



Vision Rehabilitation Services That Rebuild Independence

TITLE VI PLAN

Developed: 05.30.14

**Approved by The San Diego Center for the Blind (SDCB)
Board of Directors:**

5922 El Cajon Boulevard San Diego, California 92115-3826

619.583.1542 www.sdcb.org

INTRODUCTION

This document was prepared by the San Diego Center for the Blind 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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San Diego Center for the Blind Title VI Notice to the Public

Notifying the Public of Rights Under Title VI

San Diego Center for the Blind (SDCB)

- SDCB 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 SDCB.
- For more information on the SDCB civil rights program, and the procedures to file a complaint, contact 619.583.1542 in San Diego or visit our administrative office at 5922 El Cajon Boulevard, San Diego, California 92115-3826. For more information, visit www.sdcg.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 619.583.1542.

SPANISH

Notificación pública de los Derechos de acuerdo con el Título VI San Diego Center for the Blind (SDCB)

SDCB administra sus programas y servicios independientemente de la raza, el color y la nacionalidad conforme al Título VI de la Ley de Derechos Civiles. Cualquier persona que considere que ha sido agraviada por cualquier práctica discriminatoria ilegal según el Título VI puede presentar una queja ante el SDCB.

Para obtener más información sobre el programa de derechos civiles del SDCB y los procedimientos para presentar una queja, llame al 619.583.1542 en San Diego o visite nuestra oficina administrativa ubicada en 5922 El Cajon Boulevard, San Diego, California 92115-3826. También puede visitar www.sdcb.org.

El demandante puede presentar una queja directamente ante la Administración Federal de Tránsito en la Oficina de Derechos Civiles, A la atención de: Coordinador del programa Título VI, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Si necesita información en otro idioma, llame al número 619 583 1542.

VIETNAMESE

Thông Báo cho Công Chúng về Các Quyền Theo Tiêu Mục VI Trung Tâm San Diego dành cho Người Mù (SDCB)

SDCB điều hành các chương trình và dịch vụ của mình không phân biệt chủng tộc, màu da và nguồn gốc dân tộc theo Tiêu Mục VI của Đạo Luật Dân Quyền. Bất kỳ người nào cho rằng mình bị phân biệt đối xử bởi thủ tục trái pháp luật theo Tiêu Mục VI có thể nộp khiếu nại cho SDCB.

Để biết thêm thông tin về chương trình dân quyền SDCB và các thủ tục nộp khiếu nại, liên hệ 619.583.1542 tại San Diego hoặc ghé thăm phòng hành chính của chúng tôi tại 5922 El Cajon Boulevard, San Diego, California 92115-3826. Để biết thêm thông tin, truy cập www.sdcg.org.

Người khiếu nại có thể nộp khiếu nại trực tiếp với Cơ Quan Quản Trị Trung Chuyển Liên Bang bằng cách nộp khiếu nại cho Phòng Dân Quyền, Nơi nhận: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

Nếu cần thông tin bằng ngôn ngữ khác, liên hệ 619.583.1542.

TAGALOG

Pagbibigay-alam sa Publiko tungkol sa Mga Karapatan sa Ilalim ng Title VI San Diego Center for the Blind (SDCB)

Pinapatakbo ng SDCB ang mga programa at serbisyo nito nang hindi nagsaalang-alang ng lahi, kulay ng balat, at bansang pinagmulan alinsunod sa Title VI ng CivilRights Act. Ang sinumang naniniwalang naagrabyado siya dahil sa anumang hindi makatarungang gawain na may diskriminasyon sa ilalim ng Title VI ay maaaring magsampa ng reklamosa SDCB.

Para sa higit pang impormasyon tungkol sa SDCB civil rights program, at sa mga hakbang sa pagsampa ng reklamo, tumawag sa 619.583.1542 sa San Diego o bisitahin ang aming administratibong tanggapan sa 5922 El Cajon Boulevard, San Diego, California 92115-3826. Para sa higit pang impormasyon, bumisita sa www.sdcg.org.

Ang isang nagrereklamo ay maaaring direktang magsampa ng reklamo sa Federal Transit Administration sa pamamagitan ng pagsampa ng reklamo sa Office of Civil Rights, Paunawa: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

Kung kinakailangan ang impormasyong ito sa iba pang wika, tumawag sa 619.583.1542.

CHINESE

告知公众根据第六章享有的权利

圣地亚哥盲人中心(SDCB)

• SDCB

遵循《民权法》第六章的规定，向各个种族、肤色和族裔背景人士提供运作方案和服务。任何人若认为自己受到违宪的歧视待遇，可以根据第六章规定向SDCB 提出投诉。

• 如需详细了解SDCB 民权计划以及提交投诉的程序，请拨打圣地亚哥本地电话

619.583.1542，或访问我们的行政管理办公室，地址是：5922 El Cajon Boulevard, San Diego, California 92115-3826。欲了解更多信息，请访问www.sdcg.org。

• 您可直接向联邦运输管理局民权办公室提交投诉，通信地址：Title VI Program Coordinator, East Building, 5th Floor-TCR,

1200 New Jersey Ave., SE, Washington, DC 20590

• 如需其他语言的信息，请致电619.583.1542。

List of Locations Where Title VI Notice Is Posted

SDCB notice to the public is currently posted at the following locations:

Location Name	Address	City
San Diego	5922 El Cajon Boulevard	San Diego
Vista	1385 Bonair Road	Vista
During intake, at the above locations and during outreach, the Title VI Notice will be provided to either the client, family member and or legal guardian.		
Buses	5922 El Cajon Boulevard	San Diego
Buses	1385 Bonair Road	San Diego
Website	http://www.sdcb.org/resources	

Title VI Complaint Procedures

As a recipient of federal dollars, SDCB 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. SDCB 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 the San Diego Center for the Blind (SDCB) may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. SDCB investigates complaints received no more than 180 days after the alleged incident. SDCB will only process complaints that are complete.

Within 10 business days of receiving the complaint, SDCB 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. SDCB 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, SDCB 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 SDCB 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.

The San Diego Center for the Blind Title VI Complaint Form

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	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin
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.		

The SDCB Title VI Complaint Form, Page 2

COMPLAINT FORM

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

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

Signature and date are required below to complete form:

Signature _____ Date _____

Please submit this form in person or mail this form to the address below:

San Diego Center for the Blind
 Title VI Coordinator: Nancy Sherman
 5922 El Cajon Boulevard
 San Diego, CA 92115-3826

SPANISH

Procedimientos de presentación de quejas según el Título VI

Como destinatario de los dólares federales, el SDCB debe cumplir con el Título VI de la Ley de Derechos Civiles de 1964 y asegurarse de proporcionar sus servicios y beneficios de manera no discriminatoria. El SDCB ha implementado en Procedimiento de quejas según el Título VI, el cual describe un proceso para la disposición local de las quejas según el Título VI y es consistente con las pautas que se encuentran en la circular 4702.1B del 1.º octubre de 2012 de la Administración Federal de Tránsito (Federal Transit Administration, FTA).

Cualquier persona que considere haber sido discriminada en función a su raza, color o nacionalidad por el San Diego Center for the Blind (SDCB) puede presentar una queja según el Título VI mediante el llenado y envío del Formulario de queja según el Título VI de la agencia. El SDCB investigará las quejas recibidas en un período no mayor de 180 días después de sucedido el presunto incidente. El SDCB solo procesará las quejas que estén completas.

Dentro de 10 días hábiles de recibir la queja, el SDCB la revisará para determinar si nuestra oficina tiene jurisdicción sobre ella. El demandante recibirá un acuse de recibo para informarle si la queja se revisará en nuestra oficina. El SDCB tiene 30 días para investigar a queja. El demandante recibirá una notificación por escrito sobre la causa de cualquier ampliación planificada según la reglamentación de 30 días.

El SDCB puede contactar al demandante en caso de que necesite más información para resolver el caso. El demandante tiene 10 días hábiles a partir de la fecha del acuse para enviar la información solicitada al investigador asignado al caso. Si el demandante no se comunica con el investigador, o si este no recibe la información adicional dentro de 10 días hábiles, el SDCB puede dar el cierre administrativo del caso.

El cierre administrativo del caso se puede dar también en caso de que el demandante ya no desee continuar el caso. Después de que el investigador haya revisado la queja, emitirá al demandante uno de estos dos documentos: una carta de notificación de cierre de caso o una carta de conclusiones (Letter Of Finding, LOF). La carta de cierre resume los alegatos y establece que no hubo una violación del Título VI y que se cerrará el caso. La LOF resume los alegatos y las entrevistas relacionadas con el supuesto incidente, y explica si se adoptará una medida disciplinaria, capacitación adicional de los miembros del personal u otra medida. En caso de que el demandante desee apelar la decisión, puede hacerlo dentro de los 10 días hábiles después de la fecha de la carta o de la LOF.

Cualquier persona puede presentar una queja directamente ante la Administración Federal de Tránsito, en la siguiente dirección: FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Formulario de queja del Título VI del SDCB

Sección I: Escriba de forma legible		
1. Nombre:		
2. Dirección:		
3. Teléfono:	3.a. Teléfono secundario (opcional):	
4. Dirección de correo electrónico:		
5. ¿Hay algún requisito de formato accesible?	<input type="checkbox"/> Letras de imprenta grandes	<input type="checkbox"/> Cinta de audio
	<input type="checkbox"/> DTS	<input type="checkbox"/> Otro
Sección II:		
6. ¿Usted presenta esta queja a nombre propio?	SÍ*	NO
*Si contestó "sí" a la pregunta n.º 6, vaya a la Sección III.		
7. Si contestó "no" a la pregunta n.º 6, ¿cuál es el nombre de la persona a la que representa usted al presentar esta queja? Nombre:		
8. ¿Cuál es su relación con esta persona?		
9. Explique por qué ha presentado esta queja en representación de un tercero:		
10. Confirme que ha obtenido la autorización de la parte agraviada para presentar la queja en su representación.	SÍ	NO
Sección III:		
11. Considero que la discriminación de la que fui víctima se basó en (marque todas las que correspondan):		
<input type="checkbox"/> Raza	<input type="checkbox"/> Color	<input type="checkbox"/> Nacionalidad
12. Fecha de la presunta discriminación: (mm/dd/aaaa)		
13. Explique de la forma más clara posible lo sucedido y por qué considera usted que fue discriminado. Describa a todas las personas involucradas. Incluya el nombre y la información de contacto de las personas que lo discriminaron (si lo sabe), así como los nombres y la información de contacto de los testigos. Si necesita más espacio, adjunte hojas de papel adicionales.		

Formulario de queja del Título VI del SDCB, página 2

FORMULARIO DE QUEJA

Sección IV:		
14. ¿Anteriormente ha presentado alguna queja del Título VI ante el SDCB ?	SÍ	NO
Sección V:		
15. ¿Ha presentado esta queja ante cualquier agencia federal, estatal o local, o ante cualquier tribunal federal o estatal? [] Sí* [] NO Si contestó sí, marque todas las que correspondan:		
[] Agencia federal _____	[] Agencia estatal	
[] Tribunal federal _____	[] Agencia local _____	
[] Tribunal estatal _____		
16. Si contestó "sí" a la pregunta n.º 15, proporcione información sobre la persona de contacto en la agencia/el tribunal donde presentó la queja.		
Nombre:		
Cargo:		
Agencia:		
Dirección:		
Teléfono:		Correo electrónico:
Sección VI:		
Nombre de la Agencia de tránsito con relación a la cual presenta la queja:		
Persona de contacto:		
Teléfono:		

Puede adjuntar materiales escritos u otra información que considere relevante para su queja.

Para completar el formulario, es necesario colocar la firma y fecha a continuación:

Firma _____ Fecha _____

Presente este formulario personalmente o envíelo por correo a la dirección siguiente:

San Diego Center for the Blind
 Coordinador del Título VI: Nancy Sherman
 5922 El Cajon Boulevard
 San Diego, CA 92115

VIETNAMESE

Quy Trình Khiếu Nại Tiêu Mục VI

Với tư cách là cơ quan hưởng ngân sách của liên bang, SDCB buộc phải tuân thủ Tiêu Mục VI trong Đạo Luật Dân Quyền năm 1964 và đảm bảo rằng các dịch vụ và phúc lợi được cung cấp trên cơ sở không phân biệt đối xử. SDCB có Quy Trình Khiếu Nại Tiêu Mục VI, trong đó nêu ra một quy trình sắp xếp nội bộ các khiếu nại Tiêu Mục VI và tuân thủ hướng dẫn có trong Thông Tư 4702.1B của Cơ Quan Quản Trị Trung Chuyển Liên Bang, ngày 1 tháng 10 năm 2012.

Bất kỳ người nào cho rằng mình bị phân biệt đối xử dựa trên cơ sở chủng tộc, màu da hoặc nguồn gốc dân tộc bởi Trung Tâm San Diego dành cho Người Mù (SDCB) có thể nộp khiếu nại Tiêu Mục VI bằng cách hoàn thành và gửi Mẫu Khiếu Nại Tiêu Mục VI của cơ quan. SDCB điều tra các khiếu nại nhận được trong vòng 180 ngày sau khi xảy ra sự việc bị cáo buộc. SDCB sẽ chỉ xử lý các khiếu nại đã hoàn thành.

Trong vòng 10 ngày làm việc sau khi nhận được khiếu nại, SDCB sẽ xem xét khiếu nại này để xác định liệu văn phòng của chúng tôi có quyền xét xử không. Người khiếu nại sẽ nhận được một lá thư xác nhận thông báo về việc khiếu nại có được văn phòng của chúng tôi điều tra hay không. SDCB có 30 ngày để điều tra khiếu nại. Người khiếu nại sẽ được thông báo bằng văn bản về nguyên nhân cho bất kỳ thời gian kéo dài dự kiến nào theo quy tắc 30 ngày.

Nếu cần thêm thông tin để giải quyết vụ kiện, SDCB có thể liên hệ với người khiếu nại. Trong 10 ngày làm việc kể từ ngày nhận thư, người khiếu nại phải gửi thông tin được yêu cầu cho người điều tra được chỉ định cho vụ kiện này. Nếu người khiếu nại không liên hệ hoặc gửi thông tin bổ sung cho người điều tra trong vòng 10 ngày làm việc, SDCB có thể kết thúc vụ kiện về mặt hành chính.

Một vụ kiện cũng có thể kết thúc về mặt hành chính nếu người khiếu nại không còn muốn theo đuổi vụ kiện nữa. Sau khi người điều tra xem xét khiếu nại, họ sẽ gửi một trong hai lá thư cho người khiếu nại: thư kết thúc vụ kiện hoặc quyết định thư (LOF). Thư kết thúc vụ kiện tóm tắt các cáo buộc và tuyên bố rằng không có vi phạm Tiêu Mục VI và rằng vụ kiện sẽ kết thúc. LOF tóm tắt các cáo buộc và các cuộc thẩm vấn liên quan đến sự việc được cáo buộc và giải thích liệu có bất kỳ hành động kỷ luật, chương trình đào tạo bổ sung cho thành viên hay hành động nào khác sẽ xảy ra không. Nếu người khiếu nại muốn kháng cáo quyết định, họ sẽ có 10 ngày làm việc sau ngày nhận được thư hoặc LOF để kháng cáo.

Có thể nộp khiếu nại trực tiếp cho Cơ Quan Quản Trị Trung Chuyển Liên Bang, tại Phòng Dân Quyền FTA, 1200 New Jersey Avenue SE, Washington, DC 20590.

Mẫu Khiếu Nại Tiêu Mục VI của SDCB,

Mục I: Vui lòng ghi rõ		
1. Tên:		
2. Địa chỉ:		
3. Điện thoại:	3.a. Số điện thoại khác (<i>Tùy chọn</i>):	
4. Địa chỉ email:		
5. Các yêu cầu định dạng có thể sử dụng?	<input type="checkbox"/> Bản In Lớn	<input type="checkbox"/> Băng Ghi Âm
	<input type="checkbox"/> TDD	<input type="checkbox"/> Khác
Mục II:		
6. Quý vị có đang nộp khiếu nại này nhân danh chính mình không?	CÓ*	KHÔNG
*Nếu quý vị trả lời “có” cho câu 6, đi tới Mục III.		
7. Nếu quý vị trả lời “không” cho câu 6, tên của người mà quý vị đang thay mặt nộp khiếu nại này là gì? Tên:		
8. Mọi quan hệ của quý vị với cá nhân này là gì:		
9. Vui lòng giải thích tại sao quý vị nộp cho một bên thứ ba:		
10. Vui lòng xác nhận rằng quý vị đã được bên khiếu nại cho phép nộp thay cho họ.	CÓ	KHÔNG
Mục III:		
11. Tôi cho rằng tôi bị phân biệt đối xử dựa trên (<i>chọn tất cả các mục phù hợp</i>):		
<input type="checkbox"/> Chủng Tộc	<input type="checkbox"/> Màu Da	<input type="checkbox"/> Nguồn Gốc Dân Tộc
12. Ngày phân biệt đối xử được viện dẫn: (<i>dd/mm/yyyy</i>)		
13. Giải thích rõ ràng nhất có thể điều gì đã xảy ra và tại sao quý vị cho rằng quý vị bị phân biệt đối xử. Mô tả tất cả những người liên quan. Bao gồm tên và thông tin liên hệ của (những) người phân biệt đối xử với quý vị (nếu xác định), cũng như tên và thông tin liên hệ của bất kỳ nhân chứng nào. Nếu cần thêm khoảng trống, vui lòng đính kèm thêm vài tờ giấy.		

Mẫu Khiếu Nại Tiêu Mục VI của SDCB, Trang 2

MẪU KHIẾU NẠI

Mục IV:		
14. Trước đây quý vị đã nộp khiếu nại Tiêu Mục VI cho SDCB chưa?	CÓ	KHÔNG
Mục V:		
15. Quý vị có nộp khiếu nại này cho bất kỳ cơ quan Liên Bang, Tiểu Bang hay địa phương nào, hoặc cho bất kỳ tòa án Liên Bang hay Tiểu Bang nào không? [] CÓ* [] KHÔNG Nếu có, chọn tất cả các mục phù hợp: [] Cơ Quan Liên Bang _____ [] Cơ Quan Tiểu Bang _____ [] Tòa Án Liên Bang _____ [] Cơ Quan Địa Phương _____ [] Tòa Án Tiểu Bang _____		
16. Nếu quý vị trả lời “có” cho câu 15, cung cấp thông tin về người liên hệ tại cơ quan/tòa án nơi quý vị đã nộp khiếu nại.		
Tên:		
Chức danh:		
Cơ quan:		
Địa chỉ:		
Điện thoại:		Email:
Mục VI:		
Tên Cơ Quan Quản Trị Trung Chuyển mà khiếu nại gửi tới:		
Người Liên hệ:		
Điện thoại:		

Quý vị có thể đính kèm bất kỳ tài liệu hoặc thông tin nào khác bằng văn bản mà quý vị cho là liên quan đến khiếu nại của mình.

Bắt buộc phải có chữ ký và ngày ở bên dưới để hoàn thành mẫu:

Chữ ký _____

Ngày _____

Vui lòng nộp mẫu này trực tiếp hoặc qua bưu điện đến địa chỉ sau:

San Diego Center for the Blind
Title VI Coordinator: Nancy Sherman
5922 El Cajon Boulevard
San Diego, CA 92115

TAGALOG

Mga Pamamaraan ng Pagreklamo para sa Title VI

Dahil tumatanggap ito ng pera mula sa pederal na buwis, inaatasan ang SDCB na sumunod sa Title VI ng Civil Rights Act of 1964 at tinitiyak na ang lahat ng serbisyo at benepisyo ay naibibigay nang walang diskriminasyon. Ang SDCB ay bumuo ng Pamamaraan ng Pagreklamo para sa Title VI, na nagbabalangkas ng isang proseso para sa lokal na paglipat ng mga reklamo para sa Title VI at sumusunod sa mga alituntunin sa Federal Transit Administration Circular 4702.1B, na may petsang Oktubre 1, 2012.

Ang sinumang taong naniniwalang siya ay nakaranas ng diskriminasyon batay sa lahi, kulay ng balat, o bansang pinagmulan sa San Diego Center for the Blind (SDCB) ay maaaring magsampa ng reklamo para sa Title VI sa pamamagitan ng pagsagot at pagsumite ng Form sa Pagreklamo para sa Title VI ng ahensya. Sinusuri ng SDCB ang mga reklamong natanggap sa loob ng hindi lalagpas sa 180 araw pagkatapos ng sinasabing pangyayari. Ang ipoproseso lang ng SDCB ay ang mga reklamo na kumpleto.

Sa loob ng 10 araw ng negosyo mula matanggap ang reklamo, susuriin ito ng SDCB upang matukoy kung nasasaklaw ito ng aming tanggapan. Makakatanggap ang nagsampa ng reklamo ng isang sulat ng pagkumpirma na magsasabi sa kanya kung sisiyasatin ba ng aming tanggapan ang reklamo. Ang SDCB ay may 30 araw upang siyasatin ang reklamo. Aabisuhan ang nagsampa ng reklamo sa pamamagitan ng isang sulat ng tungkol sa dahilan para sa anumang binabalak na pagpapalawig ng palugit sa 30 araw na patakaran.

Kung kailangan ng higit pang impormasyon upang maresolba ang kaso, maaaring makipag-ugnayang ang SDCB sa nagsampa ng reklamo. Ang nagsampa ng reklamo ay may 10 araw ng negosyo mula sa petsa ng sulat upang ipadala ang hinihinging impormasyon sa tagapagsiyasat na nakatalaga sa kaso. Kung hindi nakipag-ugnayan ang nagsampa ng reklamo sa tagapagsiyasat o hindi natanggap ng tagapagsiyasat ang karagdagang impormasyon sa loob ng 10 araw ng negosyo, maaaring isara ng SDCB, bilang namamahala, ang kaso.

Maaari ding isara nang namamahala ang isang kaso kung hindi na gustong ilaban ng nagsampa ng reklamo ang kanya kaso. Pagkatapos suriin ng tagapagsiyasat ang reklamo, ipapadala niya ang isa sa dalawang sulat sa nagsampa ng reklamo: isang closure letter o letter of finding (LOF). Ibinubuod ng isang closure letter ang

mga paratang at ipinapahayag na walang paglabag sa Title VI at isasara na ang kaso.

Binabalangkas ng

isang LOF ang mga paratang at ang mga panayam patungkol sa sinasabing pangyayari, at ipinapaliwanag

kung may gagawin bang anumang pandisiplinang aksyon, karagdagang pagsasanay sa miyembro ng kawani, o iba pang

aksyon. Kung gustong iapela ng nagsampa ng reklamo ang desisyon, mayroon siyang 10 araw ng negosyo pagkatapos ng petsa ng sulat o ng LOF upang gawin ito.

Maaari ding magsampa ng reklamo nang direkta sa Federal Transit Administration, sa FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Ang Form sa Pagrereklamo para sa Title VI ng SDCB,

Seksyon I: Mangyaring magsulat nang maayos		
1. Pangalan:		
2. Address:		
3. Telepono:	3.a. Pangalawang Telepono (<i>Opsyonal</i>):	
4. Email Address:		
5. May Kinakailangang bang Magagamit na Format?	<input type="checkbox"/> Malalaking Sulat	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Iba Pa
Seksyon II:		
6. Isinasampa mo ba ang reklamong ito para sa iyong sarili?	OO*	HINDI
*Kung "oo" ang iyong sagot sa #6, pumunta sa Seksyon III.		
7. Kung "hindi" ang iyong sagot sa #6, ano ang pangalan ng tao kung para kanino mo isinasampa ang reklamong ito? Pangalan:		
8. Kaanu-ano mo ang taong ito:		
9. Pakipaliwanag kung bakit ka nagsasampa para sa ibang tao:		
10. Pakikumpirma na mayroon kang pahintulot ng naagrabiyaadong partido na magsampa para sa kanila.	OO	HINDI
Seksyon III:		
11. Naniniwala ako na ang diskriminasyong aking naranasan ay batay sa aking (<i>lagyan ng tsek ang lahat ng naaangkop</i>):		
<input type="checkbox"/> Lahi Pinagmulan	<input type="checkbox"/> Kulay ng Balat	<input type="checkbox"/> Bansang
12. Petsa ng di-umanong diskriminasyon: (<i>mm/dd/yyyy</i>)		
13. Ipaliwanag sa pinakamalinaw na paraang maaari kung ano ang nangyari at bakit sa tingin mo ay nakaranas ka ng diskriminasyon. Ilarawan ang lahat ng taong nasasangkot. Isama ang pangalan at impormasyon sa pakikipag-ugnayan ng (mga) taong nagdiskrimina sa iyo (kung kilala), pati na rin ang mga pangalan at impormasyon sa pakikipag-ugnayan ng sinumang saksi. Kung kailangan ng higit pang espasyo, mangyaring maglakip ng mga karagdagang papel.		

Ang Form sa Pagrereklamo para sa Title VI ng SDCB, Pahina 2

FORM SA PAGREREKLAMO

Seksyon IV:		
14. Nagsampa ka na ba dati ng reklamo para sa Title VI sa SDCB ?	OO	HINDI
Seksyon V:		
15. Isinampa mo na ba ang reklamong ito sa iba pang Pederal, Pang-estado, o lokal na ahensya, o sa anumang Pederal o Pang-estadong hukuman? <input type="checkbox"/> OO* <input type="checkbox"/> HINDI Kung oo, lagyan ng tsek ang lahat ng naaangkop: <input type="checkbox"/> Pederal na Ahensya _____ <input type="checkbox"/> Pang-estadong Ahensya _____ <input type="checkbox"/> Pederal na Hukuman _____ <input type="checkbox"/> Lokal na Ahensya _____ <input type="checkbox"/> Pang-estadong Hukuman _____		
16. Kung "oo" ang iyong sagot sa #15, magbigay ng impormasyon tungkol sa isang tao na maaaring hanapin sa ahensya/hukuman kung saan isinampa ang reklamo.		
Pangalan:		
Title:		
Ahensya:		
Address:		
Telepono:		Email:
Seksyon VI:		
Pangalan ng inirereklamong Ahensya ng Pamublikong Sasakyan:		
Contact Person:		
Telepono:		

Maaari kang maglakip ng anumang nakasulat na materyal o iba pang impormasyon na sa tingin mo ay may kaugnayan sa iyong reklamo.

Kinakailangan ang lagda at petsa sa ibaba upang makumpleto ang form:

Lagda _____ Petsa _____

Mangyaring isumite nang personal o sa koreo ang form na ito sa address sa ibaba:

San Diego Center for the Blind
 Title VI Coordinator: Nancy Sherman
 5922 El Cajon Boulevard
 San Diego, CA 92115

第六章投诉程序

作为联邦资金的接受方，SDCB 需遵循 1964 年《民权法》第六章的规定，确保在非歧视性基础上提供服务 and 福利。SDCB 已制定第六章投诉程序，该程序概述第六章投诉的本地处置流程，并与 2012 年 10 月 1 日发布的联邦运输管理局通告 4702.1B 中的指导原则相一致。

认为自己受到圣地亚哥盲人中心 (SDCB) 的种族、肤色或族裔背景歧视的任何人均可通过填写并提交该机构的第六章投诉表格进行第六章投诉。SDCB 只调查在指控事件发生后 180 日内提交的投诉。SDCB 将只处理完整填写的投诉表格。

SDCB 收到投诉表格后，将在 10 个工作日内进行审查，以确定我们的办公室是否有管辖权。投诉人将收到一份确认函，告知其我们的办公室是否将调查该投诉。SDCB 有 30 天的时间调查投诉。如果需要延长调查时间，将向投诉人寄出书面通知并告知原因。

如需要更多信息以解决个案，SDCB 将联络投诉人。投诉人应在信函日期的 10 个工作日内将所需的信息寄给负责该个案的调查员。如投诉人未联络调查员，或调查员未在 10 个工作日内收到额外信息，SDCB 可以在行政上终结该个案。

如果投诉人不再希望继续其个案，也可以在行政上终结个案。调查员审查投诉后，将向投诉人寄出两封信函之一：结案通知函或调查结果通知函 (LOF)。结案通知函对指控进行概述，并声明未发现第六章违规行为，其个案将被终结。LOF 就有关指控事件的指控和调查进行概述，并说明是否执行任何纪律处分，对职员进行额外培训，或采取其他行动。如投诉人希望就此决定提出上诉，则应在信函或 LOF 寄出后 10 个工作日内提出上诉。

投诉人也可以直接向联邦交通管理局提交投诉，FTA 的民权办公室通讯地址为：
1200 New Jersey Avenue SE, Washington, DC 20590。

SDCB 第六章投诉表格

第一部分：请清晰填写		
1. 姓名：		
2. 地址：		
3. 电话号码：	3.a. 备用电话号码 (可选)：	
4. 电子邮件地址：		
5. 可理解的形式要求：	<input type="checkbox"/> 大字体版本	<input type="checkbox"/> 录音带
	<input type="checkbox"/> 听译式	<input type="checkbox"/> 其他
第二部分：		
6. 您是否代表自己提交此投诉？	是*	否
*如您对第 6 个问题回答“是”，请转到第三部分。		
7. 如您对第 6 个问题回答“否”，请提供您为其提交此诉讼的人的姓名。姓名：		
8. 您与此人的关系是：		
9. 请说明您为第三方提交投诉的原因：		
10. 如果您代表受损害方提交投诉，请确认您已获得他们的许可。	是	否
第三部分：		
11. 我认为自己受到了以下方面的歧视 (请勾选所有适用的选项)：		
<input type="checkbox"/> 种族	<input type="checkbox"/> 肤色	<input type="checkbox"/> 族裔背景
12. 指控的歧视行为发生的日期：(月月/日日/年年年年)		
13. 尽可能清楚地说明所发生的事情，以及您为何认为自己受到歧视。说明牵涉到的所有人员。包括歧视您的人员的姓名和联络方式(如果您知道)，以及任何目击者的姓名和联络方式。如需更多空间，请附上其他纸张。		

SDCB 第六章投诉表格, 第 2 页

投诉表格

第四部分 :		
14. 您以前是否向 SDCB 提交过第六章投诉?	是	否
第五部分 :		
15. 您是否向其他联邦、州或地方机构或任何联邦或州法院提交过此投诉?		
[] 是* [] 否		
如果是, 请勾选所有适用的选项:		
[] 联邦机构 _____	[] 州机构 _____	
[] 联邦法院 _____	[] 地方机构 _____	
[] 州法院 _____		
16. 如您对第 15 个问题回答“是”, 请提供关于收到投诉的机构/法院的联络人的信息。		
姓名:		
职衔:		
机构:		
地址:		
电话号码:	电子邮件:	
第六部分 :		
投诉所针对的运输机构的名称:		
联络人:		
电话号码:		

您可以附上您认为与您的投诉有关的任何书面资料或其他信息。

请务必在下方签名并注明日期:

签名 _____

日期 _____

请将此表格亲自送到或邮寄至以下地址:

San Diego Center for the Blind
Title VI Coordinator: Nancy Sherman
5922 El Cajon Boulevard
San Diego, CA 92115

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

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

SDCB List of Investigations, Lawsuits and Complaints

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

Public Participation Plan

About the San Diego Center for the Blind

The San Diego Center for the Blind

The SDCB is a private non-profit 501 c (3) organization that provides services to legally blind (with correction, visual acuity of no better than 20/200 in the best eye) and partially sight impaired (with correction, visual acuity of no better than 20/70 in the best eye) to adults who are age 18 or older. SDCB offers training and counseling to individuals regardless of their race, color and national origin. SDCB has been providing comprehensive vision rehabilitation services in San Diego County at no charge to clients since 1972.

Blindness is often an overwhelming personal catastrophe. Typically with the loss of sight other losses follow, such as loss of occupation, mobility, and self-esteem. These losses have profound consequences not only for the vision impaired person, but for the family and society as well. The individual who experiences vision loss often undergoes extensive psychological stress, which undoubtedly impacts the entire family system. Depressive affect, paranoid ideation, and various denial mechanisms are not atypical. Additionally, somatic illnesses, such as eye pain, headaches, medical illness and other disabilities are common, and often lead to chronic health problems for many elders who have lost significant amounts of vision.

SDCB has two (2) permanent training facilities to better serve the community; one in the city of San Diego and one in the city of Vista. This program is a minimum of 6 months in duration. Specifically, SDCB provides adjustment to vision loss counseling to individuals, groups and families; Rehabilitation Training including Orientation and Mobility, Independent Living Skills, Braille, Accessible Computer Software, Vision Rehabilitation for Individuals who do not have English as their primary language; Low Vision Training and Assessment and Adaptive Technology assessment and training, Transition counseling and Outreach services to those individuals who are not able to attend classes on a full time basis.

The loss of vision impacts on a person's ability to travel safely and efficiently. The immediate impact losing ones ability to drive a motor vehicle. Therefore, SDCB provides transportation to clients so they can attend classes. Based on their geographic location, clients are provided door to door transportation to and from the Center and their home.

Given the relatively small size of the program and its limited exposure, the scope and provision of transportation service does not have a significant 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 conducts public relations and outreach activities in order to create meaningful opportunities for public engagement as outlined below.

Purposes of this Plan

Public participation is the process through which stakeholders can partake directly in agency decision-making, and express their concerns, desires, and values. It is the mission of this agency to **to increase the abilities of any adult with blindness or vision impairment to reach their own highest level of independence.** At every opportunity through prescribed methods the agency will solicit input from stakeholders in order to best support persons served without creating disproportionately high and adverse human health or environmental effects on minority and/or low-income populations.

Summary of Outreach Efforts

The following is a summary of outreach efforts conducted by SDCB 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 SDCB's outreach efforts as they relate specifically to minority, low-income populations and disabled populations.

Having provided services in San Diego County since 1972, SDCB has developed an extensive network of service providers and organizations that work closely to ensure the delivery of services to those in need. SDCB has a long history of being certified by the California Department of Rehabilitation to provide a wide range of services to the visually impaired. Over the years, we have worked very closely with the state and local Blind Field Services division to ensure the delivery of the highest quality services to our consumers.

SDCB collaborates extensively with a network of ophthalmologists, optometrists, medical doctors and other human service providers to ensure a comprehensive continuum of care for adults who have vision loss. The result is a wide range of services available to those we serve. SDCB is an approved affiliate of the San Diego United Way.

SDCB directly collaborates with the following organizations:

Access Center of San Diego	Union of Pan Asian Communities of San Diego County
Adult Protective Services, Inc.	United Way of San Diego
Aging and Independent Services	
Alliance for African Assistance	
American Association for Retired Persons	
American Diabetes Association	
Barrio Station	
California Department of Rehabilitation: Blind Services Division	
Catholic Charities	
Clairemont Friendship Senior Center	
Chicano Federation of San Diego County, Inc.	
ElderHelp of San Diego	
Independent Transportation Network of San Diego	
Lifeline Community Services	
Jewish Family Services of San Diego	
North County Council on Aging, Inc.	
SANDAN - Aging and Disabled Network	
Senior Community Centers of San Diego	

SDCB personnel currently serve on a wide range of committees and/or boards representing local, state and national organizations. Through regular meetings and networking, SDCB acts as a conduit to other agencies serving the diverse population of San Diego County. This collaboration with a wide range of groups allows for a seamless referral of individuals to SDCB and also allows for SDCB to refer clients to other support agencies. Center staff actively is involved with the following organizations: United Way of San Diego: Community Building Committee
San Diego Community College District Disabled Student Services Board
Aging and Independent Services Long Term Care Board
Vision Serve Alliance
California Agencies for the Blind and Vision Impaired
Southern California Association for Education and Rehabilitation for the Blind (AER)

California Association for Orientation and Mobility (CAOMS)
Subcommittee for the Removal of Architectural Barriers
Fall Prevention Task Force
Aging and Minority Board

In addition, SDCB will increase the promotion of our services to the underserved ethnic minority populations by:

- a) Continuing to develop cooperative agreements with advocacy groups of ethnically diverse communities in order to service non-English-speaking and vision-impaired adults.
- b) Continuing to implement marketing strategies and with non-English media, such as newspapers, radio and television stations to publicize the services provided by SDCB.
- c) Continuing to develop and distribute language accessible printed information materials regarding the services at SDCB.

Other ongoing outreach efforts to solicit input from consumers, staff, volunteers and the general public include but are not limited to:

County Office of Emergency Services

The San Diego Center for the Blind has worked in conjunction with the County Office of Emergency Services in the development of the County Evacuation Plan. This plan specifically addresses the needs of populations at risk including disabled, minority and low-income. This partnership also includes a coordinated plan in which this agency will provide vehicles, transportation and shelter during evacuation emergencies.

Lions Clubs

SDCB maintains an on-going partnership with the Lions Clubs of San Diego County. Additionally, several members of the SDCB staff maintain membership with Lions Clubs, which serves low-income, minority populations and disabled populations specifically serving the blind and vision impaired. Further a number of our volunteer Board of Directors and Advisory Boards are also members of various Lions Clubs throughout the county.

Annual White Cane Recognition Banquet.

SDCB celebrates the Annual White Cane Recognition Banquet and recognizes the independence gained by adults with vision loss as well as honoring members of the community for their support. This event is publicized with press releases to a number of various media outlets and also serves as a forum for public input. This event typically attracts close to 200 guests from all parts of San Diego County.

Annual Satisfaction Surveys

SDCB conducts Satisfaction Surveys with program graduates and stakeholders of the agency to determine level of satisfaction with services provided and gain input regarding unmet needs.

The SDCB Website

Currently, The SDCB posts notices and announcement on the agency's website. Additional public input can be obtained by the Title VI Complaint Form, which is available as a download in English and Spanish. Please refer to www.sdcg.org

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 receive vision rehabilitation services from SDCB.
- **Factor 2:** The frequency with which LEP persons come in contact with the SDCB
- **Factor 3:** The nature and importance of programs, activities or services provided by SDCB to the LEP population.
- **Factor 4:** The resources available to SDCB and the overall cost to provide LEP assistance.

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

Purpose of the Language Assistance Plan

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

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

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

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

Four Factor Analysis

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

SDCB 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 provide door to door transportation for adults who are blind or have severe vision loss where current public transit options are insufficient or do not exist. Eligible program participants or “riders” are current participants in SDCB’s vision rehabilitation program. As such, SDCB does not offer transportation to the general public other than in situations involving a coordinated plan with other entities such as the County Office of Emergency Services. Therefore, an analysis of public demographic data in San Diego County does not represent actual populations served by this program but is offered for comparison purposes only.

The sources of data that most accurately represents LEP persons likely to be served by the program are the SANDAG Language Assistance Plan 2012 and the U.S. Census Bureau 2010 American community Survey, Table B 160045. **See Addendum A**

SANDAG –NOTE: we are using SANDAG’s Copy table 1 and other portions – copy word for word See Addendum A LAP SANDAG

San Diego County is home to 3,177,063 residents and 8% of those residents speak English “less than **very** well”. The top four languages spoken other than English are Spanish, Vietnamese, Tagalog and Chinese. There were several key findings revealed in the analysis of the data:

- More than 700,000 persons, or 24% of the San Diego region are foreign-born;
- 38% of persons in San Diego County speak a language other than English at home;
- 17% of the County’s population speak English less than “very well” (which includes those that speak English “well”, “not well” and “not at all”);
- Eight percent speak English less than “well” (which includes those that speak English “not well” and “not at all”);
- Spanish is the second most predominant language, other than English, spoken in the region and represents 76% of other language speakers;

English and other language representation in the San Diego County population:

San Diego County, California	Estimate	Percentage
Total	3,177,063	100.00%
Speak only English	1,977,087	62.23%
Spanish	800,620	25.2%
Speak English “very well”	942,952	29.68%
Speak English less than “very well”	254,165	8%

Sources: U.S. Census Bureau 2010 American Community Survey, Table B 16004; SANDAG Public Participation Plan, Table 2, adapted to reflect current population estimates.

In all, SANDAG consulted five disparate data sources which revealed 13 languages in San Diego County with greater than 1,000 people who are LEP. Following Factor 1 United States Department of Transportation (U.S. DOT) Guidance, multiple sources including: the US Census, American Community Survey (ACS), US Department of Labor, California Department of Education, and the San Diego County Department of Mental Health were used to determine the number of LEP individuals in the county. According to these findings, over 230,000 people over the age of five speak English less than well. This accounts for 8 percent of the county’s population. The ACS data also includes information on languages spoken for 39 different language groups (but not by ability to speak English as is available in the ACS data). Table 2 shows the top five non-English languages spoken at home in the San Diego region in 2010 among the total population ages five and older (including both LEP and non-LEP populations). While there were respondents from all 39 language groups, Spanish, Tagalog, Chinese, and Vietnamese were the primary languages. There is no data available defining the language of the 8% who speak English less than “very well” as provided by SANDAG, American Community Survey, San Diego Regional Center, County Department of Mental Health, or any other source.

SANDAG provided the following table describing the languages spoken in San Diego County, for individuals who reported speaking English “not well” or “not at all”.

Source: U.S. Census Bureau, 2008-2010 American Community Survey PUMS Data

LEP Speakers by Language in San Diego County Language	LEP Population	Percent of All LEP Speakers	Percent of Total Population (Age 5+)
Spanish	172,330	76.0	6.28
Vietnamese	12,714	5.6	0.46
Tagalog	7,526	3.3	0.27
Chinese	5,226	2.3	0.19
Syriac	3,513	1.5	0.13
Arabic	2,944	1.3	0.11
Korean	2,834	1.2	0.10
Persian	2,618	1.2	0.10
Japanese	2,142	0.9	0.08
Laotian	1,965	0.9	0.07
Russian	1,337	0.6	0.05
Mandarin	1,180	0.5	0.04
Cambodian	1,018	0.4	0.04

Historical Analysis of LEP Persons by SDCB

A final source of data to be considered is to determine the number of LEP persons likely to be served by this program. Data collected from SDCB client intake records indicate that 56% of those served reported English as their primary language, 8% reported Spanish as their primary language spoken. Less than 1.0% each (<1,000) was reported as the primary language for the following: Amhari, Arabic, Chamorro, Chuukese, Dari, Farsi, French, Italian, Korean, Kurdish, Persian, Polish, Russian, Somali, Tagalog, Vietnamese and Chinese. Finally primary language was not made available for 33% of the records reviewed. SDCB's focus has been to provide translation for services and materials in Spanish. Program service providers indicated that no client was turned away due to limited English proficiency. Center staff work with family members, friends and organizations to insure vision rehabilitation services can be provided to those who do not have English as their primary language. Please note that other than Spanish language, SDCB has been able to solicit translation from family members or friends to insure access to SDCB's services. As indicated from the data a very limited number of individuals attended the program who were non-English, non-Spanish speaking.

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

As indicated above, historically, the majority of LEP consumers have been Spanish language. SDCB has bilingual staff and volunteers that are able to provide vision rehabilitation services and assist in the translation of material into Spanish language. A very limited number of other LEPs other than Spanish, come in contact with SDCB. A survey of the agency's phone reception staff indicated very few LEP persons contact SDCB and outreach and intake counselors indicate very few LEPs in a language other than English. The staff indicated that the calls from LEPs received are primarily from families of consumers rather than actual program participants (riders). Best practices indicate that for those LEPs who are non-Spanish speaking working with other agency staff has proven to a more successful way to provide Vision Rehabilitation Services. That is SDCB staff works directly with those agencies that provide human and health services to specific cultural groups.

Annual consumer and care provider surveys provide an opportunity for input and suggested services. Surveys have not contained requests for translation services. Translation services are provided by agency staff as appropriate and, at times, by staff during consumer planning meetings.

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

The primary purpose of SDCB is to provide Vision Rehabilitation Services to adults that are blind or have changing vision. The purpose is to assist clients reach their highest level of independence. Door to door transportation during the 6 month long program is offered daily individuals attending the program. With vision loss comes loss of ones' ability to drive and therefore significantly reduces the ability to travel safely and efficiently. Further, individuals have yet learned how to travel safely and efficiently on their own or by using public transportation. By providing door to door transportation to clients, they can attend classes in a timely and efficient manner, and gain the skills that will allow them to live independently. This includes the ability to care for themselves and others after gained the necessary skills. And more importantly, they will learn how to travel safely and efficiently.

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

First and foremost, SDCB accessibility resources focus on providing information to individuals who have no vision to those with changing vision. As such, material is provided in large print format and in some cases audio versions can be provided. There is limited demand for Braille and when requested, SDCB can accommodate those who require this format. Regarding language translation, SDCB has bilingual staff proficient in English and Spanish. SDCB also enlists the aid of volunteers who are proficient in other languages. Additional language translations can be accessed via the County of San Diego, 211 San Diego, collaborations mentioned earlier and accessing professional translation services. SDCB is building relationships with organizations serving LEP populations and we hope to expand these relationships to where we can access translation services at will.

The SDCB operating budget does not have a specific line item for providing language access and outreach. Costs for translation of documents is minimal and can be accomplished by reaching out to staff and the community.

Language Assistance Implementation Plan

Methodologies

Identifying LEP Individuals

As evidenced by the Four Factor Analysis, few LEP individuals are referred to the SDCB vision rehabilitation program. Data collected from SANDAG suggests that the predominant language other than English in the region is Spanish. The next highest groups were Vietnamese, Tagalog and Chinese. SDCB identifies the racial/ethnic origin of consumers and their primary language during the intake process inquiring of the individual, family member or other stakeholder. SDCB also inquires if language services are required for the consumer to become active in the program.

SDCB does have systems in place and a plan to provide access to LEP populations via staff resources, community partnerships, 211 San Diego Language Assistance and Blind Field Services of the California Department of Rehabilitation.

Providing Services

While the agency does not currently have an on-going need for professional translation services, on-site agency staff who are fluent in Spanish provide translation services at both facilities as needed. Vital Title VI documents are provided in English, Spanish, Chinese, Vietnamese, and Tagalog include:

- Title VI Notice to the Public
- Title VI Complaint Form
- Title VI Complaint Procedures

These forms have been listed earlier in this document.

The Agency brochure is offered only in English and Spanish

The Agency off hours phone answering system is offered in English and Spanish

Other documents can be translated to Spanish orally as appropriate.

Communicating Availability of Language Assistance

Individuals who are referred to SDCB programs for services are assessed at intake to determine their readiness for the program and their level of English proficiency. Intake Counselors can offer Spanish translation services as needed. Agency reception staff can also offer translation services to guests and consumers' family members as appropriate

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

Monitoring

SDCB will monitor the Title VI plan on an ongoing annual basis. SDCB analyzes client data on a regular basis and conducts strategic planning with staff and other stakeholders in order to assess for trends and patterns that indicate a need for additional services. This report includes basic demographic and LEP data and can be used as a guide to determine the need for additional translation services.

SDCB will also monitor LEPs request for information via phone calls, online from website, walk-in and other sources in other languages. This data will assist in tracking the need for additional translation services.

Satisfaction Surveys for the program offer an opportunity for consumers and their care givers to provide input or suggest additional services. To date, translation services have not been requested. The Title VI Plan will also be evaluated and updated every three years.

Employee Training

SDCGB conducts quarterly in-service training for staff that can include Customer Service and Language Assistance training. Future in-services will include specific training on

- Appropriate interaction with LEP
- Providing accessible material for LEP
- Other as identified.

Safe Harbor Provision

The Federal Transit Authority Circular 4702.1B states:

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

These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. A recipient may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures. For example, a recipient may determine that a large number of persons in that language group have low literacy skills in their native language and therefore require oral interpretation. In such cases, background documentation regarding the determination shall be provided to FTA in the Title VI Program."

As previously stated, the SDCB program serves individuals with no vision to those with changing vision. Accessible forms of communication is provided to all of our clients regardless of their vision loss or language. SDCB will provide vital documents to include Title VI Notification, Title VI Complaint Procedures and the Title VI Complaint Forms in English, Spanish, Vietnamese, Tagalog and Chinese. The previously mentioned Title VI documents will be posted on our website by September 2014.

Membership of Non-Elected Committees and Councils

The SDCB does not have a non-elected transit related advisory council at this time.

Title VI Equity Analysis

The SDCB does not have transit related facilities.

Board of Directors Approval of Title VI Program

**A RESOLUTION OF THE San Diego Center for the Blind BOARD
OF DIRECTORS AUTHORIZING THE TITLE VI COMPLIANCE
PLAN FOR THE AGENCY.**

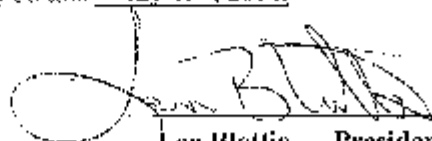
WHEREAS, San Diego Center for the Blind desires to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients,"

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

NOW, THEREFORE BE IT RESOLVED, by the Board of Directors of San Diego Center for the Blind as follows:

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

PASSED AND ADOPTED by the Board of Directors of San Diego Center for the Blind, State of California, on this May 15, 2014.



Len Blottin President of the Board