



**Community Partners in Caring  
TITLE VI of the Civil Rights Act of 1964**

**POLICY & ANNUAL REPORT OF ACTIVITIES**

**ORIGINAL PLAN ADOPTED AUGUST 22, 2014  
(Updated October 7, 2022)**

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## **I. Background**

Community Partners in Caring (CPC) operates its programs and services, including its volunteer driver program, in accordance with Title VI of the Civil Rights Act without regard to race, color, and national origin. In compliance with the Civil Rights Act, the following Title VI Policy (hereafter “Policy”) has been approved by the Community Partners in Caring Board of Directors and submitted to the Department of Transportation (DOT) Federal Transit Administration (FTA).

This Policy, which includes the rights of all clients and the procedures to file a discrimination claim, will be properly stored and displayed. A proper “Title VI Notice” will be posted in appropriate public areas, the agency website, and in the Community Partners in Caring office locations.

## **II. Title VI Notice to the Public of Rights Under Title VI & List of Posting Locations**

A Title VI Notice to the Public must be displayed to inform clients of their rights under Title VI. The following notice, in both English and Spanish, will be posted in appropriate public areas and the Community Partners in Caring website [www.partnersincaring.org](http://www.partnersincaring.org) (under the tab “Organizational Info”), and in Community Partners in Caring office locations.

### **Notifying the Public of Rights Under Title VI Community Partners in Caring**

#### **Title VI of the 1964 Civil Rights Act requires that:**

**“No person in the United States shall, on the ground of race, color, or national origin, be excluded from participating in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”**

#### **Applicability**

As a recipient of federal financial assistance, Community Partners in Caring is subject to the regulations under Title VI and has established policies to maintain compliance with those regulations. It is against the policy of Community Partners in Caring to discriminate against an individual based on that person’s race, color or national origin. This policy applies to clients, volunteers, applicants for employment, and current employees.

#### **Additional Information or Filing a Discrimination Complaint**

A full description of Community Partners in Caring’s Title VI Complaint Procedures is available online at [www.partnersincaring.org](http://www.partnersincaring.org) (Organization Info tab), or at the CPC office – location listed below. To speak with Community Partners in Caring’s Executive Director/Title VI Program Coordinator in person, or for additional information, telephone (805) 925-0125 or (805) 925-8000.

A discrimination complaint can be filed by an individual, a class, or by a third-party within 180 calendar days of the alleged discriminatory act at the following:

- 1) Directly with the Federal Transit Administration with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> floor-TCR, 1200 New Jersey Ave. Washington, D.C. 20590.
- 2) With the Title VI Program Coordinator at Community Partners in Caring:  
Community Partners in Caring  
120 East Jones Street, Ste 123  
Santa Maria, CA 93454  
Executive Director/Title VI Program Coordinator

## **Notificación al Público de los Derechos Bajo Título VI**



### **Título VI de la Ley de Derechos Civiles de 1964 requiere que:**

"Ninguna persona en los Estados Unidos, por motivos de raza, color o lugar de origen, será excluido de participar en, ser negada los beneficios de, o ser objeto de discriminación bajo cualquier programa o actividad recibiendo asistencia financiera federal".

#### **Aplicabilidad**

Como beneficiario de asistencia financiera federal, Community Partners in Caring está sujeto a las regulaciones bajo el Título VI y ha establecido pólizas para mantener conformidad de esas normas.

Es contra la póliza de Community Partners in Caring de discriminar a un individuo basado en raza, color, o lugar de origen. Esta norma se aplica a los participantes, voluntarios, solicitantes de empleo, y los empleados actuales.

### **Información Adicional Presentando una Queja**

Una descripción completa de los procedimientos de queja de Community Partners in Caring del Título VI está disponible en la sitio web: [www.partnersincaring.org](http://www.partnersincaring.org) (la ficha "About"), o en la oficina de Community Partners in Caring enumerados a continuación. Para hablar con el Director/a Ejecutivo/a de Community Partners in Caring o Coordinador del programa Título VI en persona, o para obtener información adicional, llámé (805) 925-0125.

Una queja puede ser presentada por un individuo, un grupo, o por tercera persona dentro de los siguientes 180 días del calendario del presunto acto discriminatorio a las siguientes oficinas.

Directamente con la Administración Federal de tránsito con la oficina de Derechos Civiles, atención:

Coordinador del programa Título VI, East  
Building, 5th floor-TCR, 1200 New Jersey Ave. Washington, D.C. 20590.

O con el/la coordinador/a del Título VI del programa en la oficina:

Community Partners in Caring  
120 East Jones Street, Ste. 123  
Santa Maria, CA 93454

Director Ejecutivo/Título VI Programa Coordinador

**Title VI Posted Notice Locations:**

- \* **Community Partners in Caring Office: 120 East Jones Street, Ste 123, Santa Maria, Employee Poster Area**
- \* **Community Partners in Caring Website: [www.partnersincaring.org](http://www.partnersincaring.org) (Organization Info tab)**

**III. Title VI Discrimination Complaint Procedure “How to File a Complaint”**

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Community Partners in Caring may file a Title VI complaint by fully completing and submitting the agency’s Title VI Discrimination Complaint Form, located below, no more than 180 days after the alleged incident. The Discrimination Complaint Form will be submitted to: Community Partners in Caring, 120 East Jones Street, Ste 123, Santa Maria, CA 93454. Attention: Executive Director/Title VI Program Coordinator. A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue S.E., Washington, DC 20590. Once the complaint is received, it will be reviewed to determine if Community Partners in Caring has jurisdiction in the matter. The complainant will receive an acknowledgment letter informing her/him whether the complaint will be investigated locally by Community Partners in Caring.

Community Partners in Caring has 10 business days to investigate the complaint. If more information is needed to resolve the issue, Community Partners in Caring may contact the complainant. The complainant has 10 business days from the date of the letter to send the requested information to the staff person assigned to the case. If the staff person is not contacted by the complainant or does not receive the additional information within 10 business days, Community Partners in Caring can administratively close the case. A complaint case can also be administratively closed if the complainant no longer wished to pursue their case.

After a Community Partners in Caring staff person reviews the complaint, one of two letters will be issued to the complainant: A Closure Letter or a Letter of Finding. A Closure Letter summarizes the allegations and states that there was not a Title VI violation and the case will be closed. A Letter of Finding summarizes the allegations, any investigations related to the alleged incident, and then explain whether any disciplinary action or specific actions will occur. If the complainant wishes to appeal the decision, she/he has 10 business days after the date of the Letter of Findings to do so.

**1) Copy of the Title VI Discrimination Complaint Form**

Title VI regulations require that a copy of the Title VI Discrimination Complaint Form is included in the FTA recipient’s Title VI Policy. The following is the Discrimination Complaint Form intended for such use.

**DISCRIMINATION COMPLAINT FORM (Title VI)**

<b>Section I.</b>				
<b>Name:</b>				
<b>Address:</b>				
<b>Telephone (Home):</b>			<b>Telephone (Work):</b>	
<b>Electronic E-Mail Address:</b>				
<b>Accessible Format Requirements? (check all needed)</b>	<b>Large Print</b>	<input type="checkbox"/>	<b>Audio Tape</b>	<input type="checkbox"/>
	<b>TDD</b>	<input type="checkbox"/>	<b>Other</b>	<input type="checkbox"/>
<b>Section II:</b>				
<b>Are you filing this complaint on your own behalf?</b>			<b>Yes*</b>	<b>No</b>
<b>*If you answered “yes” to this question, go to Section III.</b>				

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):

[ ] Race [ ] Color [ ] 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

Have you filed a complaint with any other Federal, State, or local agency, or with any Federal or State Court? [ ] Yes [ ] No

If "Yes", check all that apply:

[ ] Federal Agency

[ ] Federal Court

[ ] State Court

[ ] State Agency

[ ] 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 material 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 either: Community Partners in Caring 120 E. Jones St., Ste 123 Santa Maria, CA 93454 Executive Director / Title VI Program Manager \*\*FOR MORE INFORMATION: (805) 925-0125 -OR- Federal Transit Administration Office of Civil Rights East Building, 5th Floor-TCR 1200 New Jersey Ave. SE Washington, DC 20590



120 East Jones Street, Ste. 123  
 Santa Maria, CA 93454 (805) 925-0125

**FORMULARIO DE DENUNCIA POR DISCRIMINACION (TITULO VI)**

<b>Sección I.</b>				
Nombre:				
Dirección postal:				
Teléfono (de casa):			Teléfono (de trabajo):	
Dirección de correo electrónico:				
¿Requisitos de formato accesible? (marque todos los que sean necesarios)	Letra Grande		Audio	
	TDD		Otro	
<b>Sección II:</b>				
¿Usted está presentando esta queja en su nombre?		Si*	No	
* Si usted respondió "Sí" a esta pregunta, ir a la sección III.				
Si no, por favor proporcione el nombre y la relación de la persona para cual usted se queja:				
Explique por qué ha solicitado por un tercero:				
Por favor confirme que ha obtenido el permiso de la parte agraviada si usted está solicitando en nombre de un tercero de un		Si	No	
<b>Sección III.</b>				
Creo que la discriminación que viví fue basada en mi (Marque todas las que apliquen):				
<input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Lugar Origen				
Fecha de la supuesta discriminación (mes, día, año): _____				
Expliqué lo más claramente posible lo que pasó y por qué usted cree que fue discriminados. Describa la situación y todas las personas que estuvieron presente. Incluya el nombre e información de contacto de la persona que discriminó (si lo conoce) así como nombres e información de contacto de testigos. Si se necesita más espacio, utilice el dorso de este formulario.				

**Sección IV**

¿Ha anteriormente presentado una queja del título VI con esta agencia?

Si

No

**Sección V.**

¿Ha presentado una querrela con cualquier ora agencia Federal, Estatal o local, o con cualquier Estatal o Federal?  Si  No

Si "Sí", revise todas las que apliquen:

Agencia Federal \_\_\_\_\_  Tribunal Federal \_\_\_\_\_

Agencia Estatal \_\_\_\_\_  Tribunal Estatal \_\_\_\_\_

Agencia Local \_\_\_\_\_

Por favor provea información acerca de la persona en la agencia/tribunal donde la queja fue sometida.

Nombre:

Título:

Agencia:

Dirección de postal:

Teléfono:

**Sección VI**

Nombre de denuncia de la agencia es contra:

Persona de contacto:

Título:

Teléfono:

Usted puede agregar cualquier material escrito u otra información que usted crea que es pertinente a su queja.

Firma y fecha son requeridas a continuación.

Firma

Fecha

Por favor, lleve este formulario en persona a la siguiente dirección, o envíe por correo este formulario a cualquiera de las dos direcciones:

Community Partners in Caring  
120 East Jones Street, Ste. 123  
Santa Maria, CA 93454  
Executive Director / Title VI Program Manager

-OR-

Federal Transit Administration  
Office of Civil Rights  
East Building, 5<sup>th</sup> Floor-TCR  
1200 New Jersey Ave. SE  
Washington, DC 20590

\*\*Para información, llame (805) 925-0125

**IV. List of Title VI Investigations, Complaints, and Lawsuits**

All recipients of federal funding must prepare and maintain a list of any of the following that alleges discrimination on the basis of race, color, or national origin.

- a. Active investigations conducted by FTA and entities other than FTA;
- b. Lawsuits; and
- c. Complaints naming the recipient.

This list shall include 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 the recipient in response, or final findings related to the investigation, lawsuit, or complaint. This list shall be included in the Title VI Program submitted to FTA every three years.

	<u>Date</u> (Month, Day, Year)	<u>Summary</u> (Include basis of complaint: race, color, or national origin)	<u>Status</u>	<u>Action(s) Taken</u>
<b>Investigations</b>	<b>None Filed</b> (09/01/2022)			
1.				
2.				
<b>Lawsuits</b>	<b>None Filed</b> (09/01/2022)			
1.				
2.				
<b>Complaints</b>	<b>None Filed</b> (09/01/2022)			
1.				
2.				

**V. Public Participation Plan**

Community Partners in Caring’s Board of Directors is designated as the contact point for public participation regarding all Community Partners in Caring issues or concerns. The Board meets on the third Saturday of each month from 8:30 AM to 9:30 AM at the Community Partners in Caring office located at 120 E. Jones St., Ste 123, Santa Maria, CA, or through Zoom. Meeting agendas are posted at the Community Partners in Caring office. Each meeting includes an opportunity to speak directly to the Board at the beginning of the meeting.

When warranted the Board has at its discretion, the option of directing the appropriate staff to convene a specific committee to fully explore any public input or concerns. As stipulated in Community Partners in Caring’s By-Laws, these committees may consist of persons who are not also members of the board. These additional committees shall act in an advisory capacity to the board and shall be clearly titled “advisory” committees. The committees may include the Board President or a representative(s) of the Board, appropriate staff, and representatives from the community.

**VI. Summary of Recent Public Outreach Efforts**



As to outreach efforts to engage the general public and/or minority or limited English proficient populations, during the past reporting period, Community Partners in Caring has conducted the following public outreach efforts:

- 1) Information regarding Board meetings is posted on the Community Partners in Caring website, [www.partnersincaring.org](http://www.partnersincaring.org) (select Organization Info tab).
- 2) Community Partners in Caring's Executive Director, during this past reporting period, served on the Santa Barbara County Transportation Advisory Committee (SBCTAC), and as such, was involved in reviewing public comments and testimony regarding transportation issues in the region.
- 3) As the only Volunteer Driver Program serving Northern Santa Barbara County, the Executive Director meets with and/or presents at numerous public, community, non-profit, and social service groups to promote public transit and Community Partners in Caring services. The list includes but is not limited to Adult and Aging Network for Santa Barbara County, Area Agency on Aging, Central Coast Commission for Senior Citizens, Resources Committee sponsored by the Housing Authority of the County of Santa Barbara, Kiwanis International, Center for Employment Training, local churches, local clinics, senior mobile home parks, senior residential communities, as well as senior centers and other senior serving organizations and clubs.
- 4) Community Partners in Caring, during this last reporting period, has consistently had a radio spot on MEGA 97.1 (English), KUHL 1440 AM (English), and Radio Ranchito 1600 AM (Spanish). CPC staff leaders speak English and Spanish fluently and continue to serve as the main spokesperson for Community Partners in Caring. We have also been featured on local television stations as providing volunteer-based transportation services for seniors and those living with disabilities.
- 5) Community Partners in Caring outreach materials continue to be printed in both English and Spanish.
- 6) Currently, 70% of staff working for Community Partners in Caring are bilingual (English/Spanish). The Executive Director, Program Manager, Community Outreach Coordinator, Office Administrator, and the majority of Service Coordinators (first point of contact for clients) are bilingual.
- 7) All Community Partners in Caring staff are provided with a hand-out listing commonly used phrases and responses to service questions in English and Spanish. Staff are also polite in their solicitation of a family member or friend to assist in translation in case the staff person is not bilingual.
- 8) No Facility has been constructed, no Title VI equity analysis is required.

## **VII. Limited English Proficiency (LEP) Plan**

The FTA "Four Factor Analysis" and 2020 Census Data were used in developing Community Partners in Caring's LEP Plan to ensure a meaningful access to Community Partners in Caring programs and activities.

The Four Factor Analysis included considering the following elements:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered.
2. The frequency with which LEP persons come into contact with the program.
3. The nature and importance of the program, activity, or service provided.
4. The resources available to the recipient for LEP outreach, as well as costs associated with that outreach.

The following 3 tables were derived from the 2020 American Community Survey 5-Year Estimates; U.S. Census Bureau and was instrumental in determining the LEP Plan:

<b>Santa Maria Valley</b>	<b>ZCTA5 93454</b>		<b>ZCTA5 93455</b>		<b>ZCTA5 93458</b>	
<b>Label</b>	<b>Estimate</b>	<b>Margin of Error</b>	<b>Estimate</b>	<b>Margin of Error</b>	<b>Estimate</b>	<b>Margin of Error</b>
Total:	36,918	±1,736	42,198	±2,113	50,317	±1,737
Native:	25,225	±1,458	36,774	±1,713	27,526	±1,266
Speak only English	14,625	±1,058	31,125	±1,635	10,607	±1,100
Speak Spanish:	10,343	±1,015	5,109	±1,146	16,540	±1,184
Speak English "very well"	8,572	±830	4,639	±1,122	14,325	±1,149
Speak English "well"	1,241	±324	271	±136	1,523	±255
Speak English "not well"	406	±172	161	±90	508	±186
Speak English "not at all"	124	±75	38	±43	184	±104
Speak other Indo-European languages:	68	±60	313	±182	6	±10
Speak English "very well"	43	±40	271	±173	6	±10
Speak English "well"	9	±13	24	±31	0	±31
Speak English "not well"	16	±20	18	±29	0	±31
Speak English "not at all"	0	±28	0	±28	0	±31
Speak Asian and Pacific Island languages:	135	±89	188	±104	239	±105
Speak English "very well"	85	±58	129	±82	191	±88
Speak English "well"	16	±25	59	±69	48	±48
Speak English "not well"	18	±22	0	±28	0	±31
Speak English "not at all"	16	±27	0	±28	0	±31
Speak other languages:	54	±57	39	±59	134	±163
Speak English "very well"	46	±53	39	±59	79	±89
Speak English "well"	8	±11	0	±28	55	±83
Speak English "not well"	0	±28	0	±28	0	±31
Speak English "not at all"	0	±28	0	±28	0	±31
Foreign born:	11,693	±924	5,424	±860	22,791	±1,278
Speak only English	744	±259	702	±254	858	±293
Speak Spanish:	9,489	±871	3,385	±876	20,037	±1,242
Speak English "very well"	1,874	±323	1,223	±299	3,366	±637
Speak English "well"	1,414	±271	664	±264	2,090	±396
Speak English "not well"	2,187	±324	830	±317	4,434	±573
Speak English "not at all"	4,014	±672	668	±398	10,147	±936
Speak other Indo-European languages:	171	±88	255	±109	52	±45
Speak English "very well"	121	±65	210	±99	42	±37
Speak English "well"	21	±28	45	±43	10	±15
Speak English "not well"	29	±46	0	±28	0	±31
Speak English "not at all"	0	±28	0	±28	0	±31
Speak Asian and Pacific Island languages:	889	±283	1,029	±280	1,357	±420
Speak English "very well"	303	±127	493	±174	647	±306
Speak English "well"	336	±123	291	±130	418	±164
Speak English "not well"	222	±136	222	±120	292	±123
Speak English "not at all"	28	±21	23	±37	0	±31
Speak other languages:	400	±280	53	±69	487	±307
Speak English "very well"	48	±34	27	±44	153	±158
Speak English "well"	47	±44	14	±22	58	±55
Speak English "not well"	55	±41	0	±28	44	±85
Speak English "not at all"	250	±253	12	±19	232	±181

<b>Lompoc</b>	<b>ZCTA5 93436</b>	
<b>Label</b>	<b>Estimate</b>	<b>Margin of Error</b>
Total:	51,942	±1,275
Native:	40,556	±1,449
Speak only English	29,637	±1,469
Speak Spanish:	9,867	±1,160
Speak English "very well"	8,250	±1,155
Speak English "well"	1,069	±249
Speak English "not well"	432	±180
Speak English "not at all"	116	±84
Speak other Indo-European languages:	164	±103
Speak English "very well"	151	±92
Speak English "well"	13	±23
Speak English "not well"	0	±31
Speak English "not at all"	0	±31
Speak Asian and Pacific Island languages:	771	±231
Speak English "very well"	663	±216
Speak English "well"	86	±55
Speak English "not well"	22	±32
Speak English "not at all"	0	±31
Speak other languages:	117	±61
Speak English "very well"	104	±56
Speak English "well"	0	±31
Speak English "not well"	13	±23
Speak English "not at all"	0	±31
Foreign born:	11,386	±963
Speak only English	1,624	±516
Speak Spanish:	8,532	±924
Speak English "very well"	2,328	±360
Speak English "well"	2,028	±365
Speak English "not well"	3,015	±521
Speak English "not at all"	1,161	±308
Speak other Indo-European languages:	437	±231
Speak English "very well"	358	±212
Speak English "well"	44	±43
Speak English "not well"	35	±37
Speak English "not at all"	0	±31
Speak Asian and Pacific Island languages:	714	±259
Speak English "very well"	292	±111
Speak English "well"	170	±71
Speak English "not well"	233	±187
Speak English "not at all"	19	±24
Speak other languages:	79	±54
Speak English "very well"	55	±43
Speak English "well"	14	±25
Speak English "not well"	10	±20
Speak English "not at all"	0	±31

<b>Santa Ynez Valley (Buellton 93427, Santa Ynez 93460, Solvang 93463)</b>	<b>ZCTA5 93427</b>		<b>ZCTA5 93460</b>		<b>ZCTA5 93463</b>	
<b>Label</b>	<b>Estimate</b>	<b>Margin of Error</b>	<b>Estimate</b>	<b>Margin of Error</b>	<b>Estimate</b>	<b>Margin of Error</b>
Total:	5,746	±349	5,879	±923	7,591	±381
Native:	4,595	±382	4,910	±741	6,811	±411
Speak only English	3,890	±438	4,490	±724	6,205	±527
Speak Spanish:	574	±191	275	±166	437	±244
Speak English "very well"	542	±198	273	±167	239	±109
Speak English "well"	32	±52	2	±3	198	±212
Speak English "not well"	0	±19	0	±19	0	±19
Speak English "not at all"	0	±19	0	±19	0	±19
Speak other Indo-European languages:	118	±63	88	±76	129	±97
Speak English "very well"	92	±54	88	±76	129	±97
Speak English "well"	0	±19	0	±19	0	±19
Speak English "not well"	26	±39	0	±19	0	±19
Speak English "not at all"	0	±19	0	±19	0	±19
Speak Asian and Pacific Island languages:	13	±20	49	±77	40	±62
Speak English "very well"	13	±20	49	±77	40	±62
Speak English "well"	0	±19	0	±19	0	±19
Speak English "not well"	0	±19	0	±19	0	±19
Speak English "not at all"	0	±19	0	±19	0	±19
Speak other languages:	0	±19	8	±11	0	±19
Speak English "very well"	0	±19	4	±11	0	±19
Speak English "well"	0	±19	4	±6	0	±19
Speak English "not well"	0	±19	0	±19	0	±19
Speak English "not at all"	0	±19	0	±19	0	±19
Foreign born:	1,151	±367	969	±492	780	±199
Speak only English	160	±95	75	±39	362	±134
Speak Spanish:	744	±317	659	±482	283	±136
Speak English "very well"	222	±104	270	±228	137	±90
Speak English "well"	122	±93	120	±110	22	±33
Speak English "not well"	299	±178	220	±226	86	±80
Speak English "not at all"	101	±112	49	±73	38	±55
Speak other Indo-European languages:	128	±89	127	±81	84	±76
Speak English "very well"	128	±89	114	±80	48	±56
Speak English "well"	0	±19	13	±20	33	±51
Speak English "not well"	0	±19	0	±19	3	±5
Speak English "not at all"	0	±19	0	±19	0	±19
Speak Asian and Pacific Island languages:	56	±48	64	±73	51	±56
Speak English "very well"	56	±48	63	±73	44	±44
Speak English "well"	0	±19	1	±3	7	±13
Speak English "not well"	0	±19	0	±19	0	±19
Speak English "not at all"	0	±19	0	±19	0	±19
Speak other languages:	63	±102	44	±60	0	±19
Speak English "very well"	63	±102	44	±60	0	±19
Speak English "well"	0	±19	0	±19	0	±19
Speak English "not well"	0	±19	0	±19	0	±19
Speak English "not at all"	0	±19	0	±19	0	±19

[https://factfinder.census.gov/faces/nav/jsf/pages/guided\\_search.xhtml](https://factfinder.census.gov/faces/nav/jsf/pages/guided_search.xhtml)

Applying the Four Factors as a “foundational” consideration, then incorporating the Census Data above, it was determined that it is appropriate for Community Partners in Caring to provide Spanish language assistance whenever requested and/or feasible.

Relative to Community Partners in Caring, the following elements have been implemented:

- 1) All outreach materials and service description materials will continue to be provided in English and Spanish.
- 2) Community Partners in Caring’s website will include Title VI Spanish translated materials and when feasible, will translate the service section of the site to Spanish.
- 3) If/when conducted, public hearings and transit surveys will include Spanish translation.
- 4) All Community Partners in Caring staff will be provided with a hand-out listing commonly used phrases and responses to service questions in English and Spanish.
- 5) When appropriate, staff will solicit translation assistance from the client’s family members and/or friends.
- 6) Volunteer drivers are always notified if the client is Spanish-speaking. In these cases, Spanish-speaking volunteers are paired up with the Spanish-speaking senior. That practice will be continued.

#### Volunteer Driver Client Access Frequency and LEP Exposure

The potential frequency with which LEP persons come in contact with Community Partners in Caring varies greatly between service areas. Based on the 2020 American Community Survey 5- Year Estimates; U.S. Census Bureau (tables above), the most prevalent Spanish use will be found with Santa Maria and Lompoc. Currently, 7 of the 10 employees working at Community Partners in Caring speak Spanish, and 5 employees are fluent. They also happen to be in positions that have direct contact with the public: Service Coordinators, Outreach Coordinator, Program Director, and Executive Director. Our Door-through-Door Volunteer Driver Program is key in filling transportation gaps and in helping seniors age in place while maintaining quality of life.

As for the frequency of exposure to LEP populations, exposure has, historically, been limited. While conducting a Client Satisfaction Assessment (April 2022), only 4 of the 488 seniors served during fiscal year 2021-2022 spoke only Spanish. The remaining spoke English only or both English and Spanish. During the Summer of 2022, we stepped up outreach efforts toward the monolingual Spanish-speaking community (radio spots and translation of outreach/service materials), which may, in the future, increase the number of seniors served that are only Spanish speaking. We will continue to monitor this potential and address needs accordingly. Again, because key staff are fluent in both English and Spanish, we are confident we will be able to meet needs as they emerge. Historically, CPC clients have skewed English-speaking as a significant number of Spanish-speaking seniors reside with their multi-generational family members. The population CPC serves are often isolated seniors who reside alone, are English-speakers, and do not qualify for Medi-cal.

Relative to the Transit Department and the required **“Safe Harbor Provision”** all printed outreach and service description material will be provided in English and Spanish.

## Follow-up Evaluation and Updates

Community Partners in Caring will monitor and evaluate the needs of LEP persons in its service area in an on-going manner, remaining sensitive to any changes in language demographics. The Client Satisfaction Assessment was initiated in 2017 and continues to be conducted annually during the month of April. This assessment will be part of subsequent service planning activities with recommendations for enhancing or altering the service's support for LEP persons as deemed necessary. **A staff review of this policy was conducted September 7, 2022 with the resulting Updated Title VI being submitted to the Community Partners in Caring Board of Directors for review and adoption on September 12, 2022.**

### **VIII. Racial Breakdown of Non-Elected Advisory Councils**

Title VI regulations require that all FTA recipients that have transit-related, non-elected planning boards, advisory councils, committees, or similar bodies, the membership of which is selected by the FTA recipient, must provide a table depicting the racial breakdown of the membership of those committees and a description of efforts made to encourage the participation of minorities on such committees of councils. The following table reflects the makeup of the current Community Partners in Caring (CPC) Board of Directors as of September 1, 2022.

	<b>Caucasian</b>	<b>Latino</b>	<b>African American</b>	<b>Asian American</b>	<b>Native American</b>
<b>CPC Board (09/07/2022)</b>	<b>25%</b>	<b>50%</b>	<b>0%</b>	<b>25%</b>	<b>0</b>

As to the required reporting of efforts made to encourage diversity in the participants serving on committees or councils, when Board vacancies are experienced, existing Board members make every attempt to engage all interested parties based on that perspective member's profession or work experiences, civic associations, interest in transit/senior/disability issues, age, gender, community involvement, the city where they reside, and ethnicity if appropriate. As stipulated in the basic tenant of the Title VI regulations, Community Partners in Caring does not discriminate against any individual based on that person's race, color, or national origin, and includes the recruitment and selection to its Board of Directors.

### **IX. Narrative Describing Contractor/Vendor Monitoring**

Community Partners in Caring is a small non-profit that provides free and direct services our aging seniors through teams of volunteers. We contract out for limited services when a volunteer is not available to transport a client. We monitor regularly throughout the year service performance.

### **X. Board of Directors Resolution Approving the Title VI Program and Annual Report**

The Community Partners in Caring Board of Directors received the 2022 Title VI Program and Annual Report for approval during the September 12, 2022 meeting. After discussion, the following Resolution was adopted unanimously by the Board.

**INSERT ADOPTED & SIGNED RESOLUTION  
HERE**

**XI. Service Standards (Required for all Fixed Route Transit Providers)**

As Community Partners in Caring is not a Fixed Route Transit Provider, this section is not applicable.

**XII. Service Policies (Required for All Fixed Route Transit Providers)**

As Community Partners in Caring is not a Fixed Route Transit Provider, this section is not applicable.