



*Friends of Children with Special Needs*

# TITLE VI PROGRAM

**Developed: August 6, 2018**

**Approved by**

**Friends of Children with Special Needs**

**Board of Directors**

**August 25, 2018**

*Friends of Children with Special Needs*

**華人特殊兒童之友**

2300 Peralta Blvd., Fremont, CA 94536; Tel: 510-739-6900; Fax: 510-739-6999

*"Together, let's build a community of love, hope, respect, and support for our special children"*

[www.fcsn1996.org](http://www.fcsn1996.org)

# **INTRODUCTION**

The document was prepared by Friends of Children with Special Needs (FCSN) and approved by its Board of Directors 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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## **FRIENDS OF CHILDREN WITH SPECIAL NEEDS**

# **TITLE VI NOTICE TO THE PUBLIC**

### **NOTIFYING THE PUBLIC OF RIGHTS UNDER TITLE VI**

#### **FRIENDS OF CHILDREN WITH SPECIAL NEEDS**

- Friends of Children with Special Needs (FCSN) 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 *Friends of Children with Special Needs*.
- For more information on Friends of Children with Special Needs' civil rights program and procedures to file a complaint, contact (510) 739-6900 or visit our administrative office at 2300 Peralta Blvd., Fremont, CA 94536. For more information, visit [www.fcsn1996.org](http://www.fcsn1996.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, 5<sup>th</sup> Floor-TCR,  
1200 New Jersey Ave., SE, Washington, DC 20590
- If information is needed in another language, please contact 510-739-6900.

## **TITLE VI 公眾權利公告**

### **華人特殊兒童之友**

- 華人特殊兒童之友 (FCSN) 提供多項服務、活動，不因參與者的種族、膚色、國籍而有差別待遇，以允合 Title VI 的公民權法規。若有任何人覺得自己的權利因不合法的歧視而被侵犯，在 Title VI 法規內您可以文件投訴給華人特殊兒童之友。
- 如需關於華人特殊兒童之友的公民權法規與投訴章程資料，請電 (510) 739-6900 或寄信至我們的總部: 2300 Peralta Blvd., Fremont, CA 94536. 若需更多資料請參閱我們的網站: [www.fcsn1996.org](http://www.fcsn1996.org)
- 您亦可將投訴信函直接寄到聯邦交通管理部門

Office of Civil Rights,  
Attention: Title VI Program Coordinator,  
East Building, 5<sup>th</sup> Floor-TCR,  
1200 New Jersey Ave., SE, Washington, DC 20590

## NOTIFICAR AL PÚBLICO DE LOS DERECHOS BAJO EL TÍTULO VI

### FRIENDS OF CHILDREN WITH SPECIAL NEEDS

- Friends of Children with Special Needs (FCSN) 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 Friends of Children with Special Needs.
- Para obtener más información sobre el programa derechos civiles capaz de industrias y el procedimientos para presentar una queja, llame al (510) 739-6900 o visite nuestra oficina administrativa en 2300 Peralta Blvd., Fremont, CA 94536. Para más información, visite [www.fcsn1996.org](http://www.fcsn1996.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, 5<sup>th</sup> Floor-TCR,  
1200 New Jersey Ave., SE, Washington, DC 20590
- Si se necesita información en otro idioma, contacte al 510-739-6900.

**LIST OF LOCATIONS WHERE TITLE VI NOTICE IS POSTED**

Friends of Children with Special Needs' Title VI Notice to the public will be posted at the following locations:

<b>LOCATION NAME</b>	<b>ADDRESS</b>	<b>CITY</b>
Friends of Children with Special Needs <b>Headquarter</b>	2300 Peralta Blvd.,	Fremont, CA 94536
Friends of Children with Special Needs <b>South Bay Center</b>	1029 S. Bascom,	San Jose, CA 95128
Agency Website	<a href="http://www.fcsn1996.org">www.fcsn1996.org</a>	
Agency Vehicles (funded by FTA 5310)	2300 Peralta Blvd.,	Fremont, CA 94536

## **TITLE VI COMPLAINT PROCEDURES**

As a recipient of federal funds, Friends of Children with Special Needs (FCSN) 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. FCSN 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 FCSN may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. FCSN investigates complaints received no more than 180 days after the alleged incident. FCSN will only process complaints that are complete.

Within 10 business days of receiving the complaint, FCSN 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. FCSN 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, FCSN 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, FCSN 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 or 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 interview 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 or he has 10 business days after the date of the letter of 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.



FRIENDS OF CHILDREN WITH SPECIAL NEEDS		
TITLE VI COMPLAINT FORM		
<b>SECTION I:</b>		
1. NAME:		
2. ADDRESS:		
3. TELEPHONE	3.A. SECONDARY PHONE:	
4. EMAIL ADDRESS:		
5. ACCESSIBLE FORMAT REQUIREMENTS?		
<b>SECTION II:</b>		
6. ARE YOU FILING THIS COMPLAINT ON YOUR OWN BEHALF	YES*	No
* IF YOU ANSWERED "YES", 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
<b>SECTION III</b>		
11. I BELIEVE THE DISCRIMINATION I EXPERIENCED WAS BASED ON <i>(Check all that apply)</i> : ( ) RACE ( ) COLOR ( ) NATIONAL ORIGIN		
12. DATE OF ALLEGED DISCRIMINATION		
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.		

**TITLE VI COMPLAINT FORM**

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**SECTION IV**

14. Have you previously filed a Title VI complaint with FCSN?	YES	No
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**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 \_\_\_\_\_  
 (    ) Local Agency \_\_\_\_\_  
 (    ) Federal Court \_\_\_\_\_  
 (    ) 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 the form:

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please submit this form in person or mail this form to:

Friends of Children with Special Needs (FCSN)

Title VI Coordinator

2300 Peralta Blvd., Fremont, CA 94536

FRIENDS OF CHILDREN WITH SPECIAL NEEDS		
TITLE VI COMPLAINT FORM		
<b>第一類項 (SECTION I):</b>		
1. 姓名:		
2. 住址:		
3. 電話:	3.A. 第二電話:	
4. EMAIL 住址:		
5. 需不同聯絡方式?		
<b>第二類項 (SECTION II):</b>		
6. 您是為自己投訴嗎?	是*	否
* 如您答 "是", 請跳到第三類項 (SECTION III)		
7. 如您回答 "否", 請填寫您為何人提出投訴信? 姓名:		
8. 您與投訴人的關係:		
9. 請告知為何以第三者身份投訴:		
10. 請確認您已取得投訴人的認可發出此投訴信函?	是	否
<b>第三類項 (SECTION III):</b>		
11. 我相信我被歧視是因為我的 (請圈選任何適合項目): ( ) 種族      ( ) 膚色      ( ) 原國籍		
12. 歧視發生日期:		
13. 請詳細陳述事件經過與您認為如何被歧視, 包括牽涉到的人: 如歧視您的人、目擊證人等的姓名與連絡資料。若您需要更多的空間填寫, 請附上夾頁。		

**TITLE VI COMPLAINT FORM**

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**第四類項 (SECTION IV)**

14. 您過去曾經發過投訴信給 FCSN 嗎?	是	否
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**第五類項 (SECTION V)**

15. 您曾經發投訴信給聯邦政府部門、州政府部門、地方政府部門、聯邦法院、州法院嗎?  
 ( ) 是\* ( ) 否

If yes, check all that apply:

( ) 聯邦政府部門 \_\_\_\_\_  
 ( ) 州政府部門 \_\_\_\_\_  
 ( ) 地方政府部門 \_\_\_\_\_  
 ( ) 聯邦法院 \_\_\_\_\_  
 ( ) 州法院 \_\_\_\_\_

16. 如果您第 15 題回答“是”，請提供您投訴的機構/法院與接洽者的資料：

姓名：

職稱：

機構：

住址：

電話：

EMAIL：

**第六類項(SECTION VI)**

投訴的交通部門：

接洽人姓名：

電話：

您可對您的投訴附加任何資料與證明。

必須在此函簽名與註明日期：

簽名：\_\_\_\_\_

日期：\_\_\_\_\_

請將此函寄至：

Friends of Children with Special Needs (FCSN)

Title VI Coordinator

2300 Peralta Blvd., Fremont, CA 94536

FRIENDS OF CHILDREN WITH SPECIAL NEEDS		
TITLE VI COMPLAINT FORM		
<b>Sección I:</b>		
1. Nombre :		
2. Dirección:		
3. Teléfono:	3.A. Teléfono Secundario:	
4. Dirección de correo electrónico:		
5. ¿ Exigencias de Formato Accesibles?		
<b>Sección II:</b>		
6. ¿ Son su clasificación de esta queja ante su propio?	Sí	No
* Si usted contesto "Sí" a *6, vaya a la Sección III.		
7. ¿ Si usted contesto "No" a *6, cuál es el nombre de la persona para quien usted presenta esta demanda? Nombre :		
8.Cuál es su relación con este individual:		
9. Por favor explique por qué usted ha archivado para un tercero:		
10. Por favor confirme que usted ha obtenido el permiso del partido apenado al archive de su parte.	Sí	No
<b>Sección III</b>		
11. Creo discriminación que experimenté estaba basadp en <i>(Compruebe todo lo que se aplica)</i> : ( ) RAZA ( ) COLOR ( ) ORIGEN NACIONAL		
12. Fecha de discriminación presunta:		
13. Explicar tan claramente como posible lo que pasó por qué usted cree que usted fueron discriminados contra. Describa a todas las personas que estuvieron implicadas. Incluya el nombre y póngase en contacto con la información de la persona(s) que discrimino contra a usted (de ser conocido), así como nombres y su información de contacto de cualquier testigo. Si más espacio es necesario, por favor use el dorso de esta forma.		

<b>TITLE VI COMPLAINT FORM</b>		
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<b>Sección IV</b>		
14. Ha archivado antes usted un Título VI queja con FCSN?	Sí	No
<b>Sección V</b>		
<p>15. ¿ Ha presentado usted esta demanda con alguno otra agencia Federal, Estatal, o local, o con algún Federal o Declara el tribunal?</p> <p>(    ) Sí*                      (    ) No</p> <p>Si Sí , compruebe todo lo que se aplica:</p> <p>(    ) Agencia Federal _____</p> <p>(    ) Agencia Estatal _____</p> <p>(    ) Agencia Local _____</p> <p>(    ) Tribunal Federal _____</p> <p>(    ) Tribunal Estatal _____</p>		
<p>16. Si usted contestara “Sí” a *15, proporcione la información sobre una persona de contacto en la agencia/tribunal donde la demanda fue presentatda.</p> <p>Nombre: _____</p> <p>Título: _____</p> <p>Agencia: _____</p> <p>Dirección: _____</p> <p>Teléfono: _____</p> <p>Correo eletrónico: _____</p>		
<b>Sección VI</b>		
Nombre de la queja es contra la Agencia de Tránsito:		
Persona de Contacto:		
Teléfono:		

Firma: \_\_\_\_\_

Fecha: \_\_\_\_\_

Por favor envíe esta forma en persona o por correo esta forma a la siguiente dirección:

Friends of Children with Special Needs (FCSN)

Title VI Coordinator

2300 Peralta Blvd., Fremont, CA 94536

## **LIST OF TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS**

Friends of Children with Special Needs (FCSN) has not been involved in any transportation-related Title VI investigations, lawsuits or complaints.

<b>FRIENDS OF CHILDREN WITH SPECIAL NEEDS</b>				
<b>LIST OF TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS</b>				
TYPE OF PROCESS	DATE	SUMMARY (including basis of complaint)	STATUS	ACTION(S) TAKEN
INVESTIGATIONS				
1.				
2.				
LAWSUITS				
1.				
2.				
COMPLAINTS				
1.				
2.				

## **PUBLIC PARTICIPATION PLAN**

### **ABOUT FRIENDS OF CHILDREN WITH SPECIAL NEEDS (FCSN)**

Friends of Children with Special Needs (FCSN), a 501(c)3 non-profit organization, was founded in 1996 by a group of ten progressive Asian parents to support their children with special needs and each other. At their inception they were volunteer driven, today FCSN has over 100 staff and 700+ volunteers who serve over 280 clients each month in 44 innovative programs. FCSN's mission is to help individuals with special needs and their families find hope, love, respect and support through integrated community involvement. FCSN aids and empowers parents to support their children in maximizing their potential in a natural (non disabled) environment. Advocacy and empowerment is the cornerstone of FCSN's many programs which include: three Adult Day Programs, Independent and Supported Living Services, Respite Services, Early Intervention Programs, Integrated Playgroups, Summer Camps & After School Program, Structured Recreational and Performing Arts activities, Weekly Parent Support Groups, Information, Referrals and 1:1 Parent to Parent Advocacy.

FCSN provides limited group trip transportation services to children and adults with special needs participating in the agency's programs and events. Group transportation is provided to and from program sites in Alameda County and Santa Clara County. FCSN has over 1,000 families of special needs in its membership.

As a private, non-profit organization, FCSN's transportation service is relatively small in comparison to larger public transportation companies. Passengers are referred to FCSN's transportation serve from our vendorized programs through Regional Centers (RCEB and SARC). Our drivers do not come into regular contact with the general public; however they do have regular contact with FCSN programs, staff and administrators.

Given the relatively small size of the program and its limited exposure, the scope and provision of transportation service would not have insignificant impact on the general public and minority and low-income populations in the geographic area. This agency, however, does maintain systems to gather stakeholder input regarding agency services and conduct public relations and outreach activities in order to create meaningful opportunities for public engagement as outlined in the subsequent section.



## **PROMOTING INCLUSIVE PUBLIC PARTICIPATION**

Public participation is the process through which stakeholders can partake directly in agency decision-making, and express their concerns, desires, and values. At FCSN, we strive to create a supportive, inclusive environment for people with special needs. We work with our participants, families and staff to make sure that reasonable steps are taken to ensure meaningful access for the public and Limited English Proficiency (LEP) participants so that they may participate in our programs. Here are some of those efforts:

- FCSN program coordinators meet on a monthly basis to update each program's progress/challenges, activities, and events.
- FCSN Administrators attend the quarterly Board of Directors meetings to discuss the organization's overall functions and financial status as well as actions/decision to take to maintain the stability of the agency operation and/or future plans/projects for expansion.
- The Title VI Notice and complaint form are available to the public in English, Chinese and Spanish via our website and posted in our office reception area.
- The programs and services provided by FCSN have staff and volunteers from a variety of ethnic backgrounds. FCSN utilizes these individuals to aid in translation when the need arises.
- Vital documents have been translated into Chinese and Spanish as that is the most common language our staff comes into contact with during the performance of their duties. FCSN will continue to evaluate which documents need to be translated into Chinese, Spanish or other languages when the need arises.

Based upon all these factors, FCSN feels it has taken reasonable steps to ensure meaningful access to the public and our LEP participants.

## **SUMMARY OF OUTREACH EFFORTS**

The following is a summary of outreach efforts conducted by FCSN as they are related to Title VI requirements under the Public Participation Plan. Many of our activities are conducted in partnership with other service organizations and non-profit agencies within the community. This is not a complete list but rather documenting FCSN's outreach efforts as they relate specifically to minority and low-income populations.

### **Alameda County Transportation Commission**

The transportation coordinator of FCSN will attend the Alameda CTC Paratransit Advisory Planning Committee (PAPCO) meetings to stay apprised of developments in transportation services for seniors and people with disabilities including minority and low-income populations. PAPCO makes decisions on transportation funding for seniors and people with disabilities to address planning and coordination issues regarding paratransit services in Alameda County. All members of the committee must be Alameda County residents who use transportation that supports seniors and people with disabilities.

### **FCSN Annual Family Day**

FCSN hosts an annual Family Day to invite FCSN families, supporters and the public to learn about FCSN services and programs and to recognize the achievements of both program participants and members of the community. The event usually attracts more than 350 guests and members to attend. It is conducted in two types of languages, English and Chinese in order to provide translation to LEP (Limited English Proficiency Plan) individuals.

### **Consumer Satisfaction Surveys**

FCSN conducts Consumer Satisfaction Surveys annually with program participants who utilize transportation services to determine level of satisfaction and gain input regarding unmet needs.

### **Website**

FCSN posts notices and announcements 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, Chinese and Spanish.

## **LIMITED ENGLISH PROFICIENCY PLAN**

### **INTRODUCTION**

The **first section** in this document describes the purpose of the Limited English Proficiency Plan (LEP).

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 FCSN program, service or activity.
- **Factor 2:** The frequency with which LEP persons come in contact with FCSN's program, service or activity.
- **Factor 3:** The nature and importance of programs, services or activities provided by FCSN to the LEP population.
- **Factor 4:** The resources available to FCSN program and overall cost to provide LEP assistance.

The **third and final section** discusses the implementation of the LEP plan, which includes methodologies for identifying LEP individuals, providing LEP assistance and training employees.

## **PURPOSE OF THE LIMITED ENGLISH PROFICIENCY 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 the directed its recipients to ensure meaningful access to the benefits, services, information and other important portions of their programs and activities for LEP customers. FCSN LEP plan includes a four factor analysis and implementation plan that complies with the requirements of DOT LEP guidance.

## **LANGUAGE ASSISTANCE PLAN**

Title VI regulation require that FTA recipients take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP).

Approximately 35% of FCSN's clients are monolingual non English speaker and 76% of the clients served by FCSN are ethnically diverse. 85% of the staff and volunteers are bilingual and bicultural who can provide language assistance to LEP persons in 9 languages- Mandarin, Cantonese, Taiwanese, Japanese, Tagalong, Vietnamese, Spanish, French, and American Sign Language.

## FOUR FACTOR ANALYSIS

### **FACTOR 1: The number or proportion of LEP persons in the service area who may be served or are likely to encounter FCSN program, service or activity.**

As a recipient of FTA 5310 Grant funding, FCSN provides transportation services to individuals with developmental disabilities participating in the agency's programs and support groups. Participants are referred for transportation services from the agency's variety of programs. FCSN serves participants with monolingual skill in Chinese or Pacific Island languages. The literacy skills of these LEP populations in their language are limited as the participants are developmentally disabled. 85% of FCSN staff and volunteers are bilingual and bicultural in Chinese and English. As such, FCSN is able to interact with LEP persons and assist them with the transportation program.

### **AMERICAN COMMUNITY SURVEY**

FCSN does not offer transportation to the general public. Therefore, an analysis of public demographic data in Alameda County does not represent actual populations served by this program but is offered for comparison purposes only. The available data for Alameda County from the U.S. Census Bureau American Community Survey 2016 was analyzed. The U.S. Census Bureau 2016 American Community Survey (ACS) indicated that 43.9% residents of Alameda County speak a language other than English- 18.5% speak in Asian and Pacific Island Languages and 16.4% speak in Spanish and.

Alameda County, California	Estimate	Percentage
Population 5 years and older	1,507,645	
Speak only English	845,703	56.1%
Speak a language other than English	661,703	43.9%
<b>Asian and Pacific Island Languages</b>	<b>279,162</b>	<b>18.5%</b>
<b>Spanish or Spanish Creole</b>	<b>247,958</b>	<b>16.4%</b>
Other Indo-European Languages	113,364	7.5%
Other Languages	21,458	1.4%

**FACTOR 2: The frequency with which LEP persons come in contact with FCSN's program, service or activity.**

To assess the frequency that LEP persons come into contact with FCSN, FCSN conducted a survey in 2017. Approximately 35% of FCSN's clients are monolingual non English speaker and 76% of the clients served by FCSN are ethnically diverse.

Ethnics FCSN currently served	Percentage	Percentage of LEP Persons in each Ethnic Group
Asian	59.5%	27%
White	26.1%	0%
Africa American	2.8%	0%
Latino	7.4%	6%
Other	4.2%	2%

**FACTOR 3: The nature and importance of programs, services or activities provided by FCSN to the LEP population.**

FCSN offers a variety of innovative programs to the children and adults with special needs as well as supports to their families. The majority of FCSN participants use county paratransit to attend FCSN programs and activities. Due to their developmental disabilities, they are unable to utilize county public transit. FCSN's staffs transport some FCSN clients of adult day programs and supported living services for outings through two FTA mid-size buses and two minivans. FCSN ensures to provide meaningful access to LEP participants through language assistance.

FCSN with its many programs, services and activities needs transportation services that can operate and maintain a set schedule. FCSN is committed to provide as many opportunities as possible for its participants to integrate in the community. The transportation service is an important component to achieve the goal. FCSN is also committed to translating vital documents relating to its service. Vital documents are those information about the agency's Title VI Program.

**FACTOR 4: The resources available to FCSN program and overall cost to provide LEP assistance.**

FCSN's operating budget does not have a specific line item for providing LEP outreach. FCSN is committed to provide programs to the underserved LEP population through translation and documents in different languages. Outreach allocations related to LEP this fiscal year include but are not limited to:

- Agency brochure translated in Spanish and Chinese languages \$1,800
- FCSN Family Day event costs \$10,000
- Website updates \$2,000

## **SUMMARY OF THE FOUR FACTOR ANALYSIS**

After analyzing the four factors outlined in U.S. DOT policy guidance, FCSN has determined that a language assistance plan is a continuing effort FCSN is committed in executing. FCSN will ensure that LEP individuals have meaningful input and access to FCSN programs. These measures are outlined in the following section.

### **INTERACTION WITH LEP INDIVIDUALS**

- Translation into Chinese and Spanish of key documents including the agency brochure and Title VI information.
- Title VI notices are posted in English, Chinese and Spanish in FCSN vehicles, office reception area and on website.
- 85% of FCSN staff and volunteers are bilingual and bicultural who can provide language assistance to LEP persons

### **LEP TRAINING AND IMPLEMENTATION BY FCSN STAFF**

FCSN will provide the following training to staff:

- Information on the Title VI policy and LEP responsibilities
- Description of language assistance services offered
- Documentation of language assistance requests
- How to handle a potential Title VI/LEP complaint

The transportation program will hold a quarterly meeting with drivers to discuss any changes in policies and procedures and identify any needs or issues that arise. Any needs or issues regarding LEP individuals will be discussed at the meeting and brought forward to management for discussion and resolution.

The Title VI Program Administrator will be responsible for overseeing the implementation of this plan and assigning tasks as appropriate.

FCSN Executive Business Director, Sylvia Yeh, will oversee the Title VI Program. She can be reached:

Sylvia Yeh, MSW, LCSW  
FCSN Executive Business Director  
2300 Peralta Blvd.,  
Fremont, CA 94536

510-739-6900 x3300  
[sylviayeh@fcsn1996.org](mailto:sylviayeh@fcsn1996.org)

## **SAFE HARBOR PROVISION**

The Federal Transit Authority Circular 4702.1B states:

*“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.”*

Based on the four factor analysis, Chinese is the quantifiable population within FCSN service area that are limited-English proficient. Vital documents including the FCSN brochure and Title VI forms will be translated into Chinese. Translation of other non-vital documents, if needed, can be provided orally by volunteers, family members, caregivers or volunteers. FCSN will continue assessing the language needs of individuals in its service area.

85% of the staff and volunteers are bilingual and bicultural who can provide language assistance to LEP persons in 9 languages- Mandarin, Cantonese, Taiwanese, Japanese, Tagalong, Vietnamese, Spanish, French, and American Sign Language.

FCSN provides notice to LEP persons about the availability of language assistance at intake as well as through daily program activities. The staff and/or volunteers are there to assist them with language translation.

FCSN will continue to review the plan and its strategies to engage with non-English speaking populations by translating program documentation to the language of the group. Should the translation needs other than the 9 language skills of FCSN staff’s capability, FCSN will seek the resources among FCSN family members or professional translating agencies for assistance.

## **Membership of Non-Elected Committees and Councils**

Friends of Children with Special Needs does not have a non-elected transit related advisory council at this time.

## **Title VI Equity Analysis**

Friends of Children with Special Needs does not have Title VI Equity Analysis at this time.





## *Friends of Children with Special Needs*

### **Board of Directors, Approval of Friends of Children with Special Needs' Title VI Program**

#### **A RESOLUTION OF THE FRIENDS OF CHILDREN WITH SPECIAL NEEDS' BOARD OF DIRECTORS AUTHORIZING THE TITLE VI COMPLIANCE PLAN FOR THE AGENCY.**

WHEREAS, Friends of Children with Special Needs 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 of Friends of Children with Special Needs 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 Friends of Children with Special Needs as follows:

1. The Executive Business Director is authorized to implement the components of the plan in order to meet Federal requirements.
2. The Executive Business 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 Friends of Children with Special Needs on this date- August 25, 2018.

Albert Wang, Chairman of the Board