and implementation.

VIII. OVERALL TITLE VI PROGRAM RESPONSIBILITIES

Following are general Title VI responsibilities of the agency. The Chief of Evaluation and Compliance is responsible for substantiating that these elements of the plan are appropriately implemented and maintained, and for coordinating with those responsible for service planning and delivery.

1. Data collection

To ensure that Title VI reporting requirements are met, **Mosaic Community Services, Inc.** maintains:

- A database of complaints received. The investigation of and response to each complaint is tracked within an electronic case management system (I-sight). This case management system contains all reported complaints and grievances including service related complaints and concerns related to Title VI.

- A report of activities undertaken to ensure (based on any complaints) that minority and low-income people have a meaningful access to these services.

2. Annual Report and Updates

As a subrecipient providing service in **rural, suburban and urban** areas, **Mosaic Community Services, Inc.** is required to submit an annual report to the MTA that documents any Title VI complaints related to the 5310 vehicles (vehicles Mosaic receives through the MTA 5310 vehicle grant – for a full listing see Transportation vehicle list) received during the preceding 12 months, as well as a summary of action taken to ensure that minority and low-income people have meaningful access to these services.

Further, **Mosaic Community Services, Inc.** submits to MTA updates to any of the following items since the previous submission as it relates to 5310 vehicles or a statement to the effect that these items have not been changed since the previous submission, indicating date. This report will be submitted by the Chief Administrative Officer or designee.

- A copy of any compliance review report for reviews conducted in the last three years, along with the purpose or reason for the review, the name of the organization that performed the review, a summary of findings and recommendations, and a report on the status or disposition of the findings and recommendations
- **Mosaic Community Services, Inc.’s** Limited English Proficiency (LEP) plan
- **Mosaic Community Services, Inc.’s** procedures for tracking and investigating Title VI complaints
- A list of 5310 vehicle related Title VI investigations, complaints or lawsuits filed with the **Mosaic Community Services, Inc.** since the last submission
- A copy of **Mosaic Community Services Inc.’s** agency’s notice to the public that it complies with Title VI and instructions on how to file a discrimination complaint

The annual Title VI report and updates are submitted to the MTA each year as part of the grant application submission.

3. Annual review of Title VI program

Each year, the Chief of Evaluation and Compliance and Chief Administrative Officer will review the agency’s Title VI program to assure implementation of the Title VI plan. In addition, they will review agency operational guidelines and publications, including those for contractors, to verify that Title VI language and provisions are incorporated, as appropriate.

4. Dissemination of information related to the Title VI program

Information on **Mosaic Community Services, Inc.’s** Title VI program is to be disseminated to agency employees, contractors, and beneficiaries, as well as to the clients

receiving services from Mosaic, as described in the public outreach and involvement section of this document, and in other languages when needed according to the LEP plan as well as federal and State laws/regulations.

5. Resolution of complaints

Any individual may exercise his or her right to file a complaint with **Mosaic Community Services, Inc.** if that person believes that s/he or any other program beneficiaries have been subjected to unequal treatment or discrimination in the receipt of benefits/services or prohibited by non-discrimination requirements. **Mosaic Community Services, Inc.** will report complaints associated with the 5310 vehicles to the MTA within three business days (per MTA requirements), and make a concerted effort to resolve complaints locally, using the agency's **Policy #003 Client Complaint and Grievance Process**. All Title VI complaints related to the 5310 vehicles and their resolution will be logged as described under "Data collection" and reported annually (in addition to immediately) to MTA.

6. Written policies and procedures

Mosaic Community Services, Inc.'s Title VI policies and procedures are documented in this plan and its attachments. This plan will be updated periodically to incorporate changes and additional responsibilities that arise. During the course of item 3 above (annual Title VI review), the Chief of Evaluation and Compliance will determine whether or not an update is needed.

7. Internal education

Mosaic Community Services, Inc.'s employees will receive training on Title VI policies and procedures upon hiring and upon promotion. This training will include requirements of Title VI, **Mosaic Community Services, Inc.**'s obligations under Title VI (LEP requirement included), required data that must be gathered and maintained and how it relates to the Annual Report and Update to MTA, and any findings and recommendations from the last MTA compliance review.

In addition, training will be provided when any Title VI-related policies or procedures change (agency-wide training), or when appropriate in resolving a complaint (which may be for a specific individual or for the entire agency, depending on the complaint).

Title VI training is the responsibility of the Training Director.

8. Title VI clauses in contracts

In all procurements requiring a written contract, **Mosaic Community Services, Inc.**'s contract will include the non-discrimination clause. The Chief Administrative Officer

will work with the **Purchasing Manager** to ensure the non-discrimination clause is included in all contracts.

Non-Discrimination Clause:

Mosaic Community Services, Inc. is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964.

9. Responsibilities of the Title VI Manager

The Chief of Evaluation and Compliance is responsible for coordinating, implementing, monitoring, and reporting on **Mosaic's** compliance with Title VI regulations. In support of this, they will:

- a. Process the disposition of Title VI complaints received and log complaints on EEO, Title VI and ADA Complaint Log (Appendix D).
- b. Collect statistical data (race, color or national origin) of participants in and beneficiaries of agency programs, (e.g., affected citizens, and impacted communities).
- c. Conduct annual Title VI reviews of agency to determine the effectiveness of program activities at all levels.
- d. Have CFO review contract documents to ensure Title VI assurance language is included.
- e. If **Mosaic Community Services, Inc.** receives a Title VI complaint about a contractor, work with the HR and/or the appropriate contract oversight staff and contractor to resolve the complaint and write a remedial action if necessary.
- f. Conduct training programs on Title VI and other related statutes for agency employees.
- g. Prepare a yearly report of Title VI accomplishments and goals, as required.
- h. Develop Title VI information for dissemination to the general public and, where appropriate, in languages other than English.
- i. Identify and eliminate discrimination.
- j. Establish procedures for promptly resolving deficiency status and writing the remedial action necessary, all within a period not to exceed 90 days.

VII. PUBLIC OUTREACH AND INVOLVEMENT

Mosaic Community Services, Inc.'s mission is to transform the lives of people with mental illness and addictions. The majority of clients receiving services from Mosaic are from minority and low-income communities. **Mosaic** utilizes a broad range of public outreach information and involvement opportunities including town hall meetings for the clients we serve, allowing for open discussion, information sharing, and consideration of and response to client comments.

1. Recordkeeping on Public Outreach and Involvement Activities

To support the development of the Title VI Annual Report and update to the MTA, maintain the following records related to public outreach and involvement:

- Maintain client Town Hall minutes.

Maintenance of these records is the responsibility of **the assistant to the Executive Director.**

- **Notices are included in all Mosaic application materials**

Admissions to ensure all application packages include Title VI notices

- **Marketing materials provided to referral sources will include Public Notice**

IX. TITLE VI COMPLAINT PROCEDURES

Any individual may exercise his or her right to file a complaint with Mosaic Community Services, Inc. if that person believes that he or she have been subjected to unequal treatment or discrimination in the receipt of benefits or services. We will report the complaint to the MTA within three business days (per MTA requirements), and make a concerted effort to resolve complaints locally, using the agency's Nondiscrimination Complaint Procedures. All Title VI complaints and their resolution will be logged and reported annually (in addition to immediately) to MTA.

A person may also file a complaint directly with the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

Mosaic Community Services, Inc. is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1B. If you feel you are being denied participation in or being denied benefits of the transit services provided by Mosaic Community Services, Inc., or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, our contact information is:

*Mosaic Community Services, Inc.
1925 Greenspring Drive
Attn: Title VI Coordinator
Timonium, MD 21093*

Instructions for filing Title VI complaints are posted on the agency's website and in posters on the interior of each vehicle operated in passenger service and agency's facilities, and are also included within *Mosaic's passenger policies* brochure.

A copy of Mosaic Community Services' Title VI Complaint Form is attached as APPENDIX C.

ACCESS FOR LIMITED ENGLISH PROFICIENT (LEP) PERSONS

LANGUAGE ASSISTANCE PLAN

Introduction and Legal Basis

LEP is a term that defines any individual not proficient in the use of the English language. The establishment and operation of an LEP program meets objectives set forth in Title VI of the Civil Rights Act and Executive Order 13116, Improving Access to Services for Persons with Limited English Proficiency (LEP). This Executive Order requires federal agencies receiving financial assistance to address the needs of non-English speaking persons. The Executive Order also establishes compliance standards to ensure that the programs and activities that are provided by a transportation provider in English are accessible to LEP communities.

Because Mosaic Community Services, Inc. does not meet the threshold of 5% required to have an LEP Plan, and because we do not serve a public transit community, we do not have an LEP Plan.

Assessment of Needs and Resources

The need and resources for LEP language assistance were determined through a four-factor analysis as recommended by FTA guidance.

Factor 1: Assessment of the Number and Proportion of LEP Persons Likely to be Served or Encountered in the Eligible Service Population

The agency has reviewed data from www.census.gov to determine the number of individuals in the 3 counties we serve who have limited English proficiency based on the data of language other than English that is spoken at home for household members aged 5 and above.

	Baltimore City	Baltimore County	Carroll County
Population 5 years and over	580,423	773,634	159,353
Percentage of population who	8.9%	13%	5%

speak a language other than English at home			
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Factor 2: Assessment of Frequency with Which LEP Individuals Come Into Contact with the Transit Services or System

Mosaic Community Services, Inc. does not serve the general population within the above counties/city. Clients become eligible for transportation services when they apply for and are accepted to services at our Day programs.

The criteria to be eligible for day program services include the following:

- Must be referred by a licensed clinician
- Must have Medicaid or pay privately for services
- Must have a Priority Diagnosis (see Appendix E)

As an agency, we have had less than 10 individuals in the past 5 years that required LEP assistance. We do not have contact with the LEP population unless an individual is referred to and placed with us. We have conducted a review of the individuals we support and their families. Based on our review, we have determined that we do not have anyone who requires LEP language assistance.

If our client base should change to meet the threshold required, Mosaic Community Services, Inc. will develop an LEP plan. Any such plan would also assure the translation of vital information into languages that LEP populations can understand.

Factor 3: Assessment of the Nature and Importance of the Transit Services to the LEP Population

Transportation by Mosaic Community Services, Inc. is an important aspect of our services for the individuals we support: without the transportation program, many individuals would be unable to attend the day program, enjoy community outings, or attend medical and therapeutic appointments.

Although we do not currently serve any LEP individuals, transportation would be an important aspect of service to them if they were to begin receiving our services.

Factor 4: Assessment of the Resources Available to the Agency and Costs

Although we do not have a formal LEP Plan, Mosaic Community Services, Inc. will provide resources for interpretation for any LEP client via in-person translators or phone translators. Mosaic will also respond to any request for language services by the individuals we support and their families.

VIII. Additional Policy References:
Client Complaint & Grievance Process #003

IX. Appendix:
A – Title VI notice
B – Locations where Title VI notice are posted
C – Title VI Complaint Form
D – EEO, Title VI and ADA Complaint Log
E – Priority Diagnosis required for Day program services

X. Revision History: 4/12/13, 8/27/2014, 9/25/14

XI. Review History:



Title VI Public Notice

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

*Mosaic Community Services, Inc. is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1B. If you feel you are being denied participation in or being denied benefits of the transit services provided by **Mosaic Community Services, Inc.**, or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, our contact information is:*

*Mosaic Community Services, Inc.
1925 Greenspring Drive
Attn: Title VI Coordinator
Timonium, MD 21093
410-453-9553
www.mosaicinc.org*

For additional information on Mosaic Community Services, Inc.'s nondiscrimination policies and procedures, please visit the website at www.mosaicinc.org. Instructions for filing Title VI complaints are posted on the agency's website and in posters on the interior of each vehicle operated in passenger service, and are also included within Mosaic's transportation welcome packet.



Locations Where Title VI Public Notices are Posted

Mosaic Community Services website: www.mosaicinc.org

Mosaic's Transportation Welcome materials

Mosaic's admission application materials

In the interior of all Mosaic 5310 vehicles



Title VI Complaint Form

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Email Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes	No
* If you answered "yes" to this question, go to Section III				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
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 IV				
Have you previously filed a Title VI complaint with this agency?			Yes	No
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: <input type="checkbox"/> Federal Agency: _____ <input type="checkbox"/> Federal Court: _____ <input type="checkbox"/> State Agency: _____ <input type="checkbox"/> State Court: _____ <input type="checkbox"/> 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:		
Contact Person:		
Title:		
Telephone number:		

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

Signature and date required below

Signature

Date

Please submit this form in person at the address below, or mail this form to:
 Mosaic Community Services
 Title VI Coordinator
 1925 Greenspring Drive
 Timonium, MD 21093

Appendix D

EEO, Title VI and ADA Complaint Log (MTA 5310 Vehicle services)
 Calendar year 2014

Month	Date Received	Complainant Name	Incident Date	Investigator(s) Name(s)	Investigation Completion Date	Notification Date	Comments
January							
February							
March							
April							
May							
June							
July							
August							
September							
October							
November							
December							

Attachment #1 Priority Population Diagnoses – Adults

Please use the Priority Population Diagnoses listed below as the *primary diagnosis (es)* for the applicant.

DSM-5 Diagnosis	ICD-9 CODE	ICD-10 CODE
Schizophrenia	295.90	F20.9
Schizophreniform Disorder	295.40	F20.81
Schizoaffective Disorder, Bipolar Type	295.70	F25.0
Schizoaffective Disorder, Depressive Type	295.70	F25.1
Other Specified Schizophrenia Spectrum and Other Psychotic Disorder	298.8	F28
Unspecified Schizophrenia Spectrum and Other Psychotic Disorder	298.9	F29
Delusional Disorder	297.1	F22
Major Depressive Disorder, Recurrent Episode, Severe without Psychotic Features	296.33	F33.2
Major Depressive Disorder, Recurrent Episode, Severe with Psychotic Features	296.34	F33.3
Bipolar I Disorder, Current or Most Recent Episode, Manic, Severe without Psychotic Features	296.43	F31.13
Bipolar I Disorder, Current or Most Recent Episode, Manic, Severe with Psychotic Features	296.44	F31.2
Bipolar I Disorder, Current or Most Recent Episode, Depressed, Severe without Psychotic Features	296.53	F31.4
Bipolar I Disorder, Current or Most Recent Episode, Depressed, Severe with Psychotic Features	296.54	F31.5
Bipolar I Disorder, Current or Most Recent Episode, Hypomanic	296.40	F31.0
Bipolar I Disorder, Current or Most Recent Episode, Hypomanic, Unspecified	296.40	F31.9
Bipolar I Disorder, Current or Most Recent Episode, Unspecified	296.7	F31.9
Bipolar II Disorder	296.89	F31.81
Schizotypal Personality Disorder	301.22	F21
Borderline Personality Disorder	301.83	F60.3
The diagnostic criteria may be waived for either one of the following two conditions:		
1. An individual committed as not criminally responsible who is conditionally released from a Mental Hygiene facility, according to the provisions of Health General Article, Title 12, Annotated Code of Maryland	Please check if applicable: <input type="checkbox"/>	
2. An individual in a Mental Hygiene facility with a length of stay of more than 6 months who requires RRP services. <i>This excludes individuals eligible for Developmental Disabilities services.</i>	Please check if applicable: <input type="checkbox"/>	

Substance Use Disorders

Please use the Substance Use Disorders if the applicant has a co-occurring disorder. This should not be the primary diagnosis. *The primary diagnosis must be one or more of the Priority Population diagnoses listed above.*

Substance Use Disorders	ICD-9 CODE	ICD-10 CODE
Alcohol Use Disorder – Mild	305.00	F10.10
Alcohol Use Disorder – Moderate	303.90	F10.20
Alcohol Use Disorder – Severe	303.90	F10.20
Cannabis Use Disorder – Mild	305.20	F12.10
Cannabis Use Disorder – Moderate	304.30	F12.20
Cannabis Use Disorder – Severe	304.60	F12.20
Opioid Use Disorder – Mild	305.50	F11.10
Opioid Use Disorder – Moderate	304.00	F11.20
Opioid Use Disorder – Severe	304.00	F11.20
Stimulant-Related Disorder – Cocaine – Mild	305.60	F14.10
Stimulant-Related Disorder – Cocaine – Moderate	304.20	F14.20
Stimulant-Related Disorder – Cocaine – Severe	304.20	F14.20
Stimulant-Related Disorder – Amphetamine-type substance – Mild	305.70	F15.10
Stimulant-Related Disorder – Amphetamine-type substance – Moderate	304.40	F15.20
Stimulant-Related Disorder – Amphetamine-type substance – Severe	304.40	F15.20
Tobacco Use Disorder – Mild	305.1	Z72.0
Tobacco Use Disorder – Moderate	305.1	F17.200
Tobacco Use Disorder – Severe	305.1	F17.200
Other (or Unknown) Substance Use Disorder – Mild	305.90	F19.10
Other (or Unknown) Substance Use Disorder – Moderate	304.90	F19.20
Other (or Unknown) Substance Use Disorder – Severe	304.90	F10.20