

**Federal Transit Administration
Title VI Program**

**Calcasieu Parish Voluntary Council on the
Aging, Inc.**

March 29, 2022

(TVI plan expires 3 years from date approved by the board)

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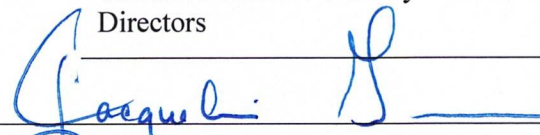
The Calcasieu Parish Voluntary Council on the Aging, Inc. Title VI plan includes the following elements:

1. Plan Approval and Revision Log
2. Policy Statement
3. Notice to the Public
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Section 1: Title VI Plan Approval

Title VI Plan Adopted on: March 29, 2022

Adopted by: Calcasieu Parish Voluntary Council on the Aging, Inc. Board of Directors

Signature(s): 

Print Name of signature above Jacqueline Green

Print Title of signature above Executive Director

Date SIGNED: 3/29/22

Include documentation to show approval (i.e., minutes, resolutions, ordinance, etc.) The person given the authority to sign should be the person who actually signs the document.

Title VI Plan Revision Log

Date Month/day/year	Section Revised	Summary of Revisions

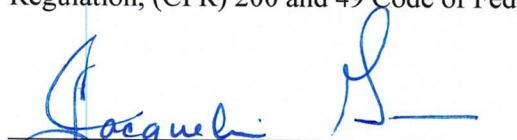
Section 2: Title VI Policy Statement

Policy Statement

The Calcasieu Parish Voluntary Council on the Aging, Inc., assures that no person shall on the grounds of race, color, or national origin as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100.259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any programs or activities. Calcasieu Parish Voluntary Council on the Aging, Inc. assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not (inclusive of additional Title VI Authorities and citations).

The Civil Rights Restoration Act of 1987, broadened the scope of Title VI coverage by expanding the definition of terms “programs or activities” to include all programs or activities of Federal Aid recipients, sub-recipients, and contractor/consultants, whether such programs and activities are federally assisted or not (Public Law 100259 [S.557] March 22, 1988.)

Calcasieu Parish Voluntary Council on the Aging, Inc. will be responsible for initiating and monitoring Title VI activities, preparing required reports and other responsibilities as required by 23 Code of Federal Regulation, (CFR) 200 and 49 Code of Federal Regulation 21.



Executive Director

3/29/22

Date

Any individual, group of individuals or entity that believes they have been discriminated against on the basis of race, color or national origin by the Calcasieu Parish Voluntary Council on the Aging, Inc. may file a Title VI complaint by submitting the agency’s Title VI / ADA Complaint Form.

For all Title VI matters, please contact:
Jacqueline Green
3950 Gerstner Memorial Blvd. Lake Charles, LA 70607
337-474-2583 – jgreen@calcoa.org.

Section 3: Notice to the Public

TITLE VI Notice to the Public

The Calcasieu Parish Voluntary Council on the Aging, Inc. Notice to the Public is as follows:

- Posted in the All Calcasieu Parish Voluntary Council on the Aging, Inc. offices and facilities
- Posted inside of Transit Vehicles
- Posted and Agency website

Notifying the Public of Rights Under Title VI

Calcasieu Parish Voluntary Council on the Aging, Inc.

- ✓ The Calcasieu Parish Voluntary Council on the Aging, Inc. operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Calcasieu Parish Voluntary Council on the Aging, Inc. and should be filed within 180 days of date of alleged discrimination.
- ✓ For more information on the Calcasieu Parish Voluntary Council on the Aging, Inc. civil rights program, the procedures to file a complaint or to file a complaint contact 337-474-2583
- ✓ (TTY 337-312-1067) jgreen@calcoa.org. or visit our administrative office at 3950 Gerstner Memorial Blvd. For more information, visit www.calcoa.org.
- ✓ A complaint may also be filed directly with the:

Louisiana Department of Transportation and Development, Attn: Cynthia Douglas, 1201 Capitol Access Road, Baton Rouge, LA 70804 or (225) 379-1923.

Federal Transit Administration, 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 Calcasieu Parish Voluntary Council on the Aging, Inc. 3950 Gerstner Memorial Blvd. Lake Charles, LA 70607 (337) 474-2583.

Notificación al público de derechos bajo el título VI

- El Calcasieu Parish Voluntary Council on the Aging, Inc. opera sus programas y servicios sin distinción de raza, color y origen nacional, según el Título VI de la Ley de Derechos Civiles. Cualquier persona que cree o que ha sido perjudicada por una práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con el Calcasieu Parish Voluntary Council on the Aging, Inc.
- Para obtener más información sobre el programa de derechos civiles de Calcasieu Parish Voluntary Council on the Aging, Inc. o para obtener más información sobre los procedimientos para presentar una queja llame al 337-474-2583, jgreen@calcoa.org. visite nuestra oficina administrativa en 3950 Gerstner Memorial Blvd. Lake Charles, LA 70607.
- Un demandante puede presentar una queja directamente a la el Departmet de Transporte del estado de Louisiana, llame al (225) 379-1923. Email Cynthia.douglas@la.gov,
- Un demandante puede presentar una queja directamente a la Administración Federal de tránsito, Oficina de Derechos Civiles, Atención: Coordinadora del Programa Título VI, edificio este, 5 piso-TCR, 1200 New Jersey Ave., se Washington, DC, 20590.

Si se necesita información en otro idioma, comuníquese con contact:
Calcasieu Parish Voluntary Council on the Aging, Inc. (337) 474-2583.

Section 4: Title VI / ADA Complaint Procedure

The Calcasieu Parish Voluntary Council on the Aging, Inc. Title VI / ADA Complaint Procedure is made available in the following locations to Jacqueline Green, Executive Director.

- Agency website, if available: www.calcoa.org.**
- Hard copy in the central office**
- Agency Title VI Plan**

Any individual, group of individuals or entity that believes they have been discriminated against on the basis of race, color, national origin or disability by the The Calcasieu Parish Voluntary Council on the Aging, Inc. may file a Title VI/ ADA complaint by completing and submitting the agency's Title VI/ ADA Complaint Form. File initial complaint with Executive Director at The Calcasieu Parish Voluntary Council on the Aging, Inc.

Any individual having filed a complaint or participated in the investigation of a complaint shall not be subjected to any form of intimidation or retaliation. Individuals who have cause to think that they have been subjected to intimidation or retaliation can file a complaint of retaliation following the same procedure for filing a discrimination complaint.

A complaint must be filed with the The Calcasieu Parish Voluntary Council on the Aging, Inc. no later than 180 days after the following:

1. The date of the alleged act of discrimination; or
2. The date when the person(s) became aware of the alleged discrimination; or
3. Where there has been a continuing course of conduct, the date on which that conduct was discontinued of the latest instance of the conduct.

Once the complaint is received, the The Calcasieu Parish Voluntary Council on the Aging, Inc. will review it to determine if our office has jurisdiction. (A copy of each Title VI complaint received will be forwarded to the Louisiana Department of Transportation and Development within ten (10) calendar days of receipt.) The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The The Calcasieu Parish Voluntary Council on the Aging, Inc. has 45 days to investigate the complaint. If more information is needed to resolve the case, the The Calcasieu Parish Voluntary Council on the Aging, Inc. may contact the complainant.

After the investigator reviews the complaint, she/he will issue one of two (2) 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.
- ✓ A letter of finding (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 180 days after the date of the letter or the letter of finding to do so. A person may also file a complaint directly with the: Louisiana Department of Transportation, Attn: Cynthia Douglas, 1201 Capitol Access Road, Baton Rouge, LA 70804.

LADOTD will analyze the facts of the case and will issue its conclusion to the appellant within 60 days of the receipt of the appeal.

If information is needed in another language, then contact: Calcasieu Parish Voluntary Council on the Aging, Inc. 3950 Gerstner Memorial Blvd. Lake Charles, LA 70607
(337) 474-2583.

Procedimiento de Queja Titulo VI I ADA

El formulario de queja del Titulo VI I ADA del Calcasieu Parish Voluntary Council on the Aging, Inc. at 337-474-2583.

Esta disponible en las siguientes ubicaciones: www.calcoa.org.

- Pagina web de la agencia
- Copia impresa localizada en la oficina central

Cualquier individuo, grupo de individuos o entidad que crea que ha sido objeto de discriminacion por motivos de raza, color, nacionalidad o discapacidad por el puede presentar una queja del Titulo VI I ADA al completar y enviar el formulario de queja del Titulo VI I ADA correspondiente a la agencia Calcasieu Parish Voluntary Council on the Aging, Inc. Este documento debeni de ser enviado a la direccion indicada en el formulario de queja. Presente la queja inicial con Jacqueline Green, Executive Director en Calcasieu Parish Voluntary Council on the Aging, Inc.

Cualquier individuo que haya presentado una queja o participe en la investigacion de alguna queja no debera ser sujeto a ninguna forma de intimidacion o represalias. Aquel individuo que considere que ha sido sujeto de intimidacion o de represalias puede llenar un formulario de queja para represalias siguiendo el mismo procedimiento que para una queja de discriminacion.

Esta queja debera ser presentada a traves de la Oficina de Programas de Cumplimiento del Calcasieu Parish Voluntary Council on the Aging, Inc. en un periodo de no mas de 180 dias despues de lo siguiente:

1. La fecha del presunto acto de discriminacion; o
2. La fecha en la que la persona (s) se percataron del presunto acto de discriminacion; o
3. Cuando se ha detectado que el acto de discriminacion se ha convertido en una conducta repetitiva. En estos casos se incluire la fecha del ultimo acontecimiento.

Una vez que se reciba la queja, el / la Coordinador del Titulo VI I ADA del Calcasieu Parish Voluntary Council on the Aging, Inc. lo revisara para detenninar si nuestra oficina tiene jurisdiccion. El demandante recibira una carta de notificacion en la cual se le hara saber si la queja sera investigada por nuestra oficina.

El / La coordinador del Titulo VI I ADA del Calcasieu Parish Voluntary Council on the Aging, Inc. tendra 45 dias para investigar la queja. Si se necesita mas informacion para resolver el caso, el / la Coordinador (a) del Titulo VI I ADA podria contactar al demandante.

Despues de que el / la Coordinador del Titulo VI I ADA revise la queja, emitira una de dos (2) cartas al demandante: una carta de cierre o una carta de hallazgo.

- Una carta de cierre resumiendo las alegaciones del caso en la cual indicara que no hubo una violacion del Titulo VI I ADA y por tal motivo el caso sera cerrado.
- Una carta de hallazgo resumiendo las alegaciones y las entrevistas sobre el supuesto incidente en esta misma carta se le explicara al demandante si se llevara a cabo alguna accion disciplinaria, entrenamiento adicional al personal o se tomara alguna otra accion necesaria.

Si el demandante desea apelar la decision, el tendra 180 dias despues de la fecha marcada en la carta de cierre o de la carta de hallazgo para hacerlo. El / La Coordinador, Cynthia Douglas (225)379-1923, del Titulo VI I ADA analizara los hechos del caso y emitira su conclusion al apelante en un periodo de 60 dias despues de haber recibido la apelacion.

Section 5: Title VI / ADA Complaint Form

The Calcasieu Parish Voluntary Council on the Aging, Inc. Title VI / ADA Complaint Procedure is made available in the following locations:

- Agency website, if available: www.calcoa.org.
- Hard copy in the central office
- Agency Title VI Plan

Section I:			
Name:			
Address:			
Telephone (Home):		Telephone (Work):	
Email Address:			
Accessible Format Requirements?	Large Print		Audio Tape
	TDD		Other
Section II:			
Are you filing this complaint on your own behalf?		Yes*	No
*If you answered "yes" to this question, go to Section III.			
If not, please supply the name and relationship of the person for whom you are complaining:			
Please explain why you have filed for a third party: _____			
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		Yes	No
Section III:			
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 <input type="checkbox"/> Disability			
Date of Alleged Discrimination (Month, Day, Year) _____			
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form. _____ _____ _____			
Section IV			
Have you previously filed a Title VI complaint with this agency?		Yes	No
Section V			
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?			

<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, check all that apply:	
<input type="checkbox"/> Federal Agency: _____	
<input type="checkbox"/> Federal Court _____	<input type="checkbox"/> State Agency _____
<input type="checkbox"/> State Court _____	<input type="checkbox"/> Local Agency _____
Please provide information about a contact person at the agency/court where the complaint was filed.	
Name:	
Title:	
Agency:	
Address:	
Telephone:	
Section VI	
Name of agency complaint is against:	
Contact person:	
Title:	
Telephone number:	

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

Signature and date required below

Signature Date

If information is needed in another language, contact
Please submit this form in person at the address below, or mail this form to:

Calcasieu Parish Voluntary Council on the Aging, Inc.
Jacquelin Green – 337-802-8985
3950 Gerstner Memorail Blvd. Lake Charles, LA 70607

Formato de Reclamo del Título VI o ADA del Calcasieu Parish Voluntary Council on the Aging, Inc.

Sección I:

Nombre: _____

Dirección: _____

Teléfono (Casa/Celular): _____

Teléfono (Trabajo): _____

Dirección de correo electrónico: _____

Sección II:

¿Está usted presentando esta queja en su propio nombre: **Sí** **No**

* Si usted contestó "sí" a esta pregunta, pase a la Sección III.

Si su respuesta es "no", por favor escribe el nombre y la relación de la persona que está presentando la queja en contra:

Nombre: _____

Relación: _____

Si usted está presentando una queja de parte de otra persona, por favor, explica porqué en el siguiente espacio:

¿Se ha obtenido el permiso de la parte perjudicada, si usted está presentando en nombre de un tercero: **Sí** **No**

Sección III:

Creo que la discriminación que experimenté fue basado en (marque todo lo que corresponda):

Raza **Color** **Origen Nacional** **Discapacidad**

Fecha de la discriminación alegada (Mes, Día, Año):

Date: _____

Explique, lo más claramente posible, lo que sucedió y porqué usted cree que fue discriminado. Describe todas las personas quien estuvieron involucradas. Incluye el nombre y la información de contacto de la persona (s) que discriminó (si se conoce), así como los nombres e información de contacto de cualquier testigo. Si necesita más espacio, adjunte hojas adicionales a este formulario:

Sección IV

Ha previamente presentado una queja del Título VI con el Calcasieu Council on Aging

Sí **No**

Sección V

Ha presentado esta queja con cualquier otro federal, estatal o local, o ante cualquier tribunal federal o estatal? **Sí** **No**

En caso afirmativo, marque el nombre de todas las que correspondan:

- Agencia Federal: _____
- Tribunal Federal: _____
- Agencia Estatal: _____
- Tribunal Estatal: _____
- Agencia local : _____

Sírvanse proporcionar información acerca de una persona de contacto en la corte / entidad donde se presentó la queja.

Nombre: _____

Título: _____

Agencia: _____

Dirección: _____

Teléfono: _____

Sección VI

Nombre de la agencia/compañía de queja es contra: _____

Persona de contacto: _____

Título: _____

Teléfono: _____

Firma: _____

Fecha: _____

Por favor, envíe este formulario en persona en la dirección indicada más abajo:

Calcasieu Parish Voluntary Council on the Aging, Inc.
Jacqueline Green – Executive Director
3950 Gerstner Memorial Blvd.
Lake Charles, LA 70607

Section 6: List of Transit Related Title VI Investigations, Complaints and Lawsuits

The Calcasieu Parish Voluntary Council on the Aging, Inc. maintains a list or log of all Title VI investigations, complaints and lawsuits, pertaining to its transit-related activities.

Check One:

There have been no investigations, complaint and/or lawsuits filed against us since the last plan submission.

There have been investigations, complaints and/or lawsuits filed against us. *See list below. Attach additional information as needed.*

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

Section 7: Public Participation Plan

Strategies and Desired Outcomes

To promote inclusive public participation, the Calcasieu Parish Voluntary Council on the Aging, Inc. will employ the following strategies, as appropriate (make these determinations based on a demographic analysis of the population(s) affected, type of plan, program and/or service under consideration, and the resources available):

- ✓ Provide for early, frequent and continuous engagement by the public.
- ✓ Select accessible and varied meeting locations and times
- ✓ Employ different meeting sizes and formats
- ✓ Use social media in addition to other resources as a way to gain public involvement
- ✓ Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.
- ✓ Expand traditional outreach methods by visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.

Public Outreach Activities

The public outreach and involvement activities conducted by the Calcasieu Parish Voluntary Council on the Aging, Inc. since the last Title VI Program submission are summarized in the table below.

Enter specific Public Participation activities in the table below.

Event Date	Agency Name Staffer(s)	Activity	Communication Method (Public Notice, Posters, Social Media)	Notes
None due to covid	Calcasieu Parish Voluntary Council on the Aging, Inc.			

Section 8: Language Assistance Plan

Plan Components

As a recipient of federal US DOT funding, the Calcasieu Parish Voluntary Council on the Aging, Inc. is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak or understand English. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

The Calcasieu Parish Voluntary Council on the Aging, Inc. Language Assistance Plan includes the following elements:

Item #1: The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.

Item #2: A description of how language assistance services are provided by language

Item #3: A description of how LEP persons are informed of the availability of language assistance service

Item #4: A description of how the language assistance plan is monitored and updated

Item #5: A description of how employees are trained to provide language assistance to LEP persons

Four Factor Analysis Methodology

To determine if an individual is entitled to language assistance and what specific services are appropriate, the Calcasieu Parish Voluntary Council on the Aging, Inc. has conducted a *Four Factor Analysis* of the following areas: 1) LEP Demography, 2) Contact Frequency, 3) Importance of Service, and 4) Resources and Costs.

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient. In addition to the number or proportion of LEP persons served, the Calcasieu Parish Voluntary Council on the Aging, Inc. will identify:

- (a) How LEP persons interact with the recipient's agency;
- (b) Identification of LEP communities, and assessing the number or proportion of LEP persons from each language group to determine the appropriate language services for each language;
- (c) The literacy skills of LEP populations in their native languages, in order to determine whether translation of documents will be an effective practice; and
- (d) Whether LEP persons are underserved by the recipient due to language barriers.

Factor 2: The frequency with which LEP persons come into contact with the program. Identifies and assesses the frequency Calcasieu Parish Voluntary Council on Aging, Inc. staff comes into contact with LEP persons.

Examples of contact could include:

- (a) Use of bus and rail service;
- (b) Purchase of tickets through vending machines, outlets, websites, and over the phone;
- (c) Participation in public meetings;
- (d) Customer service interactions;
- (e) Ridership surveys;
- (f) Operator surveys.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives. Generally speaking, the more important the program, the more frequent the contact and the likelihood that language services will be needed.

This section discusses how the Calcasieu Parish Voluntary Council on the Aging, Inc. program and services impact the lives of person's within the community. The Calcasieu Parish Voluntary Council on the Aging, Inc. will specify the community organizations that serve LEP persons, if available.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach. Resource and cost issues can often be reduced by technological advances, reasonable business practices, and the sharing of language assistance materials and services among and between recipients, advocacy groups, LEP populations and Federal agencies. Large entities and those entities serving a significant number of LEP persons should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance.

The summary below discusses the low cost methods the Calcasieu Parish Voluntary Council on the Aging, Inc. uses to provide outreach to LEP persons as well as train staff (and transit provider/lessee, if applicable) on Title VI and LEP principles.

Item #1 – Results of the Four Factor Analysis *(including a description of the LEP population(s) served)*

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

The Calcasieu Parish Voluntary Council on the Aging, Inc. staff reviewed the American Community Survey and determined that 7.8% , 16,909 of persons in Calcasieu Parish speak a language other than English. In **Calcasieu Parish** of the 7.8%, 16,909 of persons with limited English proficiency, 2.8%, 6,070 speak Spanish.

Agency should insert the tables from ACS that document the persons who “speak English less than very well”

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

Calcasieu Parish Voluntary Council on the Aging, Inc. assessed the frequency with which staff and drivers have, or could have, contact with LEP persons. Calcasieu Council on Aging provides approximately 6000 passenger trips per year. If an individual has speech limitations, the dispatcher or driver will work with the Transit Manager and the LADOTD, if needed, to ensure the individual receives access to the transit services.

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

All of Calcasieu Parish Voluntary Council on the Aging, Inc. programs are important; however, those related to safety, public transit, nondiscrimination and public involvement are among the most important. The Calcasieu Parish Voluntary Council on the Aging, Inc. is committed to providing meaningful access and will provide written translation for any of its documents, when reasonable, effective and with the available resources. In other cases, the Calcasieu Parish Voluntary Council on the Aging, Inc. will strive to provide alternative but meaningfully accessibility. Moreover, the Calcasieu Parish Voluntary Council on the Aging, Inc. continually evaluates its programs, services, and activities to ensure that persons who may be LEP are always provided with meaningful access. The Title VI policy, complaint form, and LEP policy are available in Spanish upon request.

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

The Calcasieu Parish Voluntary Council on the Aging, Inc. makes every effort to make its programs, services, and activities, accessible to LEP individuals. The Calcasieu Parish Voluntary Council on the Aging, Inc. will use available resources, both internal and external to accommodate reasonable requests for translations.

Item # 2 – Description of how Language Assistance Services are Provided, by Language

The Calcasieu Parish Voluntary Council on the Aging, Inc. has identified, developed, and uses the following:

- a) Individuals who have contact with the public are provided with “I Speak” language cards to identify language needs in order to match them with available services. Language cards verified and distributed by the Director as need.
- b) The Calcasieu Parish Voluntary Council on the Aging, Inc. has developed partnerships with local agencies, organizations, law enforcement, colleges/universities, local school districts and social service agencies that are available to assist with it LEP responsibilities.
- c) A list of web based translation services can be provided by contracting the Human Resources Department.

Item # 3 - Description of how LEP Persons are Informed of the Availability of Language Assistance Service

In order to ensure that LEP individuals are aware of Calcasieu Parish Voluntary Council on the Aging, Inc. language assistance measures, Calcasieu Parish Voluntary Council on the Aging, Inc. provides the following:

- Title VI Program including the Language Assistance Plan is made available on website, if applicable, and hard copy in central office.
- Drivers and dispatchers are provided “I Speak” language cards to identify language needs in order to match them with available services.

Item # 4 – Description of how the Language Assistance Plan is Monitored and Updated

Calcasieu Parish Voluntary Council on the Aging, Inc. will continue to update the LEP plan as required by U.S. DOT. At a minimum, the plan will continue to be reviewed and updated every three (3) years in conjunction with the Title VI submission, or when data from the 2020 U.S. Census is available, or when it is clear that the concentrations of LEP individuals are present in the Calcasieu Parish Voluntary Council on the Aging, Inc. service area.

Updates will continue to include the following:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether Calcasieu Parish Voluntary Council on the Aging, Inc. financial resources are sufficient to fund language assistance resources needed.
- Determine whether Calcasieu Parish Voluntary Council on the Aging, Inc. has fully complied with the goals of this LEP Plan.
- Determine whether complaints have been received concerning Calcasieu Parish Voluntary Council on Aging, Inc. failure to meet the needs of LEP individuals

Item # 5 - Description of how Employees are Trained to Provide Language Assistance to LEP Persons

The following training will continue to be provided to Calcasieu Council on Aging staff:

- Information on the Calcasieu Parish Voluntary Council on the Aging, Inc. Title VI Procedures and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of “I Speak” language cards (used to identify language preference).
- Documentation of language assistance requests.
- Use of web-based interpreter services; www.lafamilia-swla.org
- How to handle a potential Title VI / LEP complaint.

Limited English Proficient (LEP) Resource Materials:

LEP Policy

Calcasieu Parish Voluntary Council on the Aging, Inc. shall provide for communication for limited English proficient riders to ensure them equal opportunity to benefit from services. Family members or friends of limited English proficient riders will not be used as translators unless specifically requested by that individual. Arrangements have been made with LaFamilia Resource Center (337) 794-0373. 650 Dr. Michael DeBakey Dr. Lake Charles, LA 70601. lafamiliaresourcecenter@gmail.com to obtain translators. The agency will also utilize web based translator programs if available.

If you need help with English, please call 337-474-2583.

Calcasieu Parish Voluntary Council on the Aging, Inc. will proporcionar comunicación para jinetes competentes inglés limitados para asegurarles igualdad de oportunidades para beneficiarse de los servicios. Miembros de la familia o amigos de jinetes habilidades inglesas limitadas no se utilizará como traductores a menos que pedido específicamente por ese individuo. Han establecido acuerdos con la Agencia para obtener traductores. La agencia también utiliza programas de traductor basado en web si está disponible.

Si usted necesita ayuda con el inglés, por favor llame 337-474-2583.

“I Speak” Language Identification Card

Mark this Box if you speak...	Language Identification Chart	Language
	Mark this box if you read or speak English	English
	Marque esta casilla si lee o habla español	Spanish
	Kos lub voj no yog koj paub twm thiab hais lus Hmoob	Hmong
	如果说中国在方框内打勾	Chinese
	Xin ñaùnh daáu vaø oâ naøy neáu quyù vò bieát ñoïc vaø noui ñoïc Vieät Ngöð.	Vietnamese
	당신이한국어말할경우이 상자를표시	Korean
	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	Tagalog
	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen	German
	Отметить этот флажок, если вы говорите по-русски	Russian
	Означите ову кућицу ако говорите српски	Serbian
	आप हिंदी बोलते हैं तो इस बक्से को चिह्नित करें	Hindi
	پر نشان لگائیں تو اس باکس بولتے ہیں اردو اگر آپ	Urdu

Note: For additional languages visit the US Census Bureau website <http://www.lep.gov/ISpeakCards2004.pdf>

Log of LEP Encounters

Date	Time	Language Spoken By Individual <i>(if available)</i>	Name and Phone Number of Individual <i>(if available)</i>	Service Requested	Follow Up Required	Staff Member Providing Assistance	Notes

Section 9: Minority Representation Information

Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

A. Minority Representation Table

Table Depicting Membership of Board, Committees, Councils, Broken Down by Race

Body	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
Population	6	0	5	0	0	0

B. Efforts to Encourage Minority Participation

To encourage participation on its boards, committees and councils, the Calcasieu Parish Voluntary Council on the Aging, Inc. will make every effort to encourage minority participation on the board. *Board members are elected annually by the General Membership.*

Section 10: Providing Assistance to and Monitoring Subrecipients

1. Does agency provide funding to subrecipients?

No, the agency does not have subrecipients.

Yes. If yes, list the subrecipient names: (list other agency names here)

Calcasieu Parish Voluntary Council on the Aging, Inc. monitors subrecipients using the following process:

1. Calcasieu Parish Voluntary Council on the Aging, Inc. uses the following process for ensuring all subrecipients are complying with the general reporting requirements of FTA C4702.1B: (document the process here)
2. Calcasieu Parish Voluntary Council on the Aging, Inc. Pacollects Title VI programs from the subrecipients listed above and reviews programs for compliance by (list the process here)

Section 11: Title VI Equity Analysis

1. Has the agency built a facility? (check a response below)

No, the agency has not built a facility.

Yes, the agency has built a facility and completed a Title VI equity analysis to compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site. (Include at the end of the TVI plan a copy of the Title VI equity analysis.)

Section 12: Requirements for Metropolitan Planning Organizations (MPOs)

NA

All MPOs must complete Part Three; in addition to the requirements specified in Part One.

MPO Requirements (Ref: FTA Circular 4702.1B Chapter VI)	Status
1) Does the plan contain a demographic profile of the metropolitan area that includes identification of the locations of minority populations in the aggregate?	<input type="checkbox"/> Y <input type="checkbox"/> N
2) A description of the procedures by which the mobility needs of minority populations are identified and considered within the planning process?	<input type="checkbox"/> Y <input type="checkbox"/> N
3) Demographic maps that overlay the percent minority and non-minority populations as identified by Census or American Community Survey (ACS) data, at the Census tract or block group level, and charts that analyze the impacts of the distribution of State and Federal funds in the aggregate for public transportation purposes, including federal funds managed by the MPO as a designated recipient?	<input type="checkbox"/> Y <input type="checkbox"/> N
4) Analysis of disparate impacts on the basis of race, color, or national origin, and, if so, determines whether there is a substantial legitimate justification for the policy that resulted in the disparate impacts, and if there are alternatives that could be employed that would have a less discriminatory impact.	<input type="checkbox"/> Y <input type="checkbox"/> N
Comments:	