



## **TITLE VI PROGRAM**

**DESERT ARC**

**73 255 COUNTRY CLUB DRIVE**

**PALM DESERT, CA 92260**

**(760) 346 1611**

**[www.desertarc.org](http://www.desertarc.org)**

**Updated: February 2022**

**Desert Arc Board of Directors Approval 2-24-22**

**Title VI Program**

**TABLE OF CONTENTS**

**SUMMARY ..... PAGE 2**

**PUBLIC RIGHTS ..... PAGES 3-6**

**COMPLAINT PROCEDURES.....PAGES 7-13**

**INVESTIGATIONS/COMPLAINTS/LAWSUITS ..... PAGE 14**

**PUBLIC PARTICIPATION PLAN ..... PAGE 15**

**PURPOSE & IMPLEMENTATION LANGUAGE ASSISTANCE .....PAGES 16-19**

**FOUR FACTOR ANALYSIS .....PAGES 20-23**

**MEMBERSHIP NON-ELECTED COUNCIL ..... PAGE 23**

**TITLE VI EQUITY ANALYSIS ..... PAGE 23**

**Summary**

This document was originally prepared by Desert Arc in 2017, and updated in 2020 with additions made in 2022. This Title VI Plan was approved by the Desert Arc Board of Directors and complies with Title VI of the Civil Rights Act of 1964, including new provisions detailed in the U.S> Department of Transportation’s FTA Circular 4702.1B, “Title VI Requirements and Guidelines for Federal Transit Administration Recipients.”

Desert Arc is not a fixed route provider. The agency provides transportation for people with developmental and intellectual disabilities in a door-to-door transportation program to and from the agency’s facilities.

Acknowledging the Safe Harbor Provision, Desert Arc provides materials in Spanish to accommodate the 46%\_of the target population who are Hispanic and 15% who are non-English speakers. This is discussed in the section “Four Factor Analysis.”

The Desert Arc’s civil rights program and the procedures to file a complaint contact (760) 346 1611 or visit our administrative offices at 73255 Country Club Drive, Palm Desert CA 92260. Information is available at [www.desertarc.org](http://www.desertarc.org) (About Section).

## Notifying the Public of Rights Under Title VI

### **Desert Arc**

- Desert Arc 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 practices under Title VI may file a complaint with Desert Arc.
- For more information on Desert Arc's civil rights program and the procedures to file a complaint contact (760) 346 1611 or visit our administrative offices at 73255 Country Club Drive, Palm Desert CA 92260.
- 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 contact (760) 346 1611.

## Notifying the Public of Rights Under Title VI

### **Desert Arc**

- Desert Arc 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 practices under Title VI may file a complaint with Desert Arc.
- For more information on Desert Arc's civil rights program and the procedures to file a complaint contact (760) 346 1611 or visit our administrative offices at 73255 Country Club Drive, Palm Desert CA 92260. For more information visit (About Section) at [www.desertarc.org](http://www.desertarc.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 contact (760) 346 1611

Notificar al public de los derechos bajo el titulo VI

## **Desert Arc**

- Desert Arc opera sus programas y servicios sin respect a raza, color y origin national con arreglo titulo VI de la Civil Ley de derechos. Calquier persona que cree que el o ella ha sido agraviado por cualquier practica discriminatoria ilegal bajo el titulo VI puede presentar una queja con Desert Arc.
- Para obtener mas informacion sobre el programa derechos civiles capaz de industrias y el procedimientos para presentar una queja, llame al (760) 346 1611 o visite nuestra oficina administrative at 73255 Country Club Drive, Palm Desert 92260. Para mas informacion visite (visita la seccion Acerca de) [www.desertarc.org](http://www.desertarc.org).
- Un demandante puede presentar una queja directamente con 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 DE 20590.
- Si es necessita informacion en otro idioma, contacte al (760) 651 8150.

## Desert Arc's Title VI Notice to the Public Posted

Location Name	Address	City
Staff Break Room BLDG 3	73255 Country Club Dr.	Palm Desert
Staff Break Room BLDG 2	73255 Country Club Dr.	Palm Desert
Staff Break Room BLDG 1	73255 Country Club Dr.	Palm Desert
HR Bulletin Board	73255 Country Club Dr.	Palm Desert
BLDG 1 Entrance	73255 Country Club Dr.	Palm Desert
ADC	56315 29 Palms Highway	Yucca Valley
Work Activity	56315 29 Palms Highway	Yucca Valley
Recycling Center	45-875 Commerce St.	Indio
Bus Yard	83534 Avenue 45	Indio
5310 Transit Vehicles	73255 Country Club Dr.	Palm Desert
5310 Transit Vehicles	6540 La Contenta RD	Yucca Valley

The Title VI Notice is also available on the Desert Arc website at: [www.desertarc.org](http://www.desertarc.org) (in the About Section).

## **Title VI Complaint Procedures**

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

Within 10 business days of receiving the complaint, Desert Arc will review it to determine if Desert Arc has the jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by Desert Arc. Desert Arc 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, Desert Arc 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 additional information within 10 business days Desert Arc can administratively close the case.

A case can be administratively closed if the complainant does not wish to pursue the case. After the investigator reviews the complaint, she/he will issue one of two letters to the complainant that are called 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 that the case will be closed. A Letter of Finding summarizes the allegations and the interviews regarding the alleged incident, and explains any disciplinary action, additional training of the staff member, or other action that will occur. If the complainant wishes to appeal the decision, she/he has 10 business days after the date of the Closure Letter or Letter of Finding 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.

**TITLE VI COMPLAINT FORM**

<b>Section I:</b>				
Name:				
Address:				
Telephone (Home)			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
<b>Section II:</b>				
Are you filing this complaint on your own behalf?			Yes*	No
If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you 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



## Título VI Procedimiento de Demandas

Como destinatario de dólares federales, se requiere que Desert Arc cumpla con el Título VI de la Ley de Derechos Civiles de 1964 y se asegure de que los servicios y beneficios se brinden de manera no discriminatoria. Desert Arc tiene un Procedimiento de Demandas de Título VI, que describe un proceso para la disposición local de las obligaciones del Título VI y es consistente con las pautas que se encuentran en la Circular 4702.1B de la Administración Federal de Tránsito, del 1 de octubre de 2012

Cualquier persona que considere que haya sido discriminada en base a su raza, color de piel u origen nacional por Desert Arc, puede presentar una Demanda de Título VI completando el Formulario de Demandas de Título VI de la agencia. Desert Arc investigará las demandas recibidas no más de 180 días del presunto accidente. Desert Arc solo procesará las demandas que estén completas.

Dentro de 10 días hábiles después de haber recibido la demanda, Desert Arc la revisará para determinar si Desert Arc tiene jurisdicción en la misma. El demandante recibirá una carta informándole si la denuncia será investigada o no por Desert Arc. Desert Arc tiene 30 días para investigar la demanda. El demandante será notificado por escrito de la causa de cualquier extensión planificada a la regla de 30 días.

Si se necesita más información para resolver el caso, Desert Arc podrá contactar al demandante. El demandante tiene 10 días hábiles desde la fecha de la notificación para enviar la información requerida al investigador asignado para el caso. Si el investigador no es contactado por el demandante o no se recibe información adicional en 10 días laborales, Desert Arc podrá cerrar el caso administrativamente.

Un caso puede ser cerrado administrativamente si el demandante no desea continuar con el mismo. Luego de que el investigador analice la demanda, emitirá o una carta de cierre o de hallazgo al demandante. Una carta de cierre resume todas las alegaciones y establece que no fue una violación al Título VI y que el caso será cerrado. Una carta de Hallazgo resume las alegaciones y las entrevistas con respecto al presunto accidente y explica cualquier medida disciplinaria, capacitación adicional del personal u otra acción que pueda ocurrir. Si el demandante desea apelar la decisión, tiene 10 días después de la fecha de la carta de cierre o de la carta de hallazgo para hacerlo.

Una persona también puede presentar una demanda directamente con la Administración Federal de Tránsito en la Oficina de Derechos Civiles del TLC, Avenida New Jersey 1200 SE, Washington DC 20590.

TÍTULO VI FORMULARIO DE DEMANDA

Nombre:				
Dirección:				
Teléfono (casa):			Teléfono (Trabajo):	
Correo Electrónico				
¿Requisitos de Formato Accesibles?	Letra Grande		Cinta de Audio	
	TDD		Otro	
<b>Sección II:</b>				
¿Está llenando esta demanda a su nombre?		Si*		No
Si su respuesta es "sí", continúe a la sección III				
Si su respuesta es "no", por favor ingrese el nombre y relación que tiene con la persona para la cual está realizando esta demanda:				
Por favor, explique por qué presentó la demanda para un tercero:				
Por favor, confirme que ha obtenido el permiso de la parte perjudicada si está presentando una demanda a nombre de un tercero.		Si		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
--	-----	----

**Section V**

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: \_\_\_\_\_

Federal Court: \_\_\_\_\_

State Agency: \_\_\_\_\_

State Court: \_\_\_\_\_

Local Agency: \_\_\_\_\_

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

<b>Section VI</b>
Name of contact agency complaint is against:
Contact Person:
Title:
Telephone Number:

You may attach any written materials 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:

Desert Arc  
Title VI Coordinator  
73255 Country Club Drive  
Palm Desert, CA 92260

<p><b>Sección III</b></p> <p>Creo que la discriminación que experimenté fue basada en (Seleccione todo lo que aplique):  <input type="checkbox"/> Raza                      <input type="checkbox"/> Color                      <input type="checkbox"/> Nacionalidad</p> <p>Fecha de la Presunta Discriminación (Mes, Día Año):</p> <p>Explique con la mayor claridad posible lo que sucedió y por qué cree que recibió la discriminación. Describa quienes fueron las personas involucradas. Incluya el nombre y la información de contacto de la o las personas que le discriminaron (si los conoce), así como los nombres y la información de contacto de los testigos. Si necesita más espacio, use la parte posterior de esta forma.</p> <hr/>
--

**Sección IV**

¿Ha presentado anteriormente una Demanda de Título VI con esta agencia?

Si

No

**Sección V**

¿Ha presentado esta demanda ante cualquier agencia federal, estatal o local o ante cualquier tribunal federal estatal?

Si             No

Si la respuesta es si, seleccione todas las opciones lo que apliquen:

Agencia Federal:

Corte Federal:

Corte Estatal:

Agencia Estatal:

Agencia Local:

Por favor, proporcione información sobre una persona de contacto en la agencia/tribunal donde presentó la demanda:

Nombre:

Título:

Agencia:

Dirección:

Teléfono:

**Sección VI**

Nombre de contacto de la Agencia donde se realizó la demanda

Persona de Contacto:

Título:

Número Telefónico

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

Firma y fecha requeridas a continuación:

\_\_\_\_\_

Firma

\_\_\_\_\_

Fecha

Envíe este formulario en persona a la dirección que se encuentra a continuación, o envíe este formulario por correo a:

Desert Arc  
 Coordinador de Título VI  
 73255 Country Club Drive  
 Palm Desert, CA 92260

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

### Background

All recipients shall prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin:

- Active investigations conducted by FTA and entities other than FTA:
- Lawsuits; and
- 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.

### List of Investigations, Lawsuits and Complaints

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

## **Public Participation Plan**

The mission is to enhance the quality of life and create opportunities for people with disabilities. This is met by increasing the choices, capabilities, and independence of adults with disabilities in desert regions of the Coachella Valley and the Morongo Basin. The vision is to provide training that assists clients in finding employment in jobs that are suitable, sustainable, and rewarding to them; and to provide day services for those who are medically fragile that assist them to integrate into the community. The agency was created in 1959 by a group of concerned parents with children with developmental disabilities. The agency was incorporated in 1971. As the agency enters its 58<sup>th</sup> year of service it remains the only non-profit agency in the area that provides comprehensive services for adults with developmental disabilities that include vocational training, job training/employment; support for independent living; case management, advocacy with community integration; and adult day care. The staff is composed of 186 full time employees and 88 part-time employees. Approximately 200 volunteers assist the agency with events and administrative duties.

Over 99% of the clients in the employment program are low-income residents with disabilities and need the opportunity to participate in training that will increase their employment opportunities in a community setting. The expected outcome is that clients reach their highest potential through employment and community integration. Desert Arc with many years of experience in training people with developmental disabilities developed the academy concept as a new and innovative approach to provide employment training that assists the clients in becoming as self-sufficient as possible at a relatively low cost that impacts their lives forever. This approach is not duplicated anywhere else in the program area, and is considered a very successful concept to use for training adults with disabilities to prepare them to enter the workforce. Academies offered are Recycling, Landscaping, Janitorial, Contracts (Fulfillment), and the newest training program is the vegetable garden project that has both the cultivating and planting segment and then the preparation of the fresh vegetable as part of the kitchen Academy.

### **Demographics**

Of the 675 clients participating in services offered by Desert Arc during the past fiscal year 99.5% were documented as low income. Fifty-eight and eight tenths percent (58.8%) of the clients were men and 41.2% were women. Sixty and four tenths percent (60.4%) of these clients were classified as a minority. Forty-six percent of the minority clients were classified as Hispanic. Another 8% of the clients were African American, 2% were Asian. Less than 1% were designated as American Indian with an additional 1% of the clients designated as Other. Thirty-nine and six tenths percent (39.6%) were classified as Caucasian. The agency serves clients with a broad range of disabilities 70.6% were diagnosed as mental retardation. Many of the clients had multiple disabilities that include Down Syndrome (2%), cerebral palsy (6%), epilepsy (1%), autism (6%), hearing impaired (3%), and visually impaired (6%), and all other disability categories (6%). Seventy-four percent (74%) lived with family members, 11% lived independently, 13% lived in group homes, and 1% lived in a health facility. Fifteen percent (15%) were non-English speakers.

## **Purposes of this Plan and Summary of Outreach Efforts**

The purpose of this plan is to ensure there is a process for all stakeholders including clients; parents and caregivers to have the ability to express their concerns and opinions. There are parent/caretaker meetings quarterly, and clients have meetings monthly, as well as complete an overall evaluation of their programs on an annual basis. The results go to the Regional Centers and/or Department of Rehabilitation. Parents, caregivers, and clients are given the opportunity to provide verbal as well as written comments and feedback about the transportation services.

### **Summary of Client-based Outreach Efforts**

On an annual basis transitions workshops are held with students from all three school districts with their parents to discuss entrance in Desert Arc after the completion of public school. All meetings are conducted by bilingual staff members to assist all families and clients who are non-English speakers or limited-English speakers.

There are two staff members responsible for making presentations to community forums. The agency has membership in 10 Chamber of Commerce throughout the Desert Arc service areas, and makes presentations annually to these groups. The agency has 96 business partners that provide employment for clients completing the Pathways to Employment training program in landscaping, and 107 partners/businesses clients who participate in the Desert Arc Recycling Program. All partners and business partners are given a presentation about the nature of the programs at Desert Arc and client profiles for potential employees before entering the partnership with the agency.

All clients are referred to Desert Arc programs by the Regional Centers and/or the Department of Rehabilitation. Each client participates in extensive intake procedures including the assessment concerning transportation needs. Every client is provided transportation to meet his/her needs to participate in programs offered by Desert Arc. A daily bus service provides transportation for 299 clients daily from their homes to agency facilities. Desert ARC does not provide fixed route transportation. There are twenty transportation routes encompassing 2,700 miles per day for a total of 54,000 miles per month. Forty-four percent of the clients participate in the transportation services. Buses begin picking up clients at 6:30 a.m. and continue services until all clients arrive at the Palm Desert or the Yucca Valley facility by 7:30 a.m. if in the supported employment programs, and 8:00 a.m. for other programs. Sixteen enclaves of 53 clients with a job coach for each enclave are transported from the Palm Desert or Yucca Valley facility to worksites between 7:30 a.m. and 8:30 a.m. Clients in the Enclave program are returned to the main facilities between 12N and 2:00 p.m., and all clients are returned to their residences between 2:30 p.m. and 5 p.m. There are 172 clients in the Adult Day Center programs. These are the most medically fragile participants at Desert Arc. Fifty-five clients use the specialized transportation program for wheelchair riders, and 117 are ambulatory riders. There are 96 clients in the work activity programs, and 89 in the behavior modification group most are ambulatory but 1% are wheelchair riders. All clients in the behavior modification program require special assistance to ride the bus.



## Summary of Community-Based Outreach Efforts

The following is a summary of outreach efforts by Desert Arc that relates to Title VI requirements under the Public Participation Plan.

- The Board of Directors meets monthly ten months a year on the fourth Thursday of the month. The meetings provide an open session for public comment.
- Coachella Valley Association of Governments Transportation Committee meets quarterly. The primary purpose of the CMAQ Program is to fund improvement projects and programs that will assist non-attainment and maintenance areas to reduce transportation related emissions. The FHWA CMAQ Guidance Document (11/12/13/) states that each CMAQ project must meet three basic criteria: it must be a transportation project, it must generate an emissions reduction and it must be located in or benefit a nonattainment or maintenance area. Transportation Control Measures (TCMs) that result in air quality benefits to develop and establish management systems for traffic congestion reduction, signal synchronization and intersection improvements.
- Desert Arc is a member of the Volunteer Organization Active in Disaster. Desert Arc conducts drills routinely as part of the emergency plan. Fire drills are done monthly, earthquake, bomb threat, explosion, natural disasters, and terrorist attack drills as part of countywide exercises. The agency participated in several trainings as an Emergency Response Team, including NIMS/SEMS with the County of Riverside. The agency has an operational Emergency Management Plan. Desert Arc hosted a countywide Town Hall Meeting in conjunction with the Governor's Office and the County on Emergency Preparedness for People with Disabilities. The agency has participated in the annual functional drills since their inception in 2007. It participates in most annual countywide earthquake preparedness drills, and sends a representative to other area community preparedness drills to ensure activities for people with developmental disabilities are included in all exercises.
- Desert Arc is a member of ten local Chambers of Commerce.
- CSDA - California Special Districts Association provides education and training, insurance programs, legal advice, industry-wide litigation and public relations support, legislative advocacy, capital improvement and equipment funding, collateral design services and most importantly, current information that is crucial to a special districts management and operational effectiveness for agency's serving people with developmental disabilities.

## **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 and Limited English Proficiency (LEP) persons face with respect to accessing information about and using transit services. 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 respect to individuals or 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 LEP.

**The United States Department of Transportation (DOT)** published guidance that directed its recipients to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for LEP customers. Desert Arc includes a four-factor analysis and an implementation that complies with the requirements of DOT LEP guidance.

## **Language Assistance Implementation Plan**

### ***Methodologies***

#### **Identifying L.E.P. Individuals**

As shown in the Four Factor Analysis and complying with Safe Harbor Provision, Desert Arc's program areas have a significant Hispanic L.E.P. population that requires both written and verbal information in Spanish to address the needs of the group that participate in Desert Arc program or may at some point need to communicate with Desert Arc staff members. All individuals referred to Desert Arc by either a Regional Center or the Department of Rehabilitation are identified during the intake process as English speaking or an L.E.P. person requiring a bilingual caseworker proficient in Spanish. In addition, if required, this person as well as their caretakers or parents are provided intake forms in Spanish.

## **Strategies for Engaging Minority and Low-income Populations**

### **Providing Services**

As shown in the Four Factor Analysis, Desert Arc provided all L.E.P. Hispanic clients with a bilingual staff member in all program, as well as training materials and videos in Spanish to assist clients in obtaining skills to secure employment or participate in community integration projects if they cannot obtain employment due to their disability.

### **Communicating Availability of Language Assistance**

As shown in the Four Factor Analysis, Desert Arc provides staff members proficient in Spanish to translate to clients as well as caretakers and parents at all community functions and specifically at parent meetings to ensure all participants can participate fully in the meetings or functions. Written communication such as meetings announcements, agendas, and flyers are distributed in both Spanish and English. Desert Arc updated its web site and Spanish speakers have access to information in their language. Desert Arc provides training through the Pathways to Employment and personal enrichment programs for L.E.P. clients by purchasing Spanish training materials and videos.

### **Monitoring**

Desert Arc has evaluation components that provides every client participating in any program and their caretakers, as well as stakeholders the opportunity to evaluate the client's satisfaction, quality, effectiveness, and efficiency of the program they participate. For L.E.P. clients this process is done in Spanish. On an annual basis Desert Arc submits a report to Inland Regional Center and/or the Department of Rehabilitation. The report submits an evaluation of client satisfaction, quality, effectiveness and efficiency of programs. Data is collected and the progress of the client's program objectives is evaluated. The results reflect the indicators for improving the overall quality of services necessary for each client to successfully integrate into society.

### **Employee Training**

All employees upon hire are required to attend a six-hour orientation program. This program provides insights on how to work effectively with this population of adults with disabilities. It identifies characteristics of clients to assist the new employee to integrate into the population they will serve. The role of the staff member in relationship to clients includes a definition of many developmental disorders as well as how to deal with non-speaking clients, L.E.D. clients, and many other communication problems they may encounter at their work areas.

## **Four Factor Analysis**

**Factor 1:** The number or proportion of L.E.P persons eligible to be served or likely to be encountered in the eligible population by Desert Arc:

Desert Arc holds a unique position in regard to meeting the Title VI requirements. As a sub-recipient of FTA 5310 Grant funding, the agency's primary function is to transport adults with disabilities where current public transit options are insufficient or do not exist. All adults with disabilities who participate in the Desert Arc transportation program services are referred to the agency by a Regional Center. The agency does participate in a transportation program with two senior centers transporting the elderly to the senior centers twice a week of special programs. The agency is also a participant of the Riverside County Emergency Services program and could be asked to transport non-clients in a case of emergency.

There are three sources of data that most accurately represent L.E.P. persons likely to participate in the transportation services at Desert Arc. The first is the internal generated statistical data called the Demographic Profile that provides data on the ethnicity and Spanish-speaking only clients participating in the programs. The second source is Quick Facts provided the total population served by Desert Arc. The third source is the CensusScope for Riverside County that provides statistical data for English speakers and Spanish speakers in the county.

### **CensusScope for Riverside County**

CensusScope for Riverside County estimates that there are 802,001 only English speakers in the County. There are 210,390 Spanish speakers or 17% of the total Hispanic population in the County who also speak English Very Well. There are 196,446 Spanish speakers or 28% of the total Hispanic population in the County who speak English Less Than Well. All other non-English speakers in the County represented less than 2.6% of the total population. Acknowledging the Safe Harbor Provision, Desert Arc provides materials in Spanish to accommodate the 46% of the target population who are Hispanic and 15% who are non-English speakers to ensure all people with developmental and intellectual abilities who speak Spanish as their major language are able to participate in Desert Arc programs of their choice.

### **Desert Arc Demographic Profile and Quick Facts**

Desert Arc estimates the total population of the incorporated cities in the service area as calculated from Quick Facts for each city to be 406,763, with 30.7% having a language other than English spoken in the home. In Riverside County it is estimated that 17% of the population speaks Spanish but also speak English very well and 27% of the population speaks Spanish but cannot speak English well. In the population served by Desert Arc 15% do not speak English representing 66 households. Other households having a language other than English spoken in the home represent 157 households served by Desert Arc population with 38.9% being Spanish speakers and 2.2% being Asian. The

Spanish speaking populations can communicate in English, but all are provided with the opportunity to receive information in both English and Spanish. The Asian population served by Desert Arc speaks English well, and only receive communication in English.

### **Historical Analysis of L.E.P. Clients Served by Desert Arc**

Based on demographic information for the 2020-21 fiscal year, on average the agency serves approximately 683 clients each year with more than 90% being repeat clients. Fifty-five percent (65%) of these clients are classified as a minority. Forty-six percent of the minority clients are classified as Hispanic. This is the only potential L.E.P populations served. Fifteen percent are non-English speakers. The agency serves clients with a broad range of disabilities 83% were diagnosed as mental retardation. Many of the clients have multiple disabilities that may reduce their abilities to understand any language. These include Down Syndrome (3%), cerebral palsy (8%), epilepsy (1%), autism (7%), hearing impaired (2%), and visually impaired (2%), and all other disability categories (6%).

The information above indicates that the inability to speak English is not only due to the ethnicity of the client but also many clients have other barriers to speaking English due to their disabilities. Though this category is not considered a part of Title VI, Desert Arc strives to provide services to all clients no matter what their Limited English Proficiency

Clients live in both the incorporated and the non incorporated areas throughout the Coachella Valley and Morongo Basin, as well as Blythe, Temecula area and Apple Valley area. The breakdown by city of residence in Palm Desert – 9%; Palm Springs – 6%; Cathedral City – 9%; Indio – 18%; Desert Hot Springs – 10%; Coachella – 10%; La Quinta – 6%; Thousand Palms – 2%; Rancho Mirage – 2%; Bermuda Dunes – 3%; Indian Wells - 0.6%; Mecca – 1%; North Shore – 0.2%; Thermal – 2%; Cabazon – 1%; Banning – 0.3%; Joshua Tree – 4%; Landers – 0.6%; 29 Palms – 3%; Yucca Valley – 7%; Yucaiper – 0.2%; Morongo Valley – 0.5%; Anza - 0.6%; San Jacinto – 0.6%; Temecula – 0.4%; Hemet – 1%; and Blythe - 2%.

**Factor 2:** The frequency with which L.E.P. individuals come into contact with Desert Arc programs, activities and services:

All staff members at Desert Arc speak English very well. There are 128 Hispanic clients who participate in the transportation program at Desert Arc riding buses funded through the 5310 Program. This represents 43% of all clients riding the buses. Of these 128 or 34 are non-English speakers, and 94 who speak English well. There are 22 bus drivers employed at Desert Arc. All but three speak Spanish with proficiency. On the bus where the driver does not speak Spanish a bus aide who is proficient in Spanish is assigned to the bus. The overall client population at Desert Arc includes 314 Hispanic clients or 46% of the clients. In every program at Desert Arc there are designated staff members who are Spanish proficient assigned to clients who are non-English speakers or who do not speak English well. In addition, there are assigned staff members proficient in Spanish who speak with parents, caretakers, or visitors who are non-English speakers or who do not speak English well. Some of the caseworkers spend 100% of their time speaking with non-English speaking clients and/or families and caretakers in Spanish throughout their workday, while others may have only few clients needing a staff member who is Spanish

speaking to provide case management. There are staff members that provide translation services for the Hispanic population at parent meetings and other functions. Translators are provided for every 10-20 Hispanic participants by staff members during the event. There are designated staff members who are proficient in Spanish who receive phone calls from non-English speakers from the Hispanic communities. The receptionists' direct calls to the appropriate staff member to ensure all non-English speakers from the Hispanic communities are provided a contact who speaks Spanish.

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

The purpose of Desert Arc is to provide training that assist clients in finding employment in jobs that are suitable, sustainable, and rewarding to them; and to provide day services for those who are medically fragile that assist them in integrating into the community. The goal is to provide adults with developmental and intellectual disabilities programs that assist them in becoming fully integrated into the communities where they live and work. Clients not securing community employment participate in the paid fulfillment activities in the Contracts program or other on-site vocational programs. Clients considered medically fragile participate in programs like Meals on Wheels, specialized fulfillment programs, and community integration outings. Desert Arc strives to provide every client with the opportunity to learn skills necessary to enter the community workforce, work in one of the vocational workshops, and/or provide community services. This includes the provision of staff who are proficient in Spanish to train Hispanic clients who are non-English speakers or do not speak English well. As the agency begins its 62<sup>nd</sup> year of service it remains the only non-profit agency in the area that provides comprehensive services for adults with developmental disabilities that include vocational training, job training/employment; social & recreational programs; support for independent living; nutrition/lunch programs; case management, advocacy with community integration; and adult day care. A bus service provides transportation for 299 clients daily from their homes to agency facilities, and transports 69 clients from the agency facilities to community work sites.

Desert Arc is continuing forward and championing the rights of people with developmental and intellectual disabilities to participate in innovative employment training programs that help them obtain and retain community jobs. The greatest impact is the development of community programs for clients who need to work by the introduction of employment training programs that ensure they have the skills to compete with others for-profits in the same business. This program called Pathways to Employment initiates an academy-style training program that better serves the needs of clients and local employers. This approach is not duplicated anywhere else in the program area, and is considered a successful concept for training adults with disabilities to prepare themselves to enter the workforce.

Clients in the employment program are low-income residents with disabilities and need the opportunity to participate in training that will increase their employment opportunities in a community setting. The expected outcome is that clients reach their highest potential through employment and community integration. Desert Arc with many years of experience in training people with developmental and intellectual disabilities developed

the academy concept as a new and innovative approach to provide employment training that assists the clients in becoming as self-sufficient as possible at a relatively low cost that impacts their lives forever.

**Factor 4:** The resources available to the recipients and the costs to Desert Arc to supply them:

Desert Arc provides training through the Pathways to Employment and personal enrichment programs for L.E.P. clients by purchasing Spanish training materials and videos. The Spanish forms, flyers and the webpage are incorporated in program costs. However, all other training materials and equipment must be funded through grants or donations. Client intake forms are offered in Spanish as well as newsletters and flyers. The agency webpage is offered in Spanish, serving the Hispanic population.

### **Conclusion: Developing the Right Mix of L.E.P. Services**

- Desert Arc has developed a demographic profile of the population served or likely to be served by federally funded programs and activities.
- The primary language spoken in the area is English, but there are a significant number of only Spanish speakers or limited English speakers. To address this Desert Arc has in place a program that ensures any person contacting Desert Arc or participating in a Desert Arc program has access to a bilingual staff member proficient in Spanish.
- All participants at Desert Arc must be referred by either a Regional Center of the Department of Rehabilitation that notifies Desert Arc of language barriers that must be addressed.
- Desert Arc ensures Spanish speakers participating in programs have materials and flyers available in Spanish.
- Desert Arc ensures Spanish speakers participating in community programs receive announcement flyers in Spanish.

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

Desert Arc is described in the IRS Determination Letter as "a not a private foundation" (Section 509a of the Code). It is designated as a private nonprofit agency. It receives funding under the Section 5310 program that is "derived from a locally developed, coordinated public transit-human services transportation plan" (Coordinated Plan–Human Services Transportation Coordination Plan for Riverside County) that was "developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the public." The agency has 29 buses that serve twenty transportation routes encompassing 2,700 miles per day for a total of 54,000 miles per month.

### **Title VI Equity Analysis**

This does not apply because Desert Arc has not determined the site of any transit-related facilities.