



Hope Enterprises, Inc.

(570) 326-3745  
(570) 326-1258 Fax  
[www.hopeability.org](http://www.hopeability.org)

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2401 Reach Road · Williamsport, PA 17701

## NON-DISCRIMINATION IN SERVICE DELIVERY POLICY STATEMENT

November 15, 2023

**IT IS THE POLICY OF HOPE ENTERPRISES, INC. TO PROVIDE SERVICES TO INDIVIDUALS WITH DISABLING CONDITIONS WITHOUT REGARD TO RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, AGE, VETERAN OR DISABLED STATUS, MARITAL STATUS, LIFESTYLE, MEMBERSHIP IN AN ORGANIZATION, OR ANY LEGALLY PROTECTED STATUS.**

Hope Enterprises strives to ensure that no individual is denied fair and equal treatment in the provision of services by our agency. This includes, but is not limited to, admissions, placements, referrals, communications, and facility usage.

The above-mentioned policies shall be periodically brought to the attention of agency supervisors and shall be administered with a positive attitude. It is the responsibility of each supervisor of the Agency to ensure affirmative implementation of these policies to avoid any discrimination in the delivery of services. All employees are expected to recognize these policies and cooperate with their implementation. Violation of these policies is a serious disciplinary offense.

Individuals will be provided with reasonable accommodations to enable them to perform daily living and vocational skills and receive habilitation services other than when it would create an undue hardship on the agency. Examples of such reasonable accommodations include, but are not limited to, building modifications, equipment modifications, adjusting workspaces and areas, and special assistance equipment, assistive technology and computers. Individuals with speech and hearing impairments and limited English proficiency will be provided competent, free language assistance services such as interpreters, sign language, language cards and other assistive technology.

Upon admission and orientation to programs, each individual will be instructed, in an appropriate modality, to their civil rights and the grievance/problem solving procedures. Each individual and/or designee will receive literature that documents those rights and procedures. In addition, this notice explaining HOPE's policy will remain posted in designated locations and it is included in the employee training plan.

Employees and applicants or individuals receiving services shall not be subject to harassment, intimidation or retaliation because they have: (1) filed a complaint; (2) assisted or participated in an investigation, compliance review, hearing or any other activity related to the administration of any federal, state, or local law requiring equal employment opportunity; (3) opposed any act or practice made unlawful by any federal, state, or local law requiring equal opportunity; (4) exercised any other legal right protected by federal, state, or local law requiring equal opportunity.

Any individual who receives services from the agency (or their parent or guardian) who believes that an individual has been discriminated against is encouraged to bring the matter first to the attention of the President of HOPE Enterprises in writing. The Action Plan for Non-Discrimination in the Delivery of Services is available for review upon written request to the President. Any individual who believes that they have been discriminated against may file a complaint of discrimination with any of the following:

- ✓ **Mr. Robert Labatch, President of HOPE Enterprises, Inc.**  
2401 Reach Road  
Williamsport, PA 17701  
(570) 326-3745  
[rlabatch@hopeability.org](mailto:rlabatch@hopeability.org)



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- ✓ **Commonwealth of Pennsylvania**  
**Department of Human Services**  
**Bureau of Equal Opportunity**  
Room 225, Health & Welfare Building  
P.O. Box 2675 Harrisburg, PA 17120  
Inquiries: (717) 787-1127  
Email: [RA-PWBEOAO@pa.gov](mailto:RA-PWBEOAO@pa.gov)
  
- ✓ **Office for Civil Rights**  
**U.S. Department of Health and Human Services**  
**Centralized Case Management Operations**  
200 Independence Avenue, S.W.  
Room 509F HHH Bldg  
Washington, D.C. 20201  
Customer Response Center: (800) 368-1019      TDD: (800) 537-7697  
<https://www.hhs.gov/ocr/complaints>  
Email: [ocrmail@hhs.gov](mailto:ocrmail@hhs.gov)
  
- ✓ **U.S. Equal Employment Opportunity Commission**  
801 Market Street, Suite 1000  
Philadelphia, PA 19107-3126  
Inquiries: (800) 669-4000  
<https://www.eeoc.gov/federal-sector/overview-federal-sector-eeo-complaint-process>
  
- ✓ **Pennsylvania Human Relations Commission (PHRC)**  
333 Market Street, 8th Floor  
Harrisburg, PA 17101  
<https://www.phrc.pa.gov/File-a-complaint>  
Inquiries: (717) 787-4410      TTY Users only: (717)787-7279
  
- ✓ **Office of Aging**  
555 Walnut Street, 5<sup>th</sup> Floor  
Harrisburg, PA 17101-1919  
(717) 783-7247
  
- ✓ **AAA-Area Agency on Aging**  
Lycoming/Clinton County Ombudsman  
(570) 323-3096

By and on behalf of  
HOPE Enterprises, Inc.

  
Rob Labatch (Nov 16, 2023 08:53 EST)

Mr. Robert Labatch, MSW, President






# nondiscrimination in service delivery 11-15-2023

Final Audit Report

2023-11-16

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