



Humboldt Senior
Resource Center



**Humboldt Senior Resource Center's
Adult Day Health & Alzheimer's Services and Redwood Coast PACE
Title VI Program**

Updated: July 6, 2023

Humboldt Senior Resource Center
Adult Day Health & Alzheimer's Services and Redwood Coast PACE
Title VI & LEP Plan

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INTRODUCTION

Title VI of the Civil Rights Act of 1964, a federal statute, provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. In addition, Presidential Executive Order 13166 requires recipients, sub-recipients of federal funds to take reasonable steps to address the needs of individuals who have limited-English proficiency in order to ensure no discrimination occurs based upon national origin.

On October 1, 2012, the Federal Transit Administration (FTA) released Circular 4702.1B to comply with the newly revised Department of Transportation (DOT) regulation issued to implement the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and Executive Order 13166. The Humboldt Senior Resource Center's Adult Day Health & Alzheimer's Services and Redwood Coast PACE Title VI Program has been updated to reflect the requirements of the new circular. As a part of the program implementation, the Humboldt Senior Resource Center (HSRC) is also required to submit a Title VI compliance report to the Caltrans Division of Mass Transportation every three years. This plan and report highlight HSRC's efforts to support and comply with all aspects of Title VI.

Program Objectives

Humboldt Senior Resource Center's Title VI Program goals are to:

- Ensure that the level and quality of our community service transportation is provided in a nondiscriminatory manner;
- Promote full and fair participation in community service transportation decision-making without regard to race, color, or national origin;
- Ensure meaningful access to community service transit-related programs and activities for persons with limited English proficiency.
- The Humboldt Senior Resource Center's mission is that seniors and their caregivers in Humboldt County will have a high quality of life with health, dignity, and self-determination in a community of respect and tolerance.

AGENCY OVERVIEW

Humboldt Senior Resource Center

The Humboldt Senior Resource Center's (HSRC) mission is that seniors and their caregivers in Humboldt County will have a high quality of life with health, dignity, and self-determination in a community of respect and tolerance. The agency has served local seniors for over forty-five years. It employs approximately 190 full and part-time employees.

The non-profit, 501 (c)(3) organization is governed by a board of directors. The board is composed of 9-12 volunteer community members. As a group, they bring experience and expertise in non-profit management, community development, health care, education and finance. They also have knowledge of Humboldt County and an understanding of the area's cultural and ethnic diversity. The board gives policy direction to the Chief Executive Officer (CEO).

The agency offers older adults in the community a comprehensive array of health, nutrition, and educational services as well as opportunities for friendship and social interaction.

Programs include:

- Adult Day Health & Alzheimer's Services (ADH&AS); ADH provides a state-licensed therapeutic day program for adults with mental and physical disabilities; and AS offers support, information, consultation, and training about dementia to family, caregivers, and health care providers.
- Redwood Coast PACE (Program of All-inclusive Care for the Elderly) a health plan for nursing-home eligible adults age 55+ that provides comprehensive medical care and support services with the goal of helping these elders stay in their homes and community.
- The Multipurpose Senior Services Program (MSSP), which provides care management services for frail seniors.
- The Nutrition program serves nutritionally balanced meals at congregate dining centers in the county's three primary cities, and delivers home-delivered meals for frail, homebound elders who cannot cook or shop for themselves. The Activities program provides educational programs, language, dance and exercise classes, annual tax preparation, a computer lab, a library, and volunteer opportunities.
- The Behavioral Health Services program provides clients with a holistic approach to wellness. Our team of licensed professionals focuses on how a client's social, emotional, and physical domains interact with factors such as family, health care, and housing – thus affecting overall well-being.

The two programs that provide transportation to participants are ADH&AS and PACE. These programs are co-located at two different service locations (Eureka and Fortuna) and share some

resources, including the transportation fleet, and the buildings that house the Day Centers, the Alzheimer's Services program, and the PACE clinic.

HSRC's participant population is frail, disabled, and for the most part elderly, as well as adults who are disabled and dependent on others. Many are diagnosed with dementia or a mental illness and are not able to use public transportation independently. Some of the participants are in wheelchairs. Many need attendant care and hands-on assistance.

The Adult Day Health is a Community-Based Adult Services (CBAS) program, required by licensing regulations to transport participants to and from their homes and our therapeutic Centers. The ADH program helps disabled people stay physically and mentally active in order to enhance their independence and quality of life. Participants have at least two chronic diseases, usually more, and all have limitations in their ability to perform activities of daily living. The diagnoses include traumatic brain injury, stroke, dementia (including Alzheimer's), intellectual disabilities (formerly called developmental disabilities), heart disease, and mental illness (including schizophrenia, bipolar disease and depression). The ADH program provides individually tailored therapies to help them avoid, or delay, being institutionalized in a skilled nursing or psychiatric facility. Services include nursing care, assistance with personal care, a nutritious lunch and snacks, and fun social and recreational activities.

Their caregivers can take advantage of the time off to care for themselves, and they also have access to the resources of the Alzheimer's Services program, which include caregiver support groups, the lending library, consultations for families and professionals, training and educational opportunities. This program also provides education for healthcare professionals and community service providers, including the police and fire departments.

Redwood Coast PACE participants are particularly frail: they are state-certified as eligible for a skilled nursing home level of care. They typically have an average of eight acute and chronic medical problems, and need assistance with at least two activities of daily living. PACE is responsible for participants' care 24/7 and for all transportation to/from their homes and the PACE Center and to/from all medical appointments.

Redwood Coast PACE provides a Plan of Care based on each participant's unique needs. It is developed by the Interdisciplinary Team that includes the center manager, primary care provider, nurse practitioner, occupational and physical therapists, social worker, activity coordinator, dietitian, and transportation coordinator, all working in partnership with the participant and his family. The purpose of the Plan is to improve the participant's health and achieve a high-quality, longer life, free of preventable disease, disability, injury, and premature death.

PACE has health clinics where a participant can see the doctor or the nurse-practitioner right away. A network of specialists are covered under the PACE services. Referral and transportation are provided, as well as aftercare. Prescription medicine, vision, dental, hearing, laboratory and diagnostic services are all included. Physical, occupational, speech, and recreational therapy are

provided, along with Adult Day Health Care services at the Centers. Home health care, personal care and in-home assistance lighten the burden of caregivers. Ambulance and paramedic services are available, and hospitalization is covered, as is end of life-care.

HSRC is required by the terms of the PACE contract to provide participants with transportation to and from their homes, to the PACE center, and to medical appointments, seven days a week, as needed. Transportation services cannot be outsourced to other agencies.

PACE had 245 participants enrolled at the end of our 21/22 fiscal year (June 30, 2022), and is projected to add an average of three participants per month.

HSRC's service area contains approximately 450 square miles; the coast forms the western border; the service area begins north of Trinidad and extends south to the Eel River Valley as far as Scotia; it extends inland from Arcata to Freshwater; inland along CA Highway 299 to Blue Lake and Korbel; and inland along Route 36 to Carlotta.

As of the end of the 21/22 fiscal year, nineteen vehicles provided transportation, five days a week. HSRC anticipates adding three vehicles to the fleet in 2023.

The HSRC website (www.humsenior.org) includes a link on the homepage via which the public can access HSRC's **a)** Title VI notice, **b)** Title VI complaint procedure, and **c)** Title VI complaint form. The website also allows users to translate the site into other languages, if needed.

Notifying the Public of Rights Under Title VI

Humboldt Senior Resource Center

- The Humboldt Senior Resource Center 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 Humboldt Senior Resource Center.
- For more information on the Humboldt Senior Resource Center civil rights program, and the procedures to file a complaint, contact 707-443-9747; email HSRC@humsenior.org; or visit our administrative office at 1910 California Street, Eureka, California 95501. For more information, visit www.humsenior.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 Avenue SE, Washington, DC 20590
- If information is needed in another language, contact 707-443-9747.

Notificación al Público de los Derechos Bajo el Título VI

de Humboldt Senior Resource Center

- El Centro de Recursos para Personas Mayores de Humboldt opera sus programas y servicios sin distinción de raza, color y origen nacional de conformidad con el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que ella o él ha sido perjudicada por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante el Centro de Recursos para Personas Mayores de Humboldt.
- Para obtener más información sobre el programa de derechos civiles del Centro de Recursos para Personas Mayores de Humboldt y los procedimientos para presentar una queja, comuníquese al 707-443-9747; correo electrónico HSRC@humsenior.org; o visite nuestra Oficina Administrativa en 1910 California Street, Eureka, California 95501. Para obtener más información, visite www.humsenior.org.
- Un demandante puede presentar una queja directamente ante la Administración Federal de Tránsito mediante la presentación de una queja ante la Oficina de Derechos Civiles, Atención: Coordinador del Programa Título VI, Edificio Este, 5th Floor-TCR, 1200 New Jersey Avenue SE, Washington, DC 20590
- Si necesita información en otro idioma, comuníquese al 707-443-9747.

LIST OF LOCATIONS WHERE TITLE VI NOTICE IS POSTED

The Humboldt Senior Resource Center's Title VI notice to the public is currently posted at the following locations:

Location Name	Address	City
www.humsenior.org		
Humboldt Senior Resource Center: Entrance Lobby on 2 nd floor Staff Bulletin Board on 3 rd floor	1910 California Street	Eureka, CA
Day Center bulletin board. Staff Bulletin Board	1901 California Street, Building A Building B	Eureka, CA
Day Center bulletin board. Staff Bulletin Board	3200 Newburg Road	Fortuna, CA
Interior of Buses & Vans	1901 California Street	Eureka, CA

TITLE VI COMPLAINT PROCEDURES

Humboldt Senior Resource Center

Adult Day Health & Alzheimer's Services and Redwood Coast PACE

What is Title VI?

Title VI is a section of the Civil Rights Act of 1964 requiring that "No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance." Note that Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

Any person who feels that he or she, individually, or as member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by the Humboldt Senior Resource Center may file a written complaint with the Humboldt Senior Resource Center, Title VI Administrator or the Federal Transit Administration (FTA).

Filing a Complaint with the Humboldt Senior Resource Center

The preferred method of filing a complaint is to file your complaint in writing using the Title VI complaint form, and sending it to:

Title VI Administrator
Humboldt Senior Resource Center
1910 California Street
Eureka, California 95501

A complaint form is available in hard copy at the Humboldt Senior Resource Center or may be downloaded from www.humsenior.org. Such complaints must be filed within 180 calendar days after the date the discrimination occurred.

The Complaint Process

Upon receipt of the complaint, the Title VI Administrator will record the complaint in the Title VI Complaints, Investigations and Lawsuit Log. This Log includes the date of investigation, lawsuit, or complaint; summary of the allegation(s); the status of the investigation, lawsuit or complaint; and actions taken by recipient or sub-recipient in response to complaint.

TITLE VI COMPLAINT PROCEDURES

Should a complaint be filed with the Humboldt Senior Resource Center and an external agency simultaneously, the external complaint shall supersede the Humboldt Senior Resource Center complaint and Humboldt Senior Resource Center's complaint procedures will be suspended pending the external agency's findings.

If filed with the Humboldt Senior Resource Center, the Title VI Administrator will begin assessment or investigation of the complaint within fifteen (15) working days of receiving the complaint. Based upon all of the information received, the Title VI Administrator will prepare a draft written response, subject to review by the Humboldt Senior Resource Center. If more time is required, the Administrator shall notify the complainant of the estimated time frame for completing the review, not to exceed (60) calendar days of the receipt of the formal complaint. If appropriate, Humboldt Senior Resource Center may administratively close the complaint.

If final written response is determined to be needed, the complainant will receive a letter stating the final decision of the Administrator, and the complainant will be advised of his/her right to file a complaint with the Federal Transit Administration (FTA), Office of Civil Rights should the complainant feel dissatisfied with the decision.

How to File a Complaint with the Federal Transit Administration

To file a complaint with the Federal Transit Administration, fill out a Title VI complaint form and mail it to:

**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**

The complaint form may be downloaded from FTA's website.

Go to <http://www.fta.dot.gov/civilrights/title6/civilrights5104.html> for more information.

Upon request, assistance in the preparation of any necessary written material will be provided to a person or persons who are unable to read or write.

TITLE VI NON-DISCRIMINATION POLICY STATEMENT

The Humboldt Senior Resource Center is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or be subject to discrimination in the receipt of its services or programs on the basis of race, color or national origin or other characteristics protected by law, including Title VI of the Civil Rights Act of 1964, as amended.

To obtain more information on The Humboldt Senior Resource Center's nondiscrimination obligations or to file a Title VI complaint, contact:

Title VI Administrator
Humboldt Senior Resource Center
1910 California Street
Eureka, CA 95501

Main: (707) 443-9747
Fax: (707) 443-3498
Email: HSRC@humsenior.org

You may file a written complaint no later than 180 calendar days after the date of the alleged discrimination.

TITLE VI COMPLAINT FORM

Before filling out this form, please read the Humboldt Senior Resource Center's Title VI Complaint Procedures located on the previous page, posted online at www.humsenior.org, or available our office at 1910 California Street, Eureka.

The following information is necessary to assist us in processing your complaint. If you require assistance in completing this form, please call us at the phone number listed above. Complaints must be filed within 180 calendar days after the date the alleged discrimination occurred.

Complainant's Name:		
Street Address:		
City:	State:	Zip Code:
Telephone Number Home:	Other:	

Were you discriminated against because of:

_____ Race

_____ National Origin

_____ Color

Date of Alleged Incident _____

Time of Incident _____

Person discriminated against (if someone other than complainant):

Name:		
Address:		
City:	State:	Zip Code:

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 and provide name of agency and contact information:

	Federal Agency:	Contact:
Telephone # For Contact:		Email:
	Federal Court:	Contact:
Telephone # For Contact:		Email:
	State Agency:	Contact:
Telephone # For Contact:		Email:
	State Court:	Contact:
Telephone # For Contact:		Email:
	Local Agency:	Contact:
Telephone # For Contact:		Email:
	Other:	Contact:
Telephone # For Contact:		Email:

Have you filed a lawsuit regarding this complaint: Yes____ No____

Note: If litigation is pending regarding the same issues, we defer to the decision of the court.

In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of the allegations. Please provide any other documentation that is relevant to this complaint.

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

Signature:	Date:
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Mail this form to:

**Title VI Administrator
Humboldt Senior Resource Center
1910 California Street
Eureka, California 95501**

Date Received:	By Whom:
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HUMBOLDT SENIOR RESOURCE CENTER

LIST OF TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

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

NOTE: This list shall be included in the Title VI Program submitted to FTA every three years.

PUBLIC PARTICIPATION PLAN

OUTREACH PROCEDURE

Due to a very small local LEP population, the Humboldt Senior Resource Center does not have a formal outreach procedure, as of 2022. However, when and if the need arises for LEP outreach, the Humboldt Senior Resource Center will consider the following options.

- HSRC continually strives to inform the community about its services and programs – including Redwood Coast PACE and Adult Day Health & Alzheimer’s Services – via staff outreach, brochures and other marketing materials, a website (www.humsenior.org), and the monthly Senior News publication.

**Humboldt Senior Resource Center's
Adult Day Health & Alzheimer's Services and Redwood Coast PACE
Language Assistance Plan**

Updated: July 6, 2023

LANGUAGE ASSISTANCE PLAN

Consistent with Title VI, DOT's implementing regulations, and Executive Order 13166, the Humboldt Senior Resource Center takes reasonable steps to ensure meaningful access to benefits, services, information and other important community services transit activities for participants who have limited-English proficiency (LEP).

The Humboldt Senior Resource Center has adopted this plan to provide meaningful access to its programs and services for persons who have limited English proficiency.

This plan is a training tool and guide for HSRC transit staff on how to recognize a person who may need language assistance and on how to provide that assistance.

Local demographic data revealed no need to provide additional language assistance at this time. However, the Humboldt Senior Resource Center keeps records of requests for language assistance and will continue to analyze the need.

INTRODUCTION

The Limited English Proficiency Plan has been prepared to address the Humboldt Senior Resource Center's responsibilities as a recipient of federal financial assistance as relates to the needs of individuals with limited English proficiency. The plan has been prepared in accordance with the Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or nation origin.

Executive Order 13166, titled Improving **Access to Services for Persons with Limited English Proficiency**, indicates that differing treatment based upon a person's inability to speak, read, write, or understand English is a type of national origin discrimination. It directs each agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including Humboldt Senior Resource Center Adult Day Health & Alzheimer's Services and Redwood Coast PACE

Plan Summary

The Humboldt Senior Resource Center has developed this Limited English Proficiency Plan to identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided. As defined by Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

In order to prepare this plan, the Humboldt Senior Resource Center used the four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served by the Humboldt Senior Resource Center.
2. The frequency with which LEP persons come in contact with Humboldt Senior Resource Center services.
3. The nature and importance of services provided by the Humboldt Senior Resource Center to the LEP population.
4. The interpretation services available to the Humboldt Senior Resource Center and overall cost to provide LEP assistance. A summary of the results of the four-factor is in the following section.

MEANINGFUL ACCESS: FOUR-FACTOR ANALYSIS

1. The number of proportions of LEP persons in the service area who may be served or are likely to require Humboldt Senior Resource Center services.

The Humboldt Senior Resource Center staff reviewed the 2013 U.S. 65 years and over Census Report and determined that of 1,273 persons in Humboldt County, 5.6% speak a language other than English. Of those remaining 1,273; 533 persons (41.8%) have Limited English Proficiency; that is, they speak English "not well" or "not at all." This is only 1.0% of the overall population in the service area. In the service area, of those persons with Limited English proficiency, 421 speak Spanish, 651 speak Indo-European, 162 speak Asian or Pacific Islander Languages, and 39 speak other foreign languages.

2. The frequency with which LEP persons come in contact with Humboldt Senior Resource Center services.

LEP persons rarely come in contact with the Humboldt Senior Resource Center. This is primarily because of the regional racial and ethnic demographics. During the past four years, there have been **no** requests for interpreters and translation services.

3. The nature and importance of services provided by the Humboldt Senior Resource Center to the LEP population.

The Humboldt Senior Resource Center's mission is to help seniors and caregivers in Humboldt County have a high quality of life, with health, dignity, and self-determination in a community of respect and tolerance.

The ADH program provides the individually tailored therapies participants need to help avoid or delay being institutionalized in a skilled nursing or psychiatric facility.

Redwood Coast Pace offers effective and affordable healthcare to frail seniors whose only other option might previously have been to enter a skilled nursing facility, engage round the clock skilled nursing care at home, or leave the area. The cost of services is covered by Medi-Cal, Medicare, and private payment. The participant's share of cost, if any, depends on their Medi-Cal and Medicare eligibility.

4. The resources available to the Humboldt Senior Resource Center and overall cost to provide LEP assistance.

The Humboldt Senior Resource Center's website provides an online translation tool that will refresh the web page into Spanish.

HSRC uses Language Line Solutions for interpretation services.

For persons who are hearing impaired or disabled, HSRC directs anyone who needs service to use the free California Relay Service (711).

As needed, for example during the enrollment process, HSRC may engage the service of a local translator who attends meetings in person.

The cost is negligible.

LANGUAGE ASSISTANCE

A person who does not speak English as their primary language, and who has a limited ability to read, write, speak, or understand English, may be a Limited English Proficient person and may be entitled to language assistance with respect to Humboldt Senior Resource Center services. Language assistance can include interpretation, which means oral or spoken transfer of a message from one language into another language and/or translation, which means the written transfer of a message from one language into another language. Which may include:

- An LEP person interested in becoming a participant is almost always accompanied by a family member or friend who provides language assistance. If not, staff and volunteers will refer the person to the Enrollment Team, who will engage the appropriate interpretation service.
- HSRC enrollment or program staff will note the need for language assistance on the in-take form, and program staff will report other encounters in the monthly report. Using monthly reports from the Program Managers, the Title VI Administrator will analyze annually the number of LEP encounters to evaluate HSRC's interpretation/translation needs and services.
- HSRC will post the Title VI Policy Statement and the Complaint Procedures on the agency website, www.humsenior.org, and post the availability of interpretation or translation services free of charge in the locations where staff and volunteers are most likely to encounter LEP persons (notices in English only).
- The HSRC website home page offers a translation tool that supports more than 100 languages. We inform the public on our website that further translation service is available.
- The HSRC staff most likely to encounter LEP persons are trained on using these resources.

LANGUAGE ASSISTANCE MEASURES

The Humboldt Senior Resource Center is committed to making its services and programs available to LEP persons and to continue with the following practices:

1. Humboldt Senior Resource Center employees will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating English.
2. The following resources will be available to accommodate LEP persons:
 - a. HSRC will post notice of Title VI Policy Statement and Complaint Procedures on the agency website, www.humsenior.org, and post the availability of interpretation or translation services free of charge in the locations where staff and volunteers are most likely to encounter LEP persons (notices in English only).
 - b. Copies of the Policy Statement and Complaint Procedures can also be obtained at 1910 and 1901-B California Street, Eureka, California 95501.
 - c. Interpretation/translation services are available on the web site, by telephone, and, as needed, in person.

STAFF TRAINING

The staff most likely to encounter LEP individuals who participate, or are interested in participating in the programs, and their family members or caregivers have been identified as:

- The receptionists at 1910 and 1901 California Avenue, Eureka, and 3200 Newburg Road, Fortuna
- The enrollment team
- The transportation coordinator
- The drivers of busses and vans
- Staff members who participate in outreach outside the agency

These interactions may take place on the phone or in person, in transit, at the home, and at the Day Center or the clinic, the congregate Dining Centers, and the lobbies.

Because any HSRC staff member may encounter LEP individuals, instructions are available in the Employee Handbook and in the Operations Manual. The instructions include:

- Information on the Title VI Policy and LEP responsibilities.
- Description of language assistance services offered to the public.
- How to handle a potential Title VI/LEP complaint.
- Documentation of language assistance requests and complaints.

TRANSLATION OF DOCUMENTS

Previously, HSRC programs did not meet mandated language thresholds for any language other than English. As of the 2020 Census (released in April 2021), HSRC programs do meet the mandated language threshold for Spanish as well. We have begun the process of translating written materials into Spanish, with the plan of having all participant accessed materials translated by December 31, 2023. Should an additional need arise, HSRC will use Language Line Solutions translation services.

A translation tool is also available on the HSRC website.

According to the 2020 US Census, the languages spoken in our county is as follows:

Language Spoken at Home (Age 5+)		
<i>Language Spoken</i>	<i>Population</i>	<i>Percent</i>
<i>Total County</i>	<i>130,109</i>	<i>100%</i>
English only	114,647	88.12%
Spanish	9,841	7.56%
French, Haitian, or Cajun	192	<1%
German, or other W. Germanic languages	239	<1%
Russian, Polish, or other Slavic languages	242	<1%
Other Indo-European languages	1,143	<1%
Korean	171	<1%
Chinese	479	<1%
Vietnamese	267	<1%
Tagalog	207	<1%
Other Asian and Pacific Islander languages	2,002	1.54%
Arabic	21	<1%
Other and unspecified languages	658	<1%

(Source: <https://data.census.gov/>)

HSRC will comply with the 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. These safe harbor provisions apply to the translation of written documents only.

MONITORING

Monitoring and Updating the LEP Plan - HSRC will review and update the LEP Plan every three years, at a minimum, or as requested when data from the Census is available that demonstrates higher concentrations of LEP individuals are present in the HSRC service area. Updates will include the following:

- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination whether the need for translation services has changed.
- The Title VI complaint log.

DISSEMINATION OF THE HSRC ADH&AS & REDWOOD COAST PACE LEP PLAN

A link to the Humboldt Senior Resource Center LEP Plan and the Title VI Procedures is included on the Humboldt Senior Resource Center's website, www.humsenior.org and copies can also be obtained at 1910 and 1901-B California Street, Eureka, California 95501.

Any person or agency with internet access will be able to access and download the plan from the Humboldt Senior Resource Center's website. Alternatively, any person or agency may request a copy of the plan via email, telephone, fax, mail, or in person and shall be provided a copy of the plan at no cost.

Questions or comments regarding the LEP Plan may be submitted to:

Title VI Administrator
Humboldt Senior Resource Center
1910 California Street
Eureka, CA 95501
Main: (707) 443-9747
Fax: (707) 443-3498
Email: HSRC@humsenior.org

SOCIAL SERVICES TECHNICAL ADVISORY COMMITTEE (SSTAC)

HSRC participates in the SSTAC, which advises the Humboldt County Association of Governments (HCAOG) on public transportation needs in the region. The SSTAC is required to have a minimum of nine members representing the transit community, including persons with disabilities, senior transit users, social service provider representatives, low-income representatives, and representatives of the Consolidated Transportation Service Agency (CTSA). The HCAOG Board has appointed additional members to the SSTAC in accordance with PUC 99238(b).

When seats become available on the SSTAC, HCAOG advertises in the local newspapers throughout the region and a member is selected through HCAOG Board approval. Meetings are held quarterly.

HSRC's Transportation Program Manager serves as a member of the SSTAC board, representing providers of social services for seniors.

SSTAC Board Members, as of December 2022:

Board Members	Organization
Keenan Hilton - Chair	Coalition for Responsible Transportation Priorities
Suresh Ratnam – Vice Chair	CalTrans
Sharon Batini	Public Representative
Jaison Chand	City Ambulance of Eureka
Shane Drummond	Blue Lake Rancheria Transit
Sherry Dunlap	Consolidated Transportation Services Agency
Juliannah Harris	Tri-County Independent Living
Richard Johnson	Public Representative
Charlotte Merkel	County of Humboldt
Melissa Miguelena	Yurok Tribe Transit
Cameron Mull	Fortuna Transit
Krista Paddaock	Humboldt State University
Greg Pratt	Humboldt Transit Authority/CTSA
Isa Pritting	Headstart/Early Headstart, North Coast Children's Services
LeAnn Schuetzle	Arcata & Mad River Transit System (A&MRTS)
Catherine Sundquist	CAE Transport, Inc.
TBD	College of the Redwoods
Nicholas Vulich	Humboldt Senior Resource Center

Race and Ethnicity of SSTAC, as of March 2022

<i>Ethnicity</i>		<i>Percent</i>
Hispanic or Latino		10%
Not Hispanic or Latino		65%
Elected not to Report		25%
<i>Ethnicity</i>		<i>Percent</i>
American Indian or Alaska Native		0%
Asian		5%
Black or African American		0%
Native Hawaiian or other Pacific Islander		0%
White		65%
Other Race/Bi-Racial/Multi-Racial		5%
Elected not to Report		25%

(Source: HCAOG Title VI, March 2022)

Title VI Equity Analysis

Humboldt Senior Resource Center does not have transit-related facilities.



Humboldt Senior Resource Center

Supporting seniors in maintaining health, dignity and self-determination.

**Humboldt Senior Resource Center, Incorporated
Board Resolution
Fiscal Year 2022-2023**

Re: CalTrans / HSRC-2022-2023 Authorization

A RESOLUTION BY THE BOARD OF DIRECTORS OF THE HUMBOLDT SENIOR RESOURCE CENTER AUTHORIZING THE TITLE VI COMPLIANCE PLAN FOR THE TRANSPORTATION SERVICES OF Humboldt Senior Resource Center's (HSRC) ADULT DAY HEALTH & ALZHEIMER'S SERVICES AND THE REDWOOD COAST PACE PROGRAMS

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

WHEREAS, HSRC wishes to authorize approval of the Compliance Plan developed by staff to comply with necessary provisions; and

WHEREAS HSRC assures that all of its programs and activities will be free from discrimination, whether those programs are federally funded or not.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of HSRC approves and adopts the Title VI Policy and the Limited English Proficiency Program.

BE IT FURTHER RESOLVED that the Chief Executive Officer is authorized to implement components of the plan in order to meet federal requirements and update policies that may be necessary to comply with subsequent revisions or interpretations to the Civil Rights Act.

PASSED AND ADOPTED on January 26, 2023, by the following vote:

AYES: 7
NOES: 0
ABSENT: 2
ABSTAIN: 1

Susan Hansen, HSRC Board President

Interpretation Services

Humboldt Senior Resource Center uses Language Line Solutions for interpretive services in 200 languages. This service is free to the caller with limited language proficiency and available during HSRC business hours.

When a caller with whom a staff member can't communicate calls Humboldt Senior Resource Center directly, the staff member will follow these instructions.

Language Line Instructions:

FOLLOW THESE THREE EASY STEPS TO CONNECT TO A PROFESSIONAL INTERPRETER

1. Dial **1-888-808-9008**
2. Enter our **8-digit PIN Number 54671306** at the prompt, then clearly state the name of the language you need (for example Spanish).
3. You'll be asked if you need Language Line to dial a third-party number for you (either international or domestic at no additional charge). Say yes to be connected to the agent who will dial the number for you. Say no and you'll go straight to a professional interpreter.

When a caller directly telephones the Language Line phone number, Language Line will connect with Humboldt Senior Resource Center and ask for HSRC's PIN number before translating the caller's conversation.



California Relay Service (CRS) for the deaf and disabled.

For help communicating with people who have limitations in hearing or speaking, a specially-trained Communications Assistant (CA) can relay telephone conversations for all of your calls. This is a free service to aid Californians who are deaf or disabled and available during HSRC business hours.

Dial 711 to reach the California Relay Service (CRS). Dialing 711 is for everyone, not just those who have difficulty hearing on a standard telephone. Friends, family, and business contacts can dial 711 for relay calls, too.

If the person prefers having the calls immediately answered in their mode of communication, they should dial one of the toll-free modality- and language-specific numbers below. The call will be routed to the CRS provider.

Type of Call	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

Federal regulations specify very strict confidentiality requirements for CAs of all relay services. No part of the conversation that takes place between callers is revealed or recorded in written, verbal, or any other form. CRS CAs do not participate in the conversation and acquire no benefit from information relayed.

For more information on how to place a call, visit the California Relay Website: