

Eden I&R

TITLE VI PROGRAM

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**Eden I&R
570 B Street, Hayward, CA 94541
(510) 537-2710
<http://edenir.org/>**

INTRODUCTION

This document was prepared by Eden I&R 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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Eden I&R Title VI Notice to the Public

Notifying the Public of Rights Under Title VI

Eden I&R

- Eden I&R 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 Eden I&R.
- For more information on Eden I&R's civil rights program, and the procedures to file a complaint, contact (510) 537-2710, or visit our administrative office at 570 B Street, Hayward, CA 94541. For more information, visit <http://edenir.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 (510) 537-2710.

Notificar al público de los derechos bajo el título VI

Eden I&R

- Eden I&R opera sus programas y servicios sin importar raza, color y origen nacional con arreglo al título VI de la Civil Ley de derechos. Cualquier persona que cree que él o ella ha sido agraviado por cualquier práctica discriminatoria ilegal bajo el título VI puede presentar una queja con Eden I&R.
- Para obtener más información sobre el programa derechos civiles y los procedimientos para presentar una queja, llame al (510) 537-2710, o visite nuestra oficina administrativa en 570 B Street, Hayward, CA 94541. Para más información, visite <http://edenir.org/>.
- Un demandante puede presentar una queja directamente con la Administración Federal de Transito para archivar una queja con La oficina de Derechos Civiles, Atencion: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- Si se necesita información en otro idioma, contacte al (510) 537-2710.

Eden I&R Thông báo Tiêu Đề VI Đến Công Chúng

Thông báo Công Chúng về các Quyền theo Tiêu Đề IV

Eden I&R

- Eden I&R điều hành các chương trình và dịch vụ của chúng tôi bất kể chủng tộc, màu da, và nguồn gốc quốc gia theo Tiêu đề IV của Dân sự Đạo luật Quyền. Bất kỳ người nào tin rằng họ đã từng bị ảnh hưởng bởi bất kỳ hành vi phân biệt đối xử bất hợp pháp nào có thể nộp đơn khiếu nại với Eden I&R
- Để biết thêm thông tin về chương trình quyền công dân của Eden I&R và các thủ tục nộp đơn khiếu nại, xin liên hệ (510) 537-2710, hoặc đến thăm văn phòng hành chính của chúng tôi tại 570 B Street, Hayward, CA 94541. Để thêm chi tiết, xin đến trang web <http://edenir.org/>.
- Người khiếu nại có thể nộp đơn trực tiếp với Cơ Quan Quản Lý Vận Tải Liên Bang bằng cách nộp đơn của mình đến Văn phòng Quyền Dân Sự, Attention: 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, xin liên lạc (510) 537-2710.

Eden I&R 根據民權法第六章公佈

依照第六章告知公眾有關權利

Eden I&R

- **Eden I&R** 在營運程序上及服務時，不受種族、膚色和國籍的限制。
如你認為自己遭受非法歧視，可向**Eden I&R**投訴。
- 有關**Eden I&R**的民權計劃及投訴程序，請致電(510) 537-2710或親臨我們的行政辦公室。地址：570 B Street, Hayward, CA 94541
如欲獲取更多資訊，請上<http://edenir.org/>網站。
- 投訴人也可直接向聯邦運輸局提出，通過民權行政部門來處理投訴。
地址：Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- 如需要其他語言的資料，請聯絡 (510) 537-2710。

List of Locations Where Title VI Notice Is Posted

Eden I&R's notice to the public is currently posted at the following locations:

Location Name	Address	City
Eden I&R Office	570 B Street	Hayward, CA
Eden I&R Office	578 B Street	Hayward, CA

The Title VI notice and program information is also provided on Eden I&R's website
<http://edenir.org>.

Title VI Complaint Procedures

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

Within 10 business days of receiving the complaint, Eden I&R 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. Eden I&R 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, Eden I&R 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 Eden I&R 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.

Eden I&R Title VI Complaint Form

COMPLAINT FORM

Section I: Please write legibly		
1. Name:		
2. Address:		
3. Telephone:	3.a. Secondary Phone <i>(Optional)</i> :	
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 <i>(check all that apply)</i> :		
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin		
12. Date of alleged discrimination: <i>(mm/dd/yyyy)</i>		
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.		

Eden I&R Title VI Complaint Form, Page 2

COMPLAINT FORM

Section IV:		
14. Have you previously filed a Title VI complaint with Eden I&R?	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 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:
Eden I&R, Title VI Coordinator
570 B Street
Hayward, CA 94541

Titulo VI Procedimiento de Queja

Como un receptor de dólares federales, Eden I&R tiene que cumplir con lo dispuesto en el Titulo VI de la ley de los derechos civiles de 1964 y asegúrese de que los servicios y los beneficios se proporcionen sobre una base no discriminatoria. Eden I&R ha puesto en marcha un procedimiento de queja Titulo VI, que describe un proceso de disposición local de quejas del Titulo VI y es consistente con las pautas de Administración Federal de Transito Circular 4702.1B, de Octubre 1, 2012.

Cualquier persona que cree que ha sido objeto de discriminación por motivos de raza, color, u origen nacional por Eden I&R puede presentar al Titulo VI su denuncia. Eden I&R investiga las quejas no mas de 180 días después del incidente. Eden I&R solo tramitara las quejas que están completas.

En un periodo de 10 días de haber recibido la demanda, Eden I&R la revisara para determinar si nuestra oficina tiene la jurisdicción. El autor de la queja, recibirá un acuse de recibo informándole al denunciante que será notificado por escrito si el caso de él/ella el será investigado por nuestra oficina. Eden I&R tiene 30 días para investigar la queja.

Si necesita mas información para resolver el caso, Eden I&R puede contactar al autor de la queja. El autor de la queja tiene 10 días de la fecha que recibió la carta para solicitar un investigador que sea asignado al caso.

El caso se puede cerrar también si el autor de la queja no desea proseguir con el caso. Después de que el investigador analice la queja, el / ella emitirá una de las dos cartas a la denunciante.

Eden I&R FORMA DE QUEJA

Seccion I: <i>Escribir en forma legible</i>		
1. Nombre:		
2. Direccion:		
3. Telefono:	3.a. Telefono secundario(<i>opcional</i>):	
4. Direccion de correo electronico:		
5. Reuistos de forma accesible?	<input type="checkbox"/> Impresion grande	<input type="checkbox"/> Cinta de audio
	<input type="checkbox"/> TDD	<input type="checkbox"/> Otros
Seccion II:		
6. Esta presentando esta queja en su propio nombre?	Si	No
*Si usted contesto "Si" to #6, vaya a la Seccion III.		
7. If you answered "no" to #6, what is the name of the person for whom you are filing this complaint? Name:		
8. Cual es su relacion con este individuo:		
9. Por favor, explique por que han presentado para una tercera parte:		
10. Por favor, confirme que ha obtenido el permiso de la parte agraviada en el archivo en su nombre.	Si	No
Seccion III:		
11. Creo que la discriminacion que he experimentado fue basado en (<i>marqu todas las que correspondan</i>):		
<input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origin nacional		
12. Fecha de supuesta discriminacion: (<i>mm/dd/aaaa</i>)		
13. Explica lo mas claramente posible lo que ocurrio y por que usted cree que son objeto discriminacion. Describir todas las personas que han participado. Incluir el nombre y la informacion de contacto de la(s) persona(s) que discrimina contra usted (si se conoce), asi como los nombres y la informacion de contacto de los testigos. Si se necesita mas espacio, por favor adjunte hojas adicionales de papel.		

Seccion IV:		
14. 14. Anteriormente ha presentado un Titulo VI denuncia con la Eden I&R.	Si	No
Seccion V:		
15. Ha presentado esta queja con cualquier otro local, estado o federal, o con cualquier Federal o Estado?		
[] Si* [] No si la respuesta es si		
Marque todo lo que aplica		
[] Agencia Federal _____ [] Agencia Estatal _____		
[] Federal Tribunal _____ [] Agencia Local _____		
[] Tribunal Estatal _____		
16. Si usted contesto "si" a la posicion #15, proporcionan informacion acerca de una persona de contacto en la agencia/tribunal donde se presento la denuncia.		
Nombre:		
Titulo:		
Organismo:		
Direccion:		
Telefono: Correo electronico:		
Seccion VI:		
Nombre de organismo Transito denuncia es contra:		
Persona de contacto:		
Telefono:		

Thủ tục Khiếu Nại Tiêu Đề IV

Với tư cách là một văn phòng được liên bang tài trợ, Eden I&R phải tuân thủ Tiêu Đề IV và Đạo luật Dân Quyền năm 1964 và đảm bảo rằng các dịch vụ và lợi ích cung cấp trên cơ sở không phân biệt đối xử. Eden I&R đã đưa ra một Thủ tục Khiếu Nại Tiêu Đề IV, trong đó có phác thảo quy trình giải quyết khiếu nại Tiêu Đề IV tại địa phương và phù hợp với những hướng dẫn của Thông tư 4702,1B của Cục Quản Lý Vận Tài Liên Bang, ngày 1 tháng 10 năm 2012.

Bất kỳ người nào tin rằng họ đã bị Eden I&R đối xử phân biệt do chủng tộc, màu da, hoặc nguồn gốc quốc gia có quyền gửi đơn khiếu nại bằng cách hoàn tất mẫu đơn Khiếu Nại Tiêu Đề IV của cơ quan và gửi mẫu đơn đi. Eden I&R sẽ điều tra những khiếu nại mà chúng tôi nhận được trong vòng không quá 180 ngày sau khi vụ việc bị cáo buộc. Eden I&R chỉ xử lý những khiếu nại đã được hoàn tất.

Trong vòng 10 ngày làm việc kể từ ngày nhận được đơn khiếu nại, Eden I&R sẽ xem xét đơn để xác định xem văn phòng chúng tôi có thẩm quyền hay không. Người nộp đơn sẽ nhận được một lá thư thông báo cho họ biết văn phòng chúng tôi sẽ điều tra khiếu nại hay không. Eden I&R có 30 ngày để điều tra khiếu nại. Người khiếu nại sẽ nhận được thông báo văn bản về nguyên nhân nêu như có bất kỳ gia hạn nào với quy tắc 30 ngày này.

Nếu như Eden I&R cần thêm thông tin để giải quyết, văn phòng có thể liên lạc với người khiếu nại. Người khiếu nại có 10 ngày làm việc bắt đầu từ ngày nhận được thư để gửi những thông tin được yêu cầu cho điều tra viên phụ trách vụ việc. Nếu người khiếu nại không liên lạc điều tra viên, hoặc điều tra viên không nhận được thông tin bổ sung trong vòng 10 ngày làm việc, bộ hành chính Eden I&R có thể đóng hồ sơ.

Một vụ việc cũng có thể được đóng về mặt hành chính nếu người khiếu nại không còn muốn theo đuổi. Sau khi điều tra viên xem xét đơn khiếu nại, họ sẽ gửi một trong hai lá thư tới người khiếu nại: một lá thư kết thúc hoặc một lá thư phát hiện (LOF – Letter of Finding). Thư kết thúc tóm tắt những cáo buộc và tuyên bố rằng không có vi phạm Tiêu Đề IV, và vụ việc sẽ được đóng sổ. Thư LOF tóm tắt những cáo buộc và những phỏng vấn liên quan đến vụ việc, và giải thích những hành động kỷ luật, đào tạo bổ sung cho nhân viên, hoặc những hành động khác sẽ xảy ra. Nếu người khiếu nại muốn kháng cáo quyết định, họ có 10 ngày làm việc sau ngày gửi thư kết thúc hoặc thư LOF để kháng cáo.

Người khiếu nại cũng có thể nộp đơn trực tiếp với Cục Quản Lý Vận Tài Liên Bang A, tại FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Eden I&R Đơn Khiếu Nại Tiêu Đề IV

Mẫu Đơn Khiếu Nại

Phần I: Xin viết rõ ràng		
1. Họ Tên :		
2. Địa chỉ:		
3. Số điện thoại:	3.a. Số điện thoại phổ thông <i>(Không bắt buộc)</i> :	
4. Địa chỉ Email:		
5. Yêu cầu định dạng có thẻ truy cập?	<input type="checkbox"/> Bản in Lớn	<input type="checkbox"/> Bảng Âm Thanh
	<input type="checkbox"/> TDD	<input type="checkbox"/> Khác
Phần II:		
6. Bạn có đang nộp đơn khiếu nại này cho chính bạn không?	YES* (ĐÚNG)	NO (KHÔNG)
*Nếu bạn trả lời “yes” cho câu số 6, đi đến Phần III.		
7. Nếu bạn trả lời “no” cho câu số 6, Tên của người mà bạn đang nộp đơn khiếu nại cho là gì? Tên:		
8. Mỗi quan hệ của bạn với cá nhân này là gì:		
9. Xin giải thích lý do tại sao bạn nộp đơn cho bên thứ ba:		
10. Xin xác nhận rằng bạn đã được bên bị vi phạm cho phép nộp hồ sơ thay họ	YES (ĐÚNG)	NO (KHÔNG)
Phần III:		
11. Tôi tin rằng sự phân biệt đối xử tôi đã trải qua là dựa trên <i>(chọn tất cả các câu phù hợp)</i> : <input type="checkbox"/> Race (Chủng tộc) <input type="checkbox"/> Color (Màu da) <input type="checkbox"/> National Origin (Nguồn gốc Quốc gia)		
12. Ngày bị cáo buộc phân biệt đối xử: <i>(mm/dd/yyyy)</i>		
13. Giải thích rõ ràng nhất có thể những gì đã xảy ra, và tại sao bạn tin rằng bạn bị phân biệt đối xử. Mô tả những người có liên quan. Xin bao gồm tên và thông tin liên lạc của những người đã phân biệt đối xử bạn (nếu biết), và tên và thông tin liên lạc của bất kỳ nhân chứng nào. Nếu bạn cần thêm chỗ ghi, xin vui lòng kèm thêm giấy.		

Eden I&R Đơn Khiếu Nại Tiêu Đề IV, Trang 2

Mẫu Đơn Khiếu Nại

Phần IV:		
14. Bạn đã nộp đơn khiếu nại Tiêu Đề IV với Eden I&R trước đây chưa?	YES (CÓ)	NO (KHÔNG)
Phần V:		
15. Bạn đã nộp đơn khiếu nại này với bất kỳ cơ quan Liên bang, Tiểu bang, hoặc địa phương nào khác, hoặc bất kỳ tòa án liên bang hay tiểu bang nào chưa? [] YES* (CÓ) [] NO (KHÔNG) Nếu trả lời yes đánh dấu toàn bộ những cái phù hợp: [] Cơ quan Liên bang _____ [] Cơ quan Tiểu Bang _____ [] Tòa án Liên bang _____ [] Cơ quan Địa phương _____ [] Tòa án Tiểu bang _____		
16. Nếu bạn trả lời “yes” cho câu số 15, xin cung cấp thông tin về người liên hệ tại cơ quan/tòa án nơi khiếu nại được nộp.		
Tên:		
Chức danh:		
Cơ quan:		
Địa chỉ:		
Số điện thoại: Email:		
Phần VI:		
Tên của Cơ quan vận chuyển khiếu nại chống lại:		
Người liên hệ:		
Số điện thoại:		

Bạn có thể đính kèm những tư liệu văn bản hoặc những thông tin nào khác mà bạn cho rằng có liên quan đến khiếu nại của bạn.

Chữ ký và ngày tháng được yêu cầu dưới đây để hoàn thành mẫu đơn:

Chữ ký

Ngày tháng

Xin vui lòng gửi trực tiếp mẫu đơn này hoặc qua đường bưu điện đến địa chỉ bên dưới:
Eden I&R, Title VI Coordinator
570 B Street
Hayward, CA 94541

第六章投訴程序

Eden I & R 作為聯邦政府的資助機構，必須遵守1964年（民權法案）第六章，並確保在非歧視性基礎上提供服務和利益。**Eden I & R** 制定投訴程序，概述按第六章進行處理投訴的流程，並與《聯邦運輸管理局行政部通告》中（**47 02.1B, dated October 1, 2012**）的準則保持一致。

任何人認為自己遭受**Eden I & R**以種族膚色或國籍的歧視，可通過填寫並提交該機構的（第六章投訴表）來投訴。**Eden I & R** 接受該事件發生後不超過**180** 天而完整的投訴。

Eden I & R 在收到投訴後的**10**個工作天內，將進行審核，以確定我們的辦公室是否具有管轄權。投訴人將收到一封確認信，告知他是否將由我們機構的負責人進行調查。**Eden I & R** 有**30**天時間來調查投訴。如基於任何原因，要把**30**天限期延長時，將會以書面形式通知投訴人。

如需要更多資料來解決事件，**Eden I & R** 可以致函該投訴人，當投訴人接獲自信件發出後**10**個工作天，將要求的資料發送給該案件的調查員。如在**10**個工作天內仍未收到任何資料，**Eden I & R** 可以通過行政方式結束案件。

投訴人如不希望繼續審理該事件，也可以在行政上結案。

若調查員審查投訴後，認為沒有違反第六章規定時，將向投訴人發出一封結案函件表示該案將結束。

聯絡員總結調查有關指控屬實，將發給投訴人一封案件調查信件，說明會否採取紀律處分，對該案的工作人員進一步培訓或採取其他行動。

投訴人對該案決定提出上訴，則他自接信日起**10**個工作天內，可提出上訴。

任何人士均可直接向**FTA**民權辦公室的聯邦運輸管理局投訴：**1200 New Jersey Avenue SE, Washington, DC 20590**。

Eden I&R 第六章投訴表格

第一項：請填寫清楚			
1. 姓名：			
2. 地址：			
3. 電話：		3.a.其他電話 (如有):	
4. 電郵：			
5. 無障礙格式需要？	<input type="checkbox"/> 大型字母	<input type="checkbox"/> 錄音帶	
	<input type="checkbox"/> 點字	<input type="checkbox"/> 其他	
第二項：			
6. 您是代表自己提出投訴嗎？		是*	否
*如果 #6 回答[是] 參閱第三項.			
7. 如果 #6 回答[否], 寫出您代表該投訴人的名字:			
8. 您跟投訴人的關係:			
9. 請解釋您為什麼要代表他人投訴:			
10. 請確認您已獲得投訴者的許可作為他的代表.		是	否
第三項：			
11. 我認為所遭受的歧視基於 (請挑選適用的答案): <input type="checkbox"/> 種族 <input type="checkbox"/> 膚色 <input type="checkbox"/> 國籍			
12. 涉嫌受歧視的日期: (月/日/年)			

13. 清楚地說明發生什麼事情，以及您為什麼認為自己遭受歧視。描述所有涉及參與的人士，包括歧視您的人姓名（如果知道）以及任何證人的姓名和聯絡信息。如果要更多篇幅，請另加紙張。

Eden I & R第六章投訴表格（第二頁）

第四項：		
14. 您是否曾經向Eden I & R 就第六章提出投訴？	是	否
第五項：		
15. 您是否已向其他聯邦、或地方機構及聯邦、州法院提出申訴？ [] 是 * [] 否 如果「是」， 選擇所供給的答案： [] 聯邦機構 _____ [] 州機構 _____ [] 聯邦法院 _____ [] 地方機構 _____ [] 州法院 _____		
16. 如果您對 #15的回答「是」， 請提供有關該機構/法院的聯絡人及其資料。		
姓名：		
稱號：（該機構聯絡人的頭銜）		
機構：		
地址：		
電話：		
電郵：		
第六項：		
被投訴的運輸局機構名稱：		
聯絡人：		
電話：		

您可以附上與投訴有關的任何書面資料或其他信息。

以下是填寫表格的簽名和日期：

簽名：_____ 日期：_____

請親自提交此表格或郵寄以下地址：

Eden I&R, Title VI Coordinator
570 B Street
Hayward, CA 94541

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

Eden I&R has not been involved in any transportation-related Title VI investigations, lawsuits or complaints.

Eden I&R's 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 Eden I&R

Eden I&R was founded as a nonprofit 501(c)(3) agency on January 7, 1976 in response to a community need for a service that would assist people in obtaining information about, as well as gaining access to, community resources. For more than 43 years, Eden I&R has worked to improve service availability for Alameda County residents, employees and their advocates. The agency has a strong record of program and financial management, successfully executing hundreds of contracts and grants since it was founded.

Eden I&R's largest program, 211 Alameda County, is the one stop for 24/7 access to affordable housing, job training, child care, legal assistance, health services, emergency shelter, education, food, and other basic needs assistance. This free, three-digit phone number connects callers with a live Phone Resource Specialist who introduces them to resources and advocates who can help in over 300 languages. 211 is a critical resource for thousands of at-risk individuals, such as youth, non-English speakers, the economically disadvantaged, people living with HIV/AIDS, domestic violence survivors, the elderly, disabled, the homeless, and human service agencies seeking services or housing for their clients. Last fiscal year, EIR received over 80,000 calls for support. While available to all residents of Alameda County, 99% of 211 callers last year were either low, very-low, or extremely-low income. 74% of callers were female, 42% were living with a disability, 22% were single mothers with minor children, and 16% were seniors.

In addition to the 211 phone line, EIR provides a variety of services to fulfill its mission of linking people and resources: health, housing and human services information, after-hours emergency phone services, disaster response services & preparedness training, and specialized information and referral.

Eden I&R's Health and Human Services Database is a comprehensive information repository and source on nearly 2,500 health and human services programs available to Alameda County residents. Eden I&R is responsible for continuously updating the database and performs a complete update of each record at least once annually. Each program record includes a detailed description of services, contact information, eligibility requirements, language capabilities and more.

Eden I&R is the call center for Alameda County's Coordinated Entry System by which homeless individuals/families are assisted with housing needs in a coordinated manner by agencies county-wide. We maintain a comprehensive housing database with more than 78,000 units of affordable housing throughout Alameda County. These include subsidized, low-income, and shared units. We also have an AIDS Housing and Information Project.

Eden I&R also handles after-hours emergency calls for Alameda County's Child Protective Services, the Foster Placement Line, Adult Protective Services and the Public Guardian Office.

Eden I&R is a critical link to local and regional government agencies as well as the community-at-large in the event of a disaster or emergency. 211 serves as THE public communication system through which vital information is disseminated. Eden I&R is recognized as a major link among disaster planning alliances in Alameda County and statewide.

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 "link people and resources." We envision a community empowered with information and connected to resources so that all people attain health, happiness, hope, and improved livelihoods. At every opportunity through prescribed methods the agency will solicit input from stakeholders in order to best support persons served.

Eden I&R is committed to inclusive and effective public engagement and outreach and uses a variety of measures to achieve those including efforts to outreach methods to engage minority and limited English proficient populations (LEP). The agency's outreach materials are printed in a number of languages in addition to English including Spanish, Tagalog, Vietnamese, and Chinese. Currently, half of Eden I&R's 211 Community Resource Specialists and Supervisors are fluent in at least one other language besides English and able to assist callers to 211 in languages including Spanish, Hindi, Vietnamese, and Cantonese. Additionally, the agency has a contract with a real-time interpretation service that provides assistance in more than 300 languages should a caller call any time of the day or night, seven days a week, with a language need not spoken by one of the Community Resource Specialists working at the time of the call. Further, Eden I&R's website has a language translation feature on each webpage. Eden I&R will continue its efforts and work closely with community organizations to identify the appropriate ways and locations to disseminate information to minority or Limited English Proficiency populations.

Summary of Outreach Efforts

The following is a summary of outreach efforts conducted by Eden I&R 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 agency's outreach efforts as they relate specifically to minority and low-income populations.

Board Meetings Open to the Public

Minutes from Eden I&R's Quarterly Board meetings are provided to funders upon request.

Alameda County Office of Emergency Services

Eden I&R is an active member/participant of emergency preparedness and planning groups with Alameda County Office of Emergency Services. In the event of a regional disaster, Eden I&R will be mobilized as a central source for information on relief and recovery resources. During and after a disaster, people in impacted areas can call Eden I&R's 211 hotline to get current, accurate, and critical information, such as locations of emergency shelters, closed transportation routes, locations and hours of disaster relief services, assistance with temporary housing, and other basic social needs.

Alameda County Probation Department

Eden I&R staff hosted a booth and provided 211 information to participants at the "Roll Into Spring" Probation Department Fair in Hayward and the "Back to School Event & Resource Fairs" in Hayward and Oakland. Outreach materials were distributed by request to a variety of organizations.

Annual Satisfaction Surveys

Eden I&R conducts Annual Satisfaction Surveys with program participants and stakeholders of the agency to determine level of satisfaction and gain input regarding unmet needs.

Eden I&R Website

Currently, Eden I&R posts notices and announcements on the agency's website. Additional public input can be obtained by the Title VI Complaint Form, which is available as a download from the website (under Contact Us) in English, Spanish, Vietnamese, and Chinese.

Eden I&R E-Newsletter and Social Media

As of March 2023, Eden I&R sends out a monthly e-newsletter to 2,249 recipients. Eden I&R also posts to Facebook and Twitter a few times per week, with over 1,000 Facebook followers and 451 Twitter followers.

Additional Events Where Outreach Information Was Distributed

Eden I&R staff have hosted booths and provided outreach information to participants at a variety of other events, including the Disability Resource Festival in Fremont, Hayward Area Senior Center-Grant Opening & Resource Fair, Alameda County Social Services Agency & Oakland Housing Authority Resource and Job Fair in Oakland, the Alameda County Emergency Preparedness Day event in Oakland, the Oakland Unified School District Community Schools Manage Resource Fair, the Healthy Living Festival in Oakland, the Rubicon Event in Hayward, the Job & Resource Event in Hayward, Castro Valley Fall Festival, Berkeley Neighborhood Group Block Party, Ashland Cherryland Association's Meeks Park End of Summary Party, Ohana Health Fair in Newark, and Davis Street Family Resource Center's Annual Health Fair in San Leandro.

In addition, Eden I&R conducts "in-reach" on calls to let people know about different resources beyond what they initially requested assistance with, including transportation.

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 be served or are likely to encounter the Life Skills Learning Center program, activity or service.
- ☐ **Factor 2:** The frequency with which LEP persons come in contact with the Life Skills Learning Center program, activity or service.
- ☐ **Factor 3:** The nature and importance of programs, activities or services provided by Life Skills Learning Center to the LEP population.
- ☐ **Factor 4:** The resources available to Eden I&R and 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. Eden I&R 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 Eden I&R.

Eden I&R holds a unique position in regard to meeting the Title VI requirements. As a sub-recipient of FTA 5310 grant funding, the agency supports the transportation of adults with disabilities where current public transit options are insufficient or do not exist. Eligible program participants or "riders" contact Eden I&R and are referred to private and public transportation services. Eden I&R does not offer transportation to the general public other than coordinating transportation with other entities. Therefore, an analysis of public demographic data in Alameda County does not represent actual populations served by this program but is offered for comparison purposes only.

American Community Survey

The U.S. Census Bureau 2017-2021 American Community Survey (ACS) Language Other than English Spoken at Home estimates that of the 1,648,556 Alameda County residents, 758,336 speak a language other than English at home. According to Healthy Alameda County 2022 Demographics, "Population Age 5+ by Language Spoken at Home" (<https://www.healthyalamedacounty.org/demographicdata?id=238§ionId=935>), Alameda County residents speak the following languages at home:

Alameda County, California	Estimate	Percentage
Total:	1,586,000	100.00%
Only English	860,887	54.28%
Spanish	255,838	16.13%
Asian/Pacific Islander Languages	313,639	19.78%
Indo-European Languages	130,908	8.25%
Other Languages	24,728	1.56%

Notably, data could not be found that identified what percentage of those who speak languages other than English at home could speak English "less than very well."

Historical Analysis of LEP Persons Served by Eden I&R

Another source of data to be considered to determine the number of LEP persons likely to be served by this program is a client-by-client analysis of all clients served in previous fiscal years. From 7/1/2019 – 6/30/2022, Eden I&R has served a total of 30,131 unduplicated clients in 220,416 contacts:

Race/Ethnicity of Eden I&R Unduplicated Clients, 7/1/19 - 6/30/22

Race	All	Hispanic	Not Hispanic	Hispanic Unanswered
Amer. Indian/Alaskan Native	202	57	137	8
Amer. Indian/Black	69	7	60	2
Amer. Indian/White	74	12	58	4
Asian	1438	38	1360	40
Asian/White	50	2	48	0

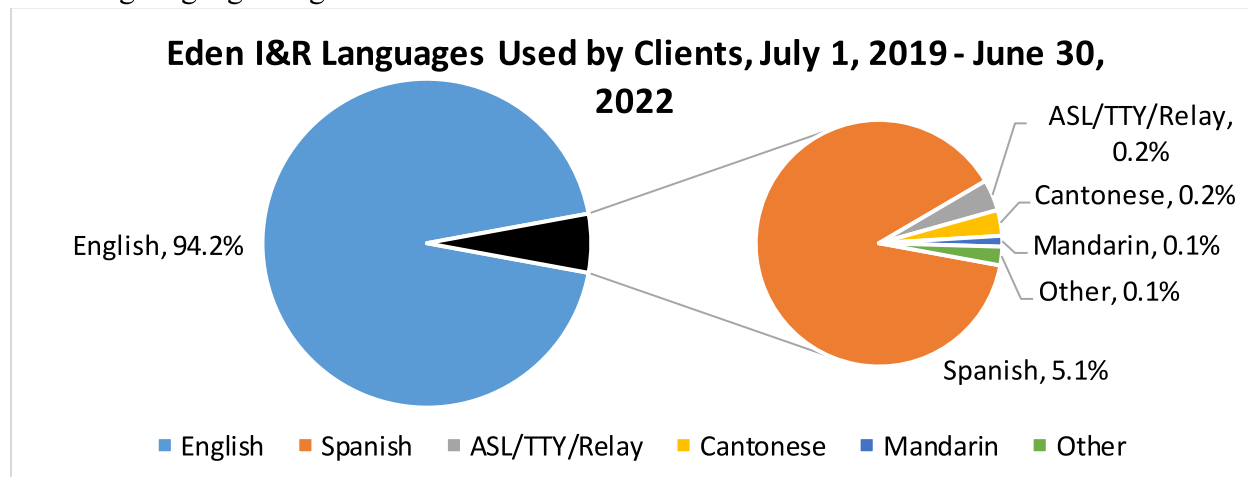
Black/African American	11121	245	10513	363
Black/White	334	9	315	10
Declined to State	3383	1544	423	1416
Native Hawaiian/Pacific Isl.	231	16	209	6
No Entry	5295	307	1188	3800
Other Multi-race	3656	2473	1112	71
White	4278	1465	2723	90

Race/Ethnicity of Eden I&R Callers (Duplicated), 7/1/19 - 6/30/22

Race	All	Hispanic	Not Hispanic	Hispanic Unanswered
Amer. Indian/Alaskan Native	768	262	455	51
Amer. Indian/Black	227	27	193	7
Amer. Indian/White	185	40	130	15
Asian	5551	127	5206	218
Asian/White	167	8	152	7
Black/African American	45928	1024	42704	2200
Black/White	1384	28	1310	46
Declined to State	12653	5566	1817	5270
Native Hawaiian/Pacific Isl.	1011	74	899	38
No Entry	118254	2319	5576	110359
Other Multi-race	12307	7747	4181	379
White	16790	4898	11368	524

Eden I&R has the capacity to serve callers in over 300 languages. Callers can select to communicate with bilingual Eden I&R staff in the most prominent local languages (English, Spanish, Cantonese, and Vietnamese) or utilize an outside translational service that Eden I&R staff can connect with at any time. Eden I&R also uses TTY/TDD and texting to support clients with verbal language limitations.

In an analysis of language used by clients from 7/1/19 – 6/30/22, Eden I&R reported the following language usage:



Clients can select from options on the phone menu to use English, Spanish, Cantonese, Mandarin, or Vietnamese or they may stay on the line and Eden I&R staff will connect with an outside language line to assist with translating over 300 additional languages (indicated as “other” in the chart above). Thus, LEP individuals that speak languages other than those for which Eden I&R has translation support is extremely unlikely.

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

From July 1, 2019 – June 30, 2022, Eden I&R staff received 12,362 calls where users requested to use languages other than English. Thus, Eden I&R averages 79 contacts with LEP consumers per week.

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

The primary purpose of Eden I&R is to connect Alameda County residents and employees to the full range of community resources available. Using the free, simple telephone number “211” connects callers in Alameda County to a live Phone Resource Specialist who introduces them to resources to help with a variety of needs including affordable housing, job training, child care, legal assistance, health services, emergency shelter, education, food, disaster relief, transportation assistance, and other basic needs assistance.

Eden I&R provides coordinated mobility management, including detailed and targeted transportation recommendations for seniors and those living with disabilities. Eden I&R maintains a comprehensive list of all public and private transit services providers (e.g., regional centers, churches, social services agencies, senior nutrition sites, community centers, etc.) in Alameda County. Eden I&R provides an online transportation resource finder at www.transportation.211alamedacounty.org. Phone services include transportation information, referrals, and warm transfers. Online and phone services are available 24/7/365. Eden I&R also provides coordinated mobility management via two-way text messaging support Monday to Friday, 9 am to 4 pm.

Community Resource Specialists are trained to look beyond the caller’s initial request to refer them to additional resources that will support their welfare and well-being. It is a “holistic” approach. For example, helping callers in a housing crisis learn of other programs (CalFresh, MediCal, utility assistance) that free up a portion of their monthly income can mean the difference between becoming homeless and remaining housed.

Eden I&R typically receives approximately 80,000 calls and texts for support annually. Clients can contact Eden I&R whenever needed to obtain access to the supportive services they need. There is no “enrollment,” and all services are provided free of charge.

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

Approximately 10% of Eden I&R's operating budget is used to provide language access and outreach. Budget allocations related to providing LEP services and outreach for this fiscal year include but are not limited to:

- Bilingual staff salaries, \$405,892
- Translation services (300+ languages), provided free by the County of Alameda
- Outreach materials (e.g., flyers), \$1,000

The budget for Eden I&R, which provides services through the FTA 5310 grant, is a small fraction of the agency's budget. Excluding staffing costs, the total annual expenditures for Eden I&R's outreach activities is less than \$10,000, which includes attending a variety of external events.

SUMMARY

The results of the Four Factor Analysis can be summarized with the following points:

- Eden I&R provides bilingual staff and uses a translation line to ensure clients using over 300 languages can receive support.
- From July 1, 2019 – June 30, 2022, Eden I&R has provided support for over 12,000 contacts by people with limited English proficiency.
- The most commonly used languages of Eden I&R clients are English (94.2%), Spanish (5.1%), ASL/TTY/Relay (0.2%), Cantonese (0.2%), and Mandarin (0.1%).
- No consumers were underserved due to language barriers.
- Eden I&R staff report an average of 79 LEP phone calls per week.
- Eden I&R does not provide transportation services.
- Coordination of transit services is only one service of many that Eden I&R supports.
- Approximately 10% of Eden I&R's budget supports language services.
- Eden I&R spends less than \$10,000 per year on all outreach efforts.

Language Assistance Implementation Plan

Methodologies

Identifying LEP Individuals

As evidenced by the Four Factor Analysis, Eden I&R has a significant number of LEP individuals who connect with Eden I&R for information and referrals. If using Spanish, Cantonese, Mandarin, or Vietnamese callers can select their language to reach Eden I&R staff who are bilingual. Eden I&R currently also has staff members that speak Hindi and Tagalog. If using a language besides those listed, Eden I&R staff conference in a translation service to support the call. The translation service identifies the language of the caller (with over 300 languages available) and provides a translator. Thus, LEP individuals can be supported and should not have a language barrier when using Eden I&R services.

Providing Services

On-site agency staff who are fluent in Spanish, Cantonese, Vietnamese, and Hindi provide translation services and create outreach documents as needed. Documents that are offered in multiple languages include:

- Title VI Notice to the Public
- Title VI Complaint Form
- Title VI Complaint Procedures
- Consumer Program Handbook including ABLE Grievance Policy
- Agency website Title VI information

Documents can be translated orally as appropriate. Online documents can readily be translated using freely available online translation services, such as Google translate. If there is a documented need for the above documents in languages other than English and Spanish, Eden I&R will create these documents in the necessary languages.

Communicating Availability of Language Assistance

Individuals who are referred to Eden I&R for services connect with a Phone Resource Specialist who provides information and referrals. Community Resource Specialists are often bilingual and can offer Spanish, Cantonese, Vietnamese, and Hindi translation services as needed. Community Resource Specialists can also connect with an outside translation service to ensure language is not a barrier to service provision.

Eden I&R's website has a dropdown menu for language selection, which allows users to select from over 100 written languages.

Monitoring

Satisfaction Surveys for Eden I&R offer an opportunity for clients to provide input or suggest additional services. To date, translation services have not been identified as an area of dissatisfaction by clients. The Title VI Plan will also be evaluated and updated every three years.

Employee Training

Eden I&R conducts weekly staff development and in-service training that can include Customer Service and Language Assistance training.

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."

Membership of Non-Elected Committees and Councils

Eden I&R does not have a non-elected transit related advisory council at this time.

Title VI Equity Analysis

Eden I&R does not have transit related facilities.

Board of Directors Approval of Eden I&R Title VI Program

A RESOLUTION OF THE EDEN I&R BOARD OF DIRECTORS AUTHORIZING THE TITLE VI COMPLIANCE PLAN FOR THE AGENCY.

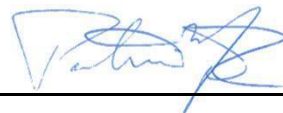
WHEREAS, Eden I&R desires to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients,"

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 Eden I&R 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 Eden I&R, State of California, on this 3rd day of March, 2023.



Patricia Mok, President of the Board