

Alegria Community Living Oakland, CA

TITLE VI PROGRAM

Developed: February 22, 2023

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1201 Martin Luther King Jr. Way
Oakland, CA 94612
(510) 287-8488
www.alegriacl.org**

INTRODUCTION

This document was prepared by Alegria Community Living, CA, 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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Mobility Matters - Title VI Notice to the Public

Notifying the Public of Rights Under Title VI

Alegria Community Living

- Alegria Community Living 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 the Executive Director of Alegria Community Living.
- For more information on Alegria Community Living civil rights program, and the procedures to file a complaint, contact 510-287-8488, or visit our administrative office at 1201 Martin Luther King Jr. Way, Oakland CA 94612. For more information, visit www.alegriacl.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 510-287-8488.

Notificar al público de los derechos bajo el título VI

Alegria Community Living

- Alegria Community Living 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 Chief Executive Officer, Alegria Community Living
- Para obtener más información sobre el programa derechos civiles capaz de industrias y el procedimientos para presentar una queja, llame al 510-287-8488, o visite nuestra oficina administrativa en 1201 Martin Luther King Jr. Way, Oakland, CA. Para más información información, visite www.alegriacl.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 510-287-8488.

List of Locations Where Title VI Notice Is Posted

The Alegria Community Living notice to the public is currently posted at the following locations:

Location Name	Address	City
Alegria Community Living	1201 Martin Luther King Jr. Way	Oakland, CA 94612

The Title VI notice and program information is also provided on Alegria Community Living website at www.alegriacl.org. The email address is: alegriacl@alegriacl.org.

Title VI Complaint Procedures

As a recipient of federal dollars, Alegria Community Living 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. Alegria Community Living 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 Alegria Community Living may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Alegria Community Living investigates complaints received no more than 180 days after the alleged incident. Alegria Community Living will only process complaints that are complete.

Within 10 business days of receiving the complaint, Alegria Community Living 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. Alegria Community Living 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, Alegria Community Living or the Executive Director 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, Alegria Community Living or the Executive Director 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.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Alegría Community Living Title VI Complaint Form

Section I: Please write legibly		
1. Name:		
2. Address:		
3. Telephone:	3.a. Secondary Phone (Optional):	
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 (check all that apply):		
<input type="checkbox"/> Race Origin	<input type="checkbox"/> Color	<input type="checkbox"/> National
12. Date of alleged discrimination: (mm/dd/yyyy)		
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.		

COMPLAINT FORM

Section IV:		
14. Have you previously filed a Title VI complaint with Mobility Matters?	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?		
[] YES* [] NO		
If yes, check all that apply:		
[] Federal Agency _____	[] State Agency _____	
[] Federal Court _____	[] Local Agency _____	
[] 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 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:

Alegría Community Living
 1201 Martin Luther King Jr. Way, Oakland, CA 94612

Titulo VI Procedimiento de Queja

Como un receptor de dólares federales, Alegria Community Living tiene que cumplir con lo dispuesto en el Título VI de la ley de los derechos civiles de 1964 y asegúrese de que los servicios y los beneficios se proporcionen sobre una base no discriminatoria. Alegria Community Living ha puesto en marcha un procedimiento de queja Título VI, que emboza un proceso de disposición local de quejas del Título VI y es consistente con las pautas de Administración Federal de Transito Circular 4702.1B, de Octubre 1, 2012.

Cualquier persona que cree que ha sido objeto de discriminación por motivos de raza, color, u origen nacional por Alegria Community Living puede presentar al Título VI su denuncia. Alegria Community Living investiga las quejas no mas de 180 días después del incidente. Alegria Community Living. Solo tramitara las quejas que están completas.

En un periodo de 10 días de haber recibido la demanda, Alegria Community Living la revisara para determinar si nuestra oficina tiene la jurisdicción. El autor de la queja, recibirá un acuse de recibo informándole al denunciante que será notificado por escrito si el caso de él/ella el será investigado por nuestra oficina. Alegria Community Living tiene 30 días para investigar la queja.

Si necesita mas información para resolver el caso, Alegria Community Living or the Executive Director. Puede contactar al autor de la queja. El autor de la queja tiene 10 días de la fecha que recibió la carta para solicitar un investigador que sea asignado al caso.

El caso se puede cerrar también si el autor de la queja no desea proseguir con el caso. Después de que el investigador analice la queja, el / ella emitirá una de las dos cartas a la denunciante.

Alegria Community Living
 Titulo VI FORMA DE QUEJA

Seccion I: <i>Escribir en forma legible</i>		
1. Nombre:		
2. Direccion:		
3. Telefono:	3.a. Telefono secundario(<i>opcional</i>):	
4. Direccion de correo electronico:		
5. Reuistos de forma accesible?	<input type="checkbox"/> Impresion grande	<input type="checkbox"/> Cinta de audio
	<input type="checkbox"/> TDD	<input type="checkbox"/> Otros
Seccion II:		
6. Esta presentando esta queja en su propio nombre?	Si	No
*Si usted contesto "Si" to #6, vaya a la Seccion III.		
7. If you answered "no" to #6, what is the name of the person for whom you are filing this complaint? Name:		
8. Cual es su relacion con este individuo:		
9. Por favor, explique por que han presentado para una tercera parte:		
10. Por favor, confirme que ha obtenido el permiso de la parte agraviada en el archivo en su nombre.	Si	No
Seccion III:		
11. Creo que la discriminacion que he experimentado fue basado en (<i>marqu todas las que correspondan</i>):		
<input type="checkbox"/> Raza	<input type="checkbox"/> Color	<input type="checkbox"/> Origin nacional
12. Fecha de supuesta discriminacion: (<i>mm/dd/aaaa</i>)		

13. Explica lo más claramente posible lo que ocurrió y por qué usted cree que son objeto de discriminación. Describir todas las personas que han participado. Incluir el nombre y la información de contacto de la(s) persona(s) que discrimina contra usted (si se conoce), así como los nombres y la información de contacto de los testigos. Si se necesita más espacio, por favor adjunte hojas adicionales de papel.

Sección IV:		
14. Anteriormente ha presentado un Título VI denuncia con Alegria Community Living.	Si	No
Sección V:		
15. Ha presentado esta queja con cualquier otro local, estado o federal, o con cualquier Federal o Estado?		
<input type="checkbox"/> Si* <input type="checkbox"/> No si la respuesta es si		
Marque todo lo que aplica		
<input type="checkbox"/> Agencia Federal _____ <input type="checkbox"/> Agencia Estatal _____		
<input type="checkbox"/> Federal Tribunal _____ <input type="checkbox"/> Agencia Local _____		
<input type="checkbox"/> Tribunal Estatal _____		
16. Si usted contestó "si" a la posición #15, proporcionan información acerca de una persona de contacto en la agencia/tribunal donde se presentó la denuncia.		
Nombre:		
Título:		
Organismo:		
Dirección:		
Teléfono:		Correo electrónico:
Sección VI:		
Nombre de organismo Transito denuncia es contra:		
Persona de contacto:		
Teléfono:		

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

Alegria Community Living has never been involved in any transportation-related Title VI investigations, lawsuits or complaints.

Alegria Community Living List of Transportation-related 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

Public Participation Plan that includes an outreach plan to engage minority and limited English proficient populations. This may include other constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others.

Alegria Community Living, a 501(c)(3) agency, provides 24 hour residential support services, transportation services, day programming and counseling services in Contra Costa & Alameda Counties for individuals with intellectual and developmental disabilities who moved into the community from locked institutions. The individuals that we support have both intensive medical and behavioral support needs and most utilize wheelchairs, most of the residents are non-verbal. It would be logistically and financially difficult for the individuals we serve to use traditional transportation such as para-transit or BART given all of their support needs. All of our referrals come from the Regional Center of the East Bay. All of the individuals that we support receive SSI and are on MediCare and or MediCal and are low income individuals.

In addition to the above services, we collaborate with our county's FAST team, and offer support to OES. We also work collaboratively with another agency serving individuals with intellectual and developmental disabilities, The Respite Inn.

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 intent of Alegria Community Living to enable all individuals that we serve to age in place safely and comfortably by providing transportation services for them to participate in day programming, necessary appointments and to be a part of activities in the community. Alegria holds a bi-monthly Community Support Meeting where members of our community are invited to discuss our services and to provide feedback on how we are doing and how we can better serve our community.

Summary of Outreach Efforts

The following is a summary of outreach efforts conducted by Alegria Community Living 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.

- Alegria Community Living collaborates with the counties FAST Team and are modified vans are available should there be a crisis in our community.
- Alegria is available to support OES.
- Alegria works collaboratively with The Respite Inn and make our vans available as needed to them as needed.
- Alegria provides internships to LMFT students so they may have the opportunity to work with individuals with intellectual and developmental disabilities. The goal is that they will provide this much needed service throughout their career. We have also been fortunate to have bilingual Spanish speaking interns in our program.
- Alegria Executive Director is a Board Member of the Alameda County Developmental Disabilities Council and is the Chair of the Health Committee. The Executive Director is a member of the Racial Equity Committee.
- Alegria Community Living has made presentations to various groups including Public Health, The Regional Center, and the Developmental Disabilities Council on various topics related to supporting individuals with IDD.

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 Mobility Matters programs and services.
- **Factor 2:** The frequency with which LEP persons come in contact with the Mobility Matters programs and services.
- **Factor 3:** The nature and importance of programs and services provided by the Mobility Matters to the LEP population.
- **Factor 4:** The resources available to the Mobility Matters 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 utilizing 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. The Mobility Matters language assistance plan (LAP) includes a four factor analysis and implementation plan that complies with the requirements of DOT LEP guidance.

Four Factor Analysis

Alegria Community Living

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by Alegria Community Living.

Alegria Community Living holds 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 support individuals (adults and seniors) with intellectual and developmental disabilities, most who utilize wheelchairs and who have intensive medical and behavioral needs. Most residents are also non-verbal. For this population current public transit options are insufficient or do not exist.

Please see the attached Census 2020 Data sheet for Alameda and Contra Costa County. In Contra Costa County there are 149,624 of the 1,123,678 individuals who are 5 years or older who do not speak English “very well”. 55% of those individuals are Spanish speaking and 12% are Chinese (Mandarin, Cantonese). This translates to approximately 7% of the population and would therefore require documents to be translated into Spanish. Individuals who are Chinese speaking (Mandarin, Cantonese) are 12.1% of the population which translates to approximately 1.58% of the population (below the 5% threshold).

In Alameda County there are 12,045 of the 78,246 individuals who are 5 years or older who do not speak English “very well”. 40.8% of those individuals are Chinese speaking (Mandarin, Cantonese). This translates to approximately 6.26% of the population and would therefore require translation. Individuals who are Spanish speaking and Tagalog are approximately 13% of the population which translates to approximately 2% of the population and therefore fall below the 5% threshold for translation.

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

Historically, contact with LEP consumers has rarely (if ever) occurred in this program. The majority of the individuals we serve are non-verbal and their receptive language skills are English. However, should we be asked to support LEP persons we would either utilize a translator or hire staff persons to support that individual who were fluent in their language. We don't want someone's ability to speak English to ever deny them access to our services.

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

Alegria Community Living, a 501(c)(3) agency, provides 24 hour residential support services, transportation services, day programming and counseling services in Contra Costa & Alameda Counties for individuals with intellectual and developmental disabilities who moved into the community from locked institutions. The individuals that we support have both intensive medical and behavioral support needs and most utilize wheelchairs, most of the residents are non-verbal. It would be logistically and financially difficult for the individuals we serve to use traditional transportation such as para-transit or BART given all of their support needs. All of our

referrals come from the Regional Center of the East Bay. All of the individuals that we support receive SSI and are on MediCare and or MediCal and are low income individuals.

Transportation to the individuals we serve equals access to health care, day programming and recreational opportunities. We truly believe that it is critical for the individuals we serve to join their communities – without that we are offering a “mini institution” and isolation. They have the right to participate in life and to have access to all of the interesting and exciting places life has to offer.

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

- Alegria Community Living is a relatively small organization serving individuals with IDD with intensive needs with limited financial and human resources. Our services are limited to the clients referred by the Regional Center of the East Bay.
- We have expanded our services to include counseling services and Healthy Relationships classes to individuals with IDD outside of Alegria. We promote these services through the Regional Center of the East Bay and the Developmental Disabilities Council.

SUMMARY

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

- Contra Costa County - 7% of the population may require documents to be translated into Spanish.
- Alameda County 6.26% of the population may require documents to be translated into Chinese (Mandarin, Cantonese).
- No consumers were underserved or exited the program due to language barriers.
- Alegria Community Living will fund necessary translation services to ensure access to our programs.
- Alegria Community Living serves a population that would otherwise have extreme difficulty accessing traditional transportation services.
- Alegria Community Living is committed to supporting crisis services in our community and collaborating with agencies/programs such as FAST and OES to deliver services to those in need.

Language Assistance Implementation Plan – Mobility Matters

Methodologies/Providing Services/Communicating Availability of Language Assistance

- If a mono-lingual person's family member/friend/care giver calls us, we will work with that person to make their mono-lingual family member/friend/client feel welcome and able to use our services.
- Many of our Direct Support Professionals speak languages such as Spanish, Chinese and Tagalog and could successfully communicate with the individuals we serve should it be required.

Monitoring

- To date, our staff has been able to communicate with passengers/clients and family members served by our program.
- Passengers often express appreciation about our drivers and staff for the way our staff go above and beyond.

Employee Training

- Alegria Community Living provides 40 hours of intensive training to all incoming employees which includes the importance of communication, clients' rights, safe transportation, lifting, etc.
- Staff receive ongoing training and monthly training in regular scheduled staff meetings.

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."

Since the LEP populations of Contra Costa County and Alameda County are above the threshold of 5% for Chinese and Spanish, Alegria will make brochures and forms available upon request in these languages. We have translated the complaint forms into Spanish, however, given the numerous dialects will translate forms into other languages upon request.

Membership of Non-Elected Committees and Councils

Alegria Community Living has no non-elected committee members.

Title VI Equity Analysis

Alegria Community Living does not have transit related facilities.

Signed:

Karen M. Toto

Karen M. Toto LMFT Executive Director

February 22, 2023

Dated

