SAN DIEGO CENTER FOR THE BLIND

Vision Rehabilitation Services That Rebuild Independence

TITLE VI PROGRAM
2025

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 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.sdcb.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.sdcb.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

Notifying the Public of Rights Under Title VI

Pagbibigay-alam sa Publiko tungkol sa Mga Karapatan sa Ilalim ng Title VISan 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 Civil Rights Act. Rights Act. Ang sinumang naniniwalang naagrabyado siya dahil sa any anumang hindi makatarungang gawain na may diskriminasyon sa ilalim ng Title VI ay maaaring magsampa ng reklamo sa SDCB.

Para sa higit pang impormasyon tungkol sa 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.sdcb.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, Attention: Paunawa: Title VI Program Coordinator, East Building, 5th Floor-TCR,itle VI Program Coordinator, East Building, 5th Floor-TCR, 200 New Jersey Ave., SE, Washington, DC 20590 1200 New Jersey Ave., SE, Washington, DC 20590Kung 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法的歧视待遇，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.sdcb.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.		
On all Buses	5922 El Cajon Boulevard	San Diego
On all Buses	1385 Bonair Road	San Diego
Website	www.sdcb.org/	

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 based on 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 of 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 against 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?	[ ] Large Print	[ ] Audio Tape	
	[ ] TDD	[ ] Other	
Section II:			
6. Is your 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):* **[ ] Race** **[ ] Color** **[ ] 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 the people 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? [ ] YES* [ ] NO If yes, check all that apply: [ ] Federal Agency _____ [ ] State Agency _____ [ ] Federal Court _____ [ ] Local Agency _____ [ ] State Court _____		
16. If you answered "yes" to #15, provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone: Email:		
Section VI:		
Name of Transit Agency complaint is against:		
Contact Person:		
Telephone:		

You may attach any written materials or other information 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: Kimberly Taylor
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 Titulo 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 2059

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?	[ ] Letras de imprenta grandes	[ ] Cinta de audio
	[ ] DTS	[ ] 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.° 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):* **[ ] Raza** **[ ] Color** **[ ] 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.° 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: Kimberly Taylor
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,

<table>
<tr><td colspan="4">Mục I: Vui lòng ghi rõ</td></tr>
<tr><td colspan="4">1. Tên:</td></tr>
<tr><td colspan="4">2. Địa chỉ:</td></tr>
<tr><td colspan="2">3. Điện thoại:</td><td colspan="2">3.a. Số điện thoại khác (Tùy chọn):</td></tr>
<tr><td colspan="4">4. Địa chỉ email:</td></tr>
<tr><td rowspan="2">5. Các yêu cầu định dạng có thể sử dụng?</td><td>[ ] Bản In Lớn</td><td colspan="2">[ ] Băng Ghi Âm</td></tr>
<tr><td>[ ] TDD</td><td colspan="2">[ ] Khác</td></tr>
<tr><td colspan="4">Mục II:</td></tr>
<tr><td colspan="2">6. Quý vị có đang nộp khiếu nại này nhân danh chính mình không?</td><td>CÓ*</td><td>KHÔNG</td></tr>
<tr><td colspan="4">*Nếu quý vị trả lời “có” cho câu 6, đi tới Mục III.</td></tr>
<tr><td colspan="4">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:</td></tr>
<tr><td colspan="4">8. Mối quan hệ của quý vị với cá nhân này là gì:</td></tr>
<tr><td colspan="4">9. Vui lòng giải thích tại sao quý vị nộp cho một bên thứ ba:</td></tr>
<tr><td colspan="2">10. Vui lòng xác nhận rằng quý vị đã được bên khiếu nại cho phép nộp thay cho họ.</td><td>CÓ</td><td>KHÔNG</td></tr>
<tr><td colspan="4">Mục III:</td></tr>
<tr><td colspan="4">11. Tôi cho rằng tôi bị phân biệt đối xử dựa trên (chọn tất cả các mục phù hợp):

[ ] Chủng Tộc [ ] Màu Da [ ] Nguồn Gốc Dân Tộc</td></tr>
<tr><td colspan="4">12. Ngày phân biệt đối xử được viện dẫn: (dd/mm/yyyy)</td></tr>
<tr><td colspan="4">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.</td></tr>
</table>

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: Kimberly Taylor
5922 El Cajon Boulevard
San Diego, CA 92115

TAGALOG

Title VI Complaint Procedures
Mga Pamamaraan ng Pagrereklamo 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 Pagrereklamo 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 Pagrereklamo 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.

The SDCB Title VI Complaint Form, 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 *(Opsyonal):*	
4. Email Address:		
5.May Kinakailangang bang Magagamit na	[ ] Malalaking Sulat	] Audio Tape
	[ ] TDD	[ ] 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. ung "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 naagrabiyadong partido na magsampa para sa kanila.	OO	HINDI
Seksyon III:		
11. Naniniwala ako na ang diskriminasyong aking naranasan ay batay sa aking *(lagyan ng tsek ang lahat ng naaangkop):* **[ ] Lahi** **[ ] Kulay ng Balat** **[ ] Bansang Pinagmulan**		

12. Petsa ng di-umanong diskriminasyon:(*mm/dd/yyyy)*(*mm/dd/yyyy)*
13. Ipaliwanag sa pinakamalinaw na paraang maaari kung ano ang nangyari at bakit sa tingin mo ay nakaranas ka ng diskriminasyon. 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

SA PAGREREKLAMO

Section IV: 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? [ ] OO* [ ] HINDI Kung oo, lagyan ng tsek ang lahat ng naaangkop: [ ]Pederal na Ahensya _____ [ ] Pang-estadong Ahensya _____ [ ] Pederal na Hukuman _____ [ ] Lokal na Ahensya _____ [ ] 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 Pampublikong 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 BlindTitle VI Coordinator: Kimberly Taylor5922 El Cajon Boulevard, San Diego, CA 92115

Chinese

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和福利。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：	[ ] 大字体版本	[ ] 录音带
	[ ] 听语障形式	[ ] 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）：* **[ ] 种族** **[ ] 肤色** **[ ] 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: Kimberly Taylor
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.				

Since its establishment in 1972, the San Diego Center for the Blind (SDCB) has been committed to empowering adults who are blind or visually impaired, enhancing their self-sufficiency and promoting maximum independence. Vision loss can create substantial physical and financial hurdles, and SDCB aims to alleviate these challenges by providing services that improve mental and physical wellness, prepare individuals for employment, and support independent living. Through these efforts, SDCB not only fosters personal empowerment but also positively influences the wider community by reducing healthcare costs and strengthening family relationships.

SDCB is dedicated to serving everyone without discrimination based on race, socio-economic status, age, disability, religion, sexual orientation, gender, gender identity or expression, marital status, color, or national origin. The agency cultivates a diverse, equitable, and inclusive environment where each person is respected, valued, and encouraged to achieve their fullest potential.

With two training centers located in San Diego and Vista, SDCB offers a comprehensive vision rehabilitation program that typically lasts at least six months. Services include adjustment-to-vision-loss counseling for individuals, groups, and families; rehabilitation training that covers orientation and mobility, independent living skills, Braille instruction, and training in accessible computer software. Additionally, SDCB provides support for individuals whose primary language is not English, along with low vision assessments and adaptive technology training.

Understanding that vision loss can severely affect an individual's ability to travel safely and independently—especially when driving is no longer an option—SDCB offers door-to-door transportation services tailored to geographic needs. While this specific service has a limited impact on the public and on minority and low-income groups, SDCB actively collects stakeholder feedback and engages in community outreach to ensure fair service delivery.

Public engagement is vital to SDCB's mission. The agency seeks input from stakeholders during decision-making processes to guarantee that its services are inclusive, accessible, and do not impose disproportionate health or environmental burdens on minority and/or low-income communities. SDCB has developed a strong network of community partnerships to enhance outreach and engagement, particularly among underserved and diverse populations.

The agency collaborates with a range of organizations, including the California Department of Rehabilitation – Blind Field Services Division, United Way of San Diego, Jewish Family Services, San Diego County's Aging and Independence Services, San Diego Sherriff Department's Blue Envelope Program, San Diego Registrar of Voters, Alliance for African Assistance, San Diego Pride, local PACE medical case management programs, as well as various retirement communities, postsecondary schools, and community centers. These partnerships, along with connections to ophthalmologists, optometrists, and other healthcare and social service providers, ensure comprehensive and community-integrated support for those experiencing vision loss.

SDCB staff members actively engage in local, state, and national boards and committees, such as the VisionServe Alliance, California Agencies for the Blind and Visually Impaired, Southern California Association for Education and Rehabilitation of the Blind (AER), and California Association for Orientation and Mobility Specialists (CAOMS). We have also remained active members of the County of San Diego Voter Accessibility Committee, as well as a member of the San Diego Association of Government's Social Services Transportation Advisory Council. These affiliations promote cross-agency referrals and enhance public input and accountability.

To raise service awareness within underserved ethnic communities, SDCB continues to pursue cooperative agreements with advocacy groups serving non-English-speaking individuals, engage in multilingual media marketing, and distribute printed materials in various languages.

Additional outreach initiatives include partnerships with the County Office of Emergency Services, focusing on developing evacuation plans tailored to the needs of disabled, minority, and low-income individuals. SDCB also collaborates closely with local Lions Clubs, whose missions align with the needs of blind and low-income populations. Furthermore, the agency hosts a final group class of the day called "Resource Information for the Blind," featuring speakers from community agencies sharing resources with attendees. The annual White Cane Recognition Banquet serves as a significant outreach event, celebrating client achievements, honoring community supporters, and inviting public participation, attracting around 150 guests from the region each year. In 2025, SDCB will host its inaugural Strides for Sight Walk/Resource Fair for current and former clients and the larger community.

To gather public feedback, SDCB conducts annual satisfaction surveys distributed to clients, stakeholders, and partners. The agency also shares announcements, updates, and a downloadable Title VI Complaint Form (available in both English and Spanish) on its website at www.sdcb.org.

Language Assistance Plan (LAP)

In accordance with Title VI of the Civil Rights Act of 1964 and Executive Order 13166, SDCB has developed a Language Assistance Plan to ensure meaningful access to services for individuals with Limited English Proficiency (LEP). The plan is based on the U.S. Department of Transportation's four-factor LEP analysis:

I. **Number or proportion of LEP persons served** – While SDCB does not provide transportation services to the general public, the primary recipients of FTA Section 5310-funded transportation are clients enrolled in SDCB's vision rehabilitation programs. Therefore, LEP data drawn from SANDAG's 2022 Language Assistance Plan and the U.S. Census Bureau's 2020 ACS 5-Year Estimates are used for comparison only.

II. **Frequency of contact with LEP persons** – SDCB frequently interacts with LEP individuals through its core rehabilitation services and outreach activities.

III. **Nature and importance of the program** – Transportation and rehabilitation services are essential for client safety, independence, and quality of life, making language accessibility a high priority.

IV. **Resources available and costs** – SDCB evaluates its available resources annually and implements reasonable steps to provide language assistance, including translated materials, interpreter services, and bilingual staff support.

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 DOT LEP guidance requirements.

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 individuals 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 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 2022 and the U.S. Census Bureau American Community Survey

The U.S. Census American Community Survey (ACS), California Department of Education (DOE), County of San Diego Department of Behavioral Health Services, and San Diego Superior Court—were used to determine the number of people with LEP in San Diego County. According to these findings, about 400,000 people five years or older speak English less than very well. This accounts for 13% of the county's population. There are more than 245,000 Spanish speakers who speak English less than very well, and this is about 64% of the LEP population in San Diego County. Tagalog and Filipino, Vietnamese, Chinese (all dialects), and Arabic have between 15,000 and 30,000 speakers who don't speak English very well. Twelve other languages or language groups were identified as having more than 1,000 speakers who do not speak English very well. One thousand speakers is the minimum threshold for safe harbor protection established by the federal government.

Additionally, approximately 23.8% of the region's population is foreign-born. Spanish continues to be the predominant non-English language spoken in homes and among school-aged children enrolled in San Diego County public schools.

- More than 774,362 persons, or 23.58% of the San Diego region are foreign-born.
- 37.68% of persons in San Diego County speak a language other than English at home.
- 13 % are considered LEP as they speak English less than "well"
- Of the languages spoken in the region, 17 are spoken by more than 1,000 LEP persons
- Spanish is the second most predominant language, other than English, spoken learners in San Diego County public schools.

  Addendum A: LAP AUGUST 2022 Table 1 Limited English Proficient Speakers by Language in San Diego County

Findings in the AUGUST 2022 SANDAG LAP report reveal a presence of 17 languages in San Diego County with more than 1,000 individuals who are LEP. The ACS data in Table 7 represents LEP persons by language. This analysis was based on the LEP definition included in U.S. DOT LEP guidance. The language and corresponding LEP population are arranged in Table 7 in descending order. While some increases or decreases from the 2019 Factor 1 report have been identified, any comparison to previous reports should be done with caution due to changes in ACS data availability.
See Addendum A 2022 LAP Table 7

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. Of the intakes done with clients between 2022-2025, 84% of those individuals noted their primary language as English, 7% reported Spanish as their primary language, and less than 1% reported their primary language as Arabic, Vietnamese, or Chinese. 8.5% did not report in their primary language. SDCB does not turn away clients due to language barriers and/or limited English proficiency. When needed, SDCB has provided translation services through volunteers or with the assistance of the client's family or friends. SDCB regularly provides volunteer support for individuals speaking Spanish and Arabic, as well as some vision rehabilitation courses offered directly in Spanish. Center staff work with family members, friends and organizations to ensure vision rehabilitation services can be provided to those who do not have English as their primary language.

Factor 2: The frequency with which LEP persons encounter 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. Most LEP individuals reaching out for services initiate contact with the help of a family member, case manager, or other individual who can provide initial translation. For LEP clients who do not speak Spanish, SDCB recruits volunteers or may receive translation assistance from individuals' family, friends, or community members. Further outreach is being conducted in communities with marginalized populations, including communities with LEP individuals, to increase services to individuals of all backgrounds.

SDCB provides quarterly surveys to solicit feedback from clients. Surveys have not contained requests for translation services at this time.

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

SDCB's mission is to help any adult with blindness or vision impairment to reach their highest level of independence. Vision rehabilitation services are provided to individuals with a wide range of vision loss. Clients are given the opportunity to utilize door-to-door transportation services while attending the program. Transportation is the top barrier clients face following vision loss, as they are no longer able to drive. SDCB strives to eliminate this barrier through its transportation services. While clients adjust to their vision loss, they can rely on this transportation service to attend weekly classes. Clients are also provided with training so that they may learn to travel safely utilizing public transportation or other means.

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

SDCB has materials in English, Spanish, and Arabic to share with the community for its most common languages encountered during outreach opportunities. In addition, SDCB provides materials in large print and Braille to individuals as needed, in their respective languages. Written information has not been requested in other languages in the last three years, however should it occur, SDCB will work to utilize volunteers and/or professional translation services to get information to clients in their preferred language.

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 whether 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 were listed earlier in this document.

The Agency brochure is offered only in English, Spanish and Arabic.
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 Program 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 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 Program will also be evaluated and updated every three years.

Employee Training

SDCB 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 compared to those with changing vision. Accessible forms of communication are 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 are posted on our website.

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.

Approved by unanimous consent by
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Addendum A: Language Assistance Plan AUGUST 2022 SANDAG

2022 SANDAG Language Assistance Plan