

EL ARCA, INC



EL ARCA

Serving the Developmentally Disabled

TITLE VI PROGRAM

Developed: May 13, 2014

Revised: November 15, 2017

Approved by EL ARCA, INC. Board of Directors

**3839 Selig Place
Los Angeles, CA 90031
323-223-3079
www.elarcainc.org**

INTRODUCTION

This document was prepared by [EL ARCA, INC.](#) to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in U.S. Department of Transportation’s FTA Circular 4702.1B, “Title VI Requirement and Guidelines for Federal Transit Administration Recipients.”

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EL ARCA, INC.

Title VI Notice to the Public

Notifying the Public of Rights Under Title VI

EL ARCA, INC.

- [EL ARCA, INC.](#) 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 she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with [EL ARCA, INC.](#)
- For more information on [EL ARCA, INC.](#) civil rights program, and the procedures to file a complaint, contact [323-223-3079](tel:323-223-3079), or visit our administrative office at [3839 Selig Place, L.A., CA 90031](#). For more information, visit www.elarcainc.org
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: 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 [323-223-3079](tel:323-223-3079)

Notificar al público de los derechos bajo el título VI

EL ARCA, INC.

- [EL ARCA, INC.](#) opera sus programas y servicios sin respecto a raza, color y origen nacional con arreglo al título VI de la Civil Ley de derechos. Cualquier persona que cree que él o ella ha sido agraviado por cualquier práctica discriminatoria ilegal bajo el título VI puede presentar una queja con EL ARCA INC.
- Para obtener más información sobre el programa derechos civiles capaz de industrias y el procedimientos para presentar una queja, llame al (559) 651-8150, o visite nuestra oficina administrativa en [3839 Selig Place, L.A., CA 90031](#). Para más información información, visite www.elarcainc.org
- Un demandante puede presentar una queja directamente con el Federal Transit Administration por archivar una queja con la Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- Si se necesita información en otro idioma, contacte al [323-223-3079](tel:323-223-3079).

List of Locations Where Title VI Notice Is Posted

EL ARCA, INC. notice to the public is currently posted at the following locations:

Location Name	Address	City
EL ARCA LOBBY	3839 Selig Place	L.A.
EL ARCA LUNCH ROOM	3839 Selig Place	L.A.
EL ARCA TRANSP. DEPT	3839 Selig Place	L.A.
EL ARCA AUDITORIUM	3839 Selig Place	L.A.
EL ARCA WEBSITE	www.elarcainc.org	
EL ARCA BUSES (5310)	3839 Selig Place	L.A.

Title VI Complaint Procedures

As a recipient of federal dollars, EL ARCA, INC is required to comply with Title VI of the Civil Rights Act of 1964 and ensure that services and benefits are provided on a non-discriminatory basis. EL ARCA, INC has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in the Federal Transit Administration Circular 4702.1B, dated October 1, 2012.

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by EL ARCA, INC may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. EL ARCA, INC investigates complaints received no more than 180 days after the alleged incident. EL ARCA, INC will only process complaints that are complete.

Within 10 business days of receiving the complaint, EL ARCA, INC will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office. EL ARCA, INC has 30 days to investigate the complaint. The complainant will be notified in writing of the cause to any planned extension to the 30-day rule.

If more information is needed to resolve the case, EL ARCA, INC may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days EL ARCA, INC 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, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 10 business days after the date of the letter or the LOF to do so.

1. A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 90,7th Street, Suite 15-300, San Francisco CA, 94103
- 2.

The Complaint Procedure as well as the form is accessible via our website at www.elarcainc.org

EL ARCA, INC Title VI Complaint Form

COMPLAINT FORM

Section I: Please write legibly		
1. Name:		
2. Address:		
3. Telephone:		3.a. Secondary Phone (<i>Optional</i>):
4. Email Address:		
5. Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
Section II:		
6. Are you filing this complaint on your own behalf?		YES* NO
*If you answered "yes" to #6, go to Section III.		
7. If you answered "no" to #6, what is the name of the person for whom you are filing this complaint? Name:		
8. What is your relationship with this individual:		
9. Please explain why you have filed for a third party:		
10. Please confirm that you have obtained permission of the aggrieved party to file on their behalf.		YES NO
Section III:		
11. I believe the discrimination I experienced was based on (<i>check all that apply</i>):		
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin
12. Date of alleged discrimination: (<i>mm/dd/yyyy</i>)		
13. 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 attach additional sheets of paper.		

EL ARCA, INC Title VI Complaint Form, Page 2

COMPLAINT FORM

Section IV:		
14. Have you previously filed a Title VI complaint with EL ARCA INC ?	YES	NO
Section V:		
15. Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> YES* <input type="checkbox"/> NO If yes, check all that apply: <input type="checkbox"/> Federal Agency _____ <input type="checkbox"/> State Agency _____ <input type="checkbox"/> Federal Court _____ <input type="checkbox"/> Local Agency _____ <input type="checkbox"/> State Court _____		
16. If you answered "yes" to #15, provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		Email:
Section VI:		
Name of Transit Agency complaint is against:		
Contact Person:		
Telephone:		

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

Signature and date are required below to complete form:

Signature _____ Date _____

Please submit this form in person or mail this form to the address below:
EL ARCA, INC, Title VI Coordinator
3839 Selig Place
Los Angeles, CA 90031

Procedimientos de Quejas del Título VI

Como beneficiario de los fondos federales, EL ARCA, INC tiene la obligación de cumplir con el Título VI del Acta de Derechos Civiles de 1964 y garantizar que los servicios y los beneficios provistos son de manera no discriminatoria. EL ARCA, Inc. ha establecido un Procedimiento de Quejas del Título VI, Todos los que se esboza un proceso para la oferta local de las quejas del Título VI y es coherente con las directrices que se encuentran en la Federal Transit Administration Circular 4702.1B, de fecha 1 de octubre de 2012.

Cualquier persona que cree que él o ella ha sido objeto de discriminación por motivos de raza, color, nacionalidad de EL ARCA, Inc. puede presentar una queja del Título VI, completando y enviando el Título VI Formulario de Queja de la agencia. EL ARCA, INC investiga las quejas recibidas no más tardar 180 días después del incidente alegado. EL ARCA, Inc. solo procesar las quejas que estén completos.

Dentro de los 10 días hábiles de haber recibido la queja, EL ARCA, INC determinará si nuestra oficina tiene jurisdicción. El demandante recibirá una carta de recibo informando a él / ella si la queja será investigada por nuestra oficina. EL ARCA, Inc. tiene 30 días para investigar la denuncia. El demandante se le notificará por escrito la razón planificada a cualquier extensión de la regla de los 30 días.

Si se necesita más información para resolver el caso, EL ARCA, Inc. puede llamar al Demandante. El demandante tiene 10 días hábiles desde la fecha de la carta para enviar información al investigador asignado al caso. Si el investigador no está en contacto con el demandante o no reciben la información adicional dentro de los 10 días hábiles, EL ARCA, INC puede cerrar el caso administrativamente.

Un caso puede ser administrativamente cerrado si el demandante desea no seguir a perseguir su caso. Después de que el investigador revisa la queja, él / ella finalizar una de dos cartas a el demandante: una carta de cierre o una carta de lo que encontramos (LOF). Una carta cierre resume las acusaciones y afirma que no hubo una violación del Título VI y que será cerrado. Una carta de cierre resume los hechos denunciados y de las entrevistas sobre el incidente alegado, y explica ya sea cualquier acción disciplinaria formación adicional del miembro del personal, u otra Voluntad Acción. Si el demandante desea apelar la decisión, él / ella tiene 10 días hábiles después de la fecha de la carta o el LOF para hacerlo.

Una persona que presente una queja también la puede dirigirla directamente con la Administración Federal de Tránsito, en el TLC Oficina de Derechos Civiles, 1200 New Jersey Avenue NW, Washington, DC 20590.

El procedimiento de denuncia, así como el formulario puede ser obtenido a través de nuestro sitio web en www.elarcainc.org

EL ARCA, INC Formulario de quejas del Título VI

FORMULARIO DE QUEJAS

Sección I: Por favor escriba legiblemente.		
1. Nombre:		
2. Dirección:		
3. Telefono:	3.a. Teléfono secundario (Optional):	
4. Correo Electrónico:		
5. Requisitos de forma accesible?	<input type="checkbox"/> Texto grande	<input type="checkbox"/> Audio
	<input type="checkbox"/> Dispositivo de comunicación	<input type="checkbox"/> Otro
Sección II:		
6. ¿Está presentando esta queja en su propio nombre?	Sí*	NO
*Si contesto "sí" al #6, vaya a Sección III.		
7. ¿Si contesto "no" a #6, cuál es el nombre de la persona por quien hace esta queja? Nombre:		
8. ¿Cual es su relación con este individuo:		
9. Por favor explique porque le está llenando este formulario:		
10. Por favor confirme que usted ha obtenido permiso de la parte agraviada para presentarla en su nombre:	Sí	NO
Sección III:		
11. Creo que la discriminación que experimenté se basó en (marque todo lo que corresponda):		
<input type="checkbox"/> Raza	<input type="checkbox"/> Color	<input type="checkbox"/> Origen Nacional
12. Fecha de presunta discriminación: (mm/dd/aaaa)		
13. Explique con la mayor claridad posible qué sucedió y por qué cree que fue discriminado. Describa a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la persona (s) que lo discriminó (si lo conoce), así como los nombres y la información de contacto de cualquier testigo. Si necesita más espacio, adjunte hojas de papel adicionales.		

EL ARCA, INC Formulario de quejas del Título VI, **Página 2**

COMPLAINT FORM

Section IV:		
14. ¿Ha presentado anteriormente una queja del Título VI con EL ARCA INC?	SÍ	NO
Section V:		
15. ¿Ha presentado esta queja ante cualquier otra agencia federal, estatal o local, o ante cualquier tribunal federal o estatal? [] SÍ* [] NO Si sí, escojan todas la que aplican: [] Agencia Federal _____ [] Agencia Estatal _____ [] Corte Federal _____ [] Agencia Local _____ [] Corte del Estado _____		
16. Si respondió "sí" al # 15, brinde información sobre una persona de contacto en la agencia / tribunal donde se presentó la queja.		
Nombre:		
Cargo:		
Agencia:		
Dirección:		
Teléfono:		Correo electrónico:
Sección VI:		
El nombre de la queja de la agencia de tránsito es contra:		
Persona de contacto:		
Telefono:		

Puede adjuntar cualquier material escrito u otra información que considere relevante para su reclamo.

La firma y la fecha se requieren a continuación para completar el formulario:

Firma _____ Fecha _____

Envíe este formulario en persona o envíelo por correo a la siguiente dirección:
EL ARCA, INC, Title VI Coordinator
3839 Selig Place
Los Angeles, CA 90031

List of Transit-Related Title VI Investigations, Complaints, and Lawsuits

EL ARCA, INC has not been involved in any transportation-related Title VI investigations, lawsuits or complaints.

EL ARCA, INC **List of Investigations, Lawsuits and Complaints**

Type of Process	Date	Summary (including basis of complaint)	Status	Action(s) Taken
Investigations				
1. None				
2.				
Lawsuits				
1. None				
2.				
Complaints				
1. None				
2.				

Public Participation Plan

About EL ARCA, INC

Our History

– 1965

A small group of Mexican-American mothers with developmentally disabled children banded together in the hopes of bringing about change. At the time there were no services available for children with special needs like their own, and the local and state governments took very little interest in helping. The original group included about a dozen parents and children. At first the goal was simply to provide activities, such as recreational outings and dances. Soon a summer day camp with parent volunteers was organized.

– 1969

Local politicians, social workers and community leaders interested in the cause got together with the founding members and EL ARCA became incorporated as a private, non-profit organization. This allowed for federal and state funding to be sought in order to develop day programs, residential facilities and, most important of all, a transportation department. The advent of the transportation fleet allowed families, many of whom did not own their own cars, to entrust EL ARCA with their children on a daily basis, thus allowing regular attendance to programs that are proven to improve one's abilities if attendance is regular.

– 1978

With the help of federal and city grants the Multipurpose Center was built in the Lincoln Heights section of East Los Angeles. The building was designed specifically for the purpose of providing services for the children of EL ARCA.

– 1986

The Adult Day Health Care Center (referred to as the Community-Based Adult Services Center since 2012) was a game changer for EL ARCA. Many in our community require medical treatment and monitoring. With our on-site staff of registered nurses and social workers, CBAS is able to provide therapeutic, educational and recreational services, including medical monitoring to treat and prevent seizures, hypo/hyperglycemia, strokes, choking, unsteady gait, etc., along with physical and occupational therapies that are vital to gaining independence or maintaining current function.

– 1998

A shift in focus came when two key programs were implemented: the [Adult Development Center](#) and the [Adult Day Support Center](#). With these programs in place EL ARCA was able to bring daily instruction, recreation and socialization to adults with developmental disabilities, resulting in increased independent living for many.

– 2007-2009

With the economic downturn, or “Great Recession,” of 2007-2009 government support for programs like EL ARCA fell victim to the budget axe. For forty years EL ARCA could count on taxpayer subsidies to keep their doors open to any and all developmentally disabled people in the Greater L.A. area, enabling their families more time and freedom to support themselves and in turn bring in more taxes to local and state coffers.

– 2013

As part of its recognition of the struggles that parents and caretakers of our community undergo, EL ARCA launched the Parent Leadership Council. Responding to the needs of the parents of the developmentally disabled is critical. The support group is a way for parents and caretakers to meet, share, laugh and be emboldened.

– 2014

EL ARCA launched an aggressive development and marketing effort in order to secure alternative funding sources that will provide a diversified, sustainable and growing portfolio of revenue to support its mission. As part of this effort a new website was created that included more visible [donation](#) and [volunteer](#) opportunities, as well as a stronger focus on community outreach. As part of EL ARCA’s efforts to spread its reach and continue its mission a facility in the city of Bell was opened, serving up to 250 adults in the Southern Metropolitan Los Angeles area. This was a huge step for the organization’s growth, and hopefully will be one of many new initiatives in the coming years.

– Ongoing

In the hopes of honoring the parents that founded the organization, EL ARCA strives to once again serve the youngest of the developmentally disabled population with a facility for children five years and younger.

Mission

EL ARCA is a creative environment that positively impacts developmentally disabled people and their families. We strive to improve quality of life for those with Down’s syndrome, intellectual disabilities, cerebral palsy, epilepsy and autism spectrum disorders by providing quality programs in a compassionate and caring environment.

Vision

Though EL ARCA stands for East Los Angeles Remarkable Citizens' Association, Inc., our services are open to anyone in the Greater Los Angeles region, not just East L.A. As such we are always seeking new funding sources, new volunteers and new opportunities to widen our reach, including expanding services to other regional centers. Our vision is that as we grow, the abilities and personal independence of each developmentally disabled person who seeks out our support grows.

Communication

Meetings: The public is welcome to attend consumer meetings, EL ARCA board meetings and workshops. These are generally posted on the organization facebook page, posted on the main doors of the organization and sent to families with the clients that ride our buses. EL ARCA also employs a large number of Spanish speaking staff that is available for translation services during meetings.

The organization will also seek collaborations with other agencies such as local social services organizations and educational institutions to provide a medium to educate and solicit feedback. Community events such as health fairs and our own fundraising events are also a good way for us to provide education about our services.

Purposes of this Plan

Public participation is the process through which stakeholders can partake directly in agency decision-making, and express their concerns, desires, and values. It is the mission of this agency to "improve the lives of people with disabilities by creating opportunities to maximize their independence." At every opportunity through prescribed methods the agency will solicit input from stakeholders in order to best support persons served without creating disproportionately high and adverse human health or environmental effects on minority and/or low-income populations.

Summary of Outreach Efforts

The following is a summary of outreach efforts conducted by [EL ARCA, INC](#) as they relate to Title VI requirements under the Public Participation Plan. Many of our activities are conducted in partnership or ad hoc outreach with other service organizations and non-profit agencies within the community. This is in no way a complete list but rather documents the agency's outreach efforts as they relate specifically to minority and low-income populations.

Lincoln Heights Neighborhood Council

The President and Human Resources manager of EL ARCA, INC are members of the Lincoln Heights neighborhood council, which seeks out to engage the local population of stakeholders, many of which are living below the poverty line.

Lincoln Heights Chamber of Commerce

EL ARCA, INC is a member of the Lincoln Heights Chamber of Commerce, which serves the local businesses in the area of Lincoln Heights. EL ARCA's President is the current Chamber president. Local businesses are comprised of mom-and-pop stores, restaurants and a high percentage of them are owned by minority and small-business owners.

Community Action Board for CA State Department of Public Social Services

EL ARCA, INC. representative sits on the board for block grants provided to service providers to combat homelessness and to pursue self-sufficiency efforts under the war on poverty.

EL ARCA, INC. Holiday Tree Lighting Ceremony

EL ARCA, Inc. hosts a tree lighting ceremony annually to recognize the achievements of both program participants and members of the community. This is a public event that is publicized with press releases to a number of various media outlets and also serves as a forum for public input. This event typically attracts 80-100 guests.

EL ARCA, INC. Website

Currently, EL ARCA, INC. posts notices and announcement on the agency's website. Additional public input can be obtained by the Title VI Complaint Form, which is available as a download in English and Spanish.

Language Assistance Plan

Overview

The first section in this document describes the purpose of the Language Assistance Plan (LAP). The second section in this document provides the four-factor Limited English Proficient (LEP) analysis (as outlined by the Department of Transportation (DOT) used to identify LEP needs and assistance measures. The four-factor LEP analysis includes:

- **Factor 1:** The number or proportion of LEP persons in the service area who may be served or are likely to encounter the Life Skills Learning Center program, activity or service.
- **Factor 2:** The frequency with which LEP persons come in contact with the Life Skills Learning Center program, activity or service.
- **Factor 3:** The nature and importance of programs, activities or services provided by Life Skills Learning Center to the LEP population.
- **Factor 4:** The resources available to Tulare County Training Center for the Handicapped, Inc. dba ABLE Industries, Life Skills Learning Center and overall cost to provide LEP assistance.

The third and final section discusses the implementation of the Language Assistance Plan, which includes methodologies for identifying LEP individuals, providing services, establishing policies, monitoring the LAP, and recommendations for future LAP implementations.

Purpose of the Language Assistance Plan

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. One critical concern addressed by Title VI is the language barrier that Limited English Proficiency (LEP) persons face with respect to accessing information about and using transit service. Transit operators must ensure that this group has adequate access to the agency's programs and activities, including public participation opportunities.

Executive Order 13166, titled “Improving Access to Services for Persons with Limited English Proficiency,” forbids funding recipients from “restricting an individual in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service, financial aid, or other benefit under the program,” or from “utilize[ing] criteria or methods of administration which have the effect of subjecting individuals to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program as respects to individuals of a particular race, color, or national origin.”

FTA Circular 4702.1B was developed by the Federal Transit Administration (FTA) and details the administrative and reporting requirements for recipients of FTA financial assistance to comply with Title VI and related executive orders including on LEP.

The United States Department of Transportation (DOT) published guidance that directed its recipients to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for LEP customers. EL ARCA, INC. language assistance plan (LAP) includes a four factor analysis and implementation plan that complies with the requirements of DOT LEP guidance.

Four Factor Analysis

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by EL ARCA, INC..

EL ARCA, INC. hold a unique position in regard to meeting the Title VI requirements. As a sub-recipient of FTA 5310 Grant funding, the agency's focus is primarily to transport adults with disabilities where current public transit options are insufficient or do not exist. Eligible program participants or "riders" must be referred into the program by the Regional Center closest to their home. As such, EL ARCA, INC. does not offer transportation to the general public other than in situations involving a coordinated plan with other entities. Therefore, an analysis of public demographic data in Los Angeles County does not represent actual populations served by this program but is offered for comparison purposes only.

There are two sources of data that most accurately represent LEP persons likely to be served by the program. The Eastern Los Angeles Regional Center Purchase of Service Expenditure and Demographic Data for fiscal year 2012/2013 shows purchase of service (POS) authorizations, expenditures and utilization by different demographic categories including language. EL ARCA, INC. receives case histories of each program participant and maintains a database of information. A historical analysis of this database in regard to language proficiency of all past and present participants will reflect actual proportions of LEP persons served.

American Community Survey

The U.S. Census Bureau 2016 American Community Survey (ACS) Language Spoken at Home by the Ability to Speak English estimates that of the 9,506,610 Los Angeles County

residents, 3,742,799 speak Spanish at home and 1,568,728, or 41.9%, speak English less than "very well".

Los Angeles County, California

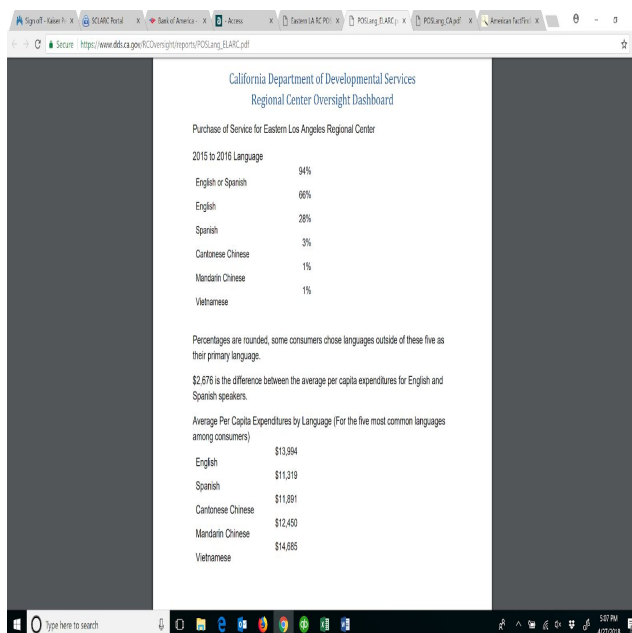
Subject	Total		Percent		Speak English only or speak English "very well"		Percent of specified language speakers							
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error		
Population 5 years and over	5,959,610	(X)	(X)	(X)	7,162,636	+/-22,014	75.3%		+/-0.2	2,346,974	+/-22,014	24.7%	(X)	+/-0.2
Speak only English	4,989,754	+/-31,153	43.0%	+/-0.3	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	5,419,856	+/-31,152	57.0%	+/-0.3	3,072,882	+/-27,813	56.7%	+/-0.4	2,346,974	+/-22,014	43.3%	+/-0.4		
BREAK A LANGUAGE OTHER THAN ENGLISH														
Spanish	3,742,799	+/-23,622	39.4%	+/-0.2	2,174,071	+/-21,776	58.1%	+/-0.6	1,568,728	+/-20,281	41.9%	+/-0.5		+/-0.5
5 to 17 years old	749,213	+/-11,044	7.8%	+/-0.1	815,271	+/-11,519	85.1%	+/-0.8	124,042	+/-6,051	16.0%	+/-0.8		+/-0.8
18 to 64 years old	2,865,219	+/-15,294	28.0%	+/-0.2	1,968,750	+/-17,366	55.0%	+/-0.6	1,196,469	+/-15,948	35.0%	+/-0.6		+/-0.6
65 years old and over	337,367	+/-4,239	3.5%	+/-0.1	92,050	+/-4,645	27.3%	+/-1.3	245,317	+/-4,820	72.7%	+/-1.3		+/-1.3
Other Indo-European languages	823,862	+/-18,065	5.5%	+/-0.2	356,396	+/-12,448	44.2%	+/-1.3	197,456	+/-16,125	35.9%	+/-1.3		+/-1.3
Asian and Pacific Island languages	1,050,538	+/-15,595	11.0%	+/-0.1	401,916	+/-12,882	46.8%	+/-1.6	556,598	+/-16,591	53.2%	+/-1.6		+/-1.6
Other languages	102,867	+/-2,756	1.1%	+/-0.1	79,806	+/-6,568	86.7%	+/-2.6	32,182	+/-9,812	31.3%	+/-2.6		+/-2.6
5 to 17 years old	11,844	+/-2,913	0.1%	+/-0.1	10,105	+/-1,867	87.9%	+/-5.7	1,438	+/-712	12.5%	+/-5.7		+/-5.7
18 to 64 years old	74,777	+/-5,944	0.8%	+/-0.1	83,168	+/-4,618	71.1%	+/-3.0	21,632	+/-2,933	28.9%	+/-3.0		+/-3.0
65 years old and over	16,366	+/-2,494	0.2%	+/-0.1	7,230	+/-1,216	44.2%	+/-7.1	5,131	+/-1,331	55.8%	+/-7.1		+/-7.1
CITIZENS 18 YEARS AND OVER														
All citizens 18 years old and over	6,272,903	+/-22,079	(X)	(X)	5,217,915	+/-22,977	83.2%	+/-0.2	1,054,988	+/-15,991	18.8%	+/-0.2		+/-0.2
Speak only English	3,257,865	+/-22,050	51.9%	+/-0.4	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	3,015,038	+/-27,585	48.1%	+/-0.4	1,960,690	+/-21,502	65.0%	+/-0.4	1,054,988	+/-15,991	35.0%	+/-0.4		+/-0.4
Spanish	1,900,984	+/-22,214	30.4%	+/-0.3	1,334,643	+/-18,845	70.0%	+/-0.6	872,341	+/-12,718	30.0%	+/-0.6		+/-0.6
Other languages	1,108,054	+/-15,908	17.7%	+/-0.2	626,407	+/-12,980	56.4%	+/-0.8	482,647	+/-10,992	43.6%	+/-0.8		+/-0.8

Source: U.S. Census Bureau, 2010 American Community Survey 1-Year Estimates

Eastern Los Angeles Regional Center (ELARC) Expenditures

The ELARC Purchase of Service and Demographic Data Report for Fiscal Year 2015/2016 identifies total annual expenditures and authorized services purchased. The report shows expenditures for services by primary language spoken but does not ascertain whether English is also spoken "very well" or less than "very well". As indicated in the Los Angeles County analysis above, Spanish is consistently the primary language for LEP populations. The report further breaks down by age group for ages 22 and older. EL ARCA, INC. would be included in this category as a provider of services that are purchased by ELARC.

The report indicates that authorized services in FY 2015/2016 totaled \$184,855,768. Of that total, \$41,850,487 (22.63%) was spent on Spanish speaking consumers. \$130,402,525 was spent on English-speaking consumers (70.5%). Expenditures for other languages totaled less than 7%. 28% of the clients were Spanish speaking only.



Language	Consumer Count	Total Expenditures	Total Authorized Services	Per Capita Authorized Services	Per Capita Authorized Services (\$Mill)
ASL (American Sign Language)	0	\$221,643	\$251,054	\$24,027	\$27,600 88.1%
Other Sign Language	4	\$33,175	\$38,758	\$13,294	\$14,690 90.5%
English	8,073	\$106,402,026	\$107,980,332	\$10,211	\$10,429 82.5%
Armenian	4	\$98,816	\$108,536	\$24,704	\$27,134 91.0%
Somali	0				
Swahili	0				
Nigerian	0				
American	0				
American/Chaldean	0				
French	2	\$12,313	\$12,572	\$6,156	\$6,296 97.9%
Italian	0				
Portuguese	0				
Spanish	3,616	\$47,850,187	\$50,091,024	\$11,074	\$14,033 82.1%
Other Latin	0				
Cantonese Chinese	373	\$4,197,135	\$5,091,838	\$11,238	\$13,661 82.2%
Mandarin Chinese	223	\$2,311,699	\$3,019,326	\$11,308	\$14,869 76.0%
Japanese	3	\$19,852	\$27,445	\$6,617	\$9,146 72.3%
Vietnamese	94	\$1,334,121	\$1,691,793	\$14,163	\$17,572 80.9%
Korean	31	\$1,036,737	\$1,316,658	\$35,379	\$42,473 83.3%
Lao/Lan	1	\$5,052	\$6,566	\$5,052	\$6,360 79.1%
Cambodian	8	\$122,610	\$140,001	\$15,306	\$17,613 87.0%
Other Asian	17	\$241,108	\$254,466	\$14,183	\$14,870 94.7%
Dutch	0				
German	0				
Hmong	0				
Thai	2	\$1,731	\$6,174	\$666	\$3,087 28.0%
Men	0				
Other Germanic	0				
Hungarian	0				
Russian	3	\$39,889	\$62,830	\$19,993	\$20,943 96.3%
Other Uralic-Slavic Languages	1	\$19,012	\$19,012	\$19,012	\$19,012 100.0%
Samoan	0				
Tagalog	9	\$293,128	\$276,595	\$30,296	\$30,729 96.1%
Guamanian	0				
Other Pacific Island	0				
Arabic	8	\$105,564	\$120,001	\$13,170	\$15,000 87.8%
Hebrew	0				
Parsi (Persian)	4	\$33,484	\$19,555	\$13,873	\$19,689 87.2%
Hindi (Northern India)	1	\$10,304	\$11,727	\$10,304	\$11,727 87.9%
Urdu (Pakistan India)	0				
Other Indo-European Language	0				
Danish	0				
Norwegian	0				
Swedish	0				
Other Scandinavian	0				
All Other Languages	36	\$2,391,682	\$2,530,080	\$96,441	\$10,290 94.5%
Totals:	13,002	\$164,655,768	\$223,930,002	\$14,217	\$17,227 82.0%

By comparison, the EL ARCA, INC. revenue received from ELARC in FY 2016-2017 amounts to approximately **0.28%** of the total ELARC authorized services purchased.

Historical Analysis of LEP Persons Served by EL ARCA INC

A final source of data to be considered to determine the number of LEP persons likely to be served by this program is a client-by-client analysis of all consumers served in the 40 year history of the program. The EL ARCA, INC program has served approximately 2,800 persons including the consumers currently enrolled. Of that total, 85% are listed as Hispanic and 12% are listed as Caucasian. Other ethnicities were less than 3%.

An examination of consumers who have exited the program reveals that consumers exited primarily for reasons such as ineligibility because of their level of disability, successful transition to higher programs or other factors such as insufficient or non-existent transportation options. There were no clients that were underserved or exited the program due to language barriers.

Factor 2: The frequency with which LEP persons come into contact with the program.

A survey of the agency's phone reception staff indicated calls from LEP persons are received 3-4 times per week. The staff indicated that these calls are primarily received from families of consumers rather than actual program participants (riders).

Annual consumer and care provider surveys provide an opportunity for input and suggested services. Surveys have not contained requests for translation services. Translation services are provided by agency staff as appropriate and, at times, by staff during consumer planning meetings. Again, the majority of translation occurs with family members, not consumers.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives.

The primary purpose of the EL ARCA, INC. program is to provide learning opportunities that foster personal growth for individuals with disabilities. Transportation during Community Integration training is offered daily as a part of the service in addition to transportation to/from the program. Currently, EL ARCA INC serves 200 consumers. The length of time an individual is typically enrolled in the program can range from a few months to many years. Consumers are not required to "graduate" and may remain in the program as long as their needs can continue to be met.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

The EL ARCA INC operating budget does not have a specific line item for providing language access and outreach. Outreach expenses as they relate to LEP populations are split among several departments depending on which department is responsible for the outreach. Costs for translation of documents is minimal and has not been quantified. The majority of larger expenses are allocated to annual Open Houses and print/email marketing. Significant outreach budget allocations for the entire agency this fiscal year include but are not limited to:

- Redesign of agency web page: \$3400
- Ads in local publications and email blasts: \$1,200
- Annual Open Houses: \$800

The budget for EL ARCA, INC, which provides services through the FTA 5310 grant, is a small fraction of the agency's budget. The total annual expenditures for outreach activities is less than \$2,500.

The rates for purchase of service that EL ARCA, INC receives from ELARC as it's source of service revenue are set. While the cost of living has continued to rise, the State of CA has implemented some cuts in the last 4 years to reimbursement rates. In fact, rates, and subsequently the program's revenue, were reduced for a number of years by up to 4.25%, further compounding the effects of a rate system that has not grown with the economy. Several cost-cutting measures have been implemented in order to remain financially solvent, including areas such as advertising and outreach.

SUMMARY

The results of the Four Factor Analysis can be summarized with the following points:

- Language proficiency is primarily affected by disability rather than a language barrier alone.
- No consumers were underserved or exited the program due to language barriers.
- Surveyed Agency staff reported 3-4 LEP phone calls per week.
- Provision of transit is not considered an "essential" service but is a component of the EL ARCA INC program.
- EL ARCA INC does not have an LEP specific budget line.
- EL ARCA INC spends less than \$1000 per year on all outreach efforts.
- Daily revenue rate for program services has had no recent cost-of-living adjustment.

Language Assistance Implementation Plan

Methodologies

Identifying LEP Individuals

As evidenced by the Four Factor Analysis, very few "true" LEP individuals are referred to the EL ARCA, INC. program. The predominant minority language in the region is Spanish. The consumers that are primarily served by the EL ARCA, INC. program have disabilities that affect language proficiency rather than a language barrier alone.

While there is a substantial minority population in the region, according to the ELARC Purchase of Service and Demographic Data Report, the funds allocated to the Hispanic language population is less than 25%. In the 35 year history of the program there were no consumers served who were LEP due strictly to a language barrier. The agency does, however, have systems in place to provide access to minority populations.

Providing Services

While the agency does not currently have an on-going need for professional translation services, on-site agency staff who are fluent in Spanish provide translation services at both facilities as needed. Documents that are offered in Spanish include:

- Title VI Notice to the Public
- Title VI Complaint Form
- Title VI Complaint Procedures
- Consumer Program Handbook including ABLE Grievance Policy
- Agency website Title VI information

Other documents can be translated to Spanish orally as appropriate. Due to the low literacy rate of consumers in the EL ARCA, INC. program, most documents are translated orally.

Communicating Availability of Language Assistance

Individuals who are referred to EL ARCA, INC. programs for services are assigned a Social Worker who provides one-on-one guidance and program planning. Social Workers can

offer Spanish translation services as needed. Agency reception staff can also offer translation services to guests and consumers' family members as appropriate.

The new agency website will also contain summary information in Spanish with instructions on how to obtain more information.

Monitoring

EL ARCA, INC. maintains an Agency Accessibility Plan which is designed to minimize barriers that are created by architectural factors, environmental factors, attitudinal factors, financial and employment barriers and communication barriers such as language. This plan is reviewed and updated annually. EL ARCA, INC. Annual Report is analyzed for trends and patterns that indicate a need for additional services.

Employee Training

EL ARCA, INC. conducts monthly In-Service training for staff that can include Customer Service and Language Assistance training.

As a part of the Accessibility Plan, the agency encourages staff interest and education in learning to more effectively communicate with individuals served in ABLE's programs. The agency through it's continuing education benefits program encourages staff to enroll in college classes and will reimburse tuition and books upon successful completion of the course up to \$100.

Safe Harbor Provision

The Federal Transit Authority Circular 4702.1B states:

"DOT has adopted DOJ's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. A recipient may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written

translation may not be an effective means to provide language assistance measures. For example, a recipient may determine that a large number of persons in that language group have low literacy skills in their native language and therefore require oral interpretation. In such cases, background documentation regarding the determination shall be provided to FTA in the Title VI Program."

As previously stated, the EL ARCA, INC. program serves individuals with moderate to severe developmental disabilities who require a high level of supervision. As such, the majority of consumers has very limited literacy skills and is unable to read or write. Program documents are generally interpreted orally by Social Workers.

Membership of Non-Elected Committees and Councils

EL ARCA, INC. does not have a non-elected transit related advisory council at this time.

Title VI Equity Analysis

EL ARCA, INC. does not have transit related facilities.

Board of Directors Approval of EL ARCA, INC. Title VI Program

**A RESOLUTION OF THE EL ARCA, INC. BOARD OF DIRECTORS
AUTHORIZING THE TITLE VI COMPLIANCE PLAN FOR THE
AGENCY.**

WHEREAS, EL ARCA, INC. desires to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients,"

WHEREAS, the Board of Directors wishes to authorize approval of the compliance plan developed by staff to comply with necessary provisions of the Civil Rights Act,

NOW, THEREFORE BE IT RESOLVED, by the Board of Directors of EL ARCA, INC. as follows:

1. The Executive Director is authorized to implement the components of the plan in order to meet Federal requirements.
2. The Executive Director is authorized to implement policies that may be necessary to comply with subsequent revisions or interpretations to the Civil Rights Act.

PASSED AND ADOPTED by the Board of Directors of EL ARCA, INC., State of California, on this 12th Day of December, 2017

CHAIRMAN of the Board

From: pi@languageline.com
Sent: Tuesday, May 06, 2014 4:58 PM
To: elarcainc@earthlink.net
Cc: pi@languageline.com; webmaster@languageline.com
Subject: New Account



LanguageLine Personal Interpreter

Welcome John Menchaca!

Congratulations on selecting LanguageLine Personal Interpreter to enable you to cross the language barrier. Where ever and whenever you need to communicate in-language we are here for you 24/7 in over 200 languages.

FOLLOW THESE THREE EASY STEPS TO CONNECT TO A PROFESSIONAL INTERPRETER:

1. Dial **1-888-808-9008**

NOTE: if you are calling from outside of North America dial **+1 (831) 242-8842**.

2. Enter your **8-digit PIN Number 17688976** at the prompt, then clearly state the name of the language you need (for example Spanish).

3. You'll be asked if you need us to dial a third party number for you (either international or domestic at no additional charge). Say yes to be connected to our agent who will dial the number for you. Say no and you'll go straight to a professional interpreter.

HELPFUL TIPS

1. [Click here to view a short video on how Personal Interpreter works](#)
2. [Click here to download "11 Helpful Tips for Working with an Over-the-Phone Interpreter"](#)
3. [Click here to download "Language Identification Desktop Display Poster"](#) which lists the Top 20 Languages.
4. [Click here to go to your "Self Service Portal"](#) where you can view and print usage reports, call history, and even charges. You can also retrieve a lost PIN number and download additional free training tools.



Board of Directors Approval of EL ARCA, INC. Title VI Program

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2. The Executive Director is authorized to implement policies that may be necessary to comply with subsequent revisions or interpretations to the Civil Rights Act.

PASSED AND ADOPTED by the Board of Directors of EL ARCA, INC., State of California, on this 12th Day of December 2017



CHAIRMAN of the Board

East Los Angeles Remarkable Citizens' Association, Inc.
3839 Selig Place, Los Angeles, CA 90031
www.elarcainc.org