

**Easter Seals South Florida Inc.**

**Title VI Plan**



*Date Adopted: April, 2016*





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## 1.0 Title VI/Nondiscrimination Policy Statement and Management Commitment to Title VI Plan

*49 CFR Part 21.7(a): Every application for Federal financial assistance to which this part applies shall contain, or be accompanied by, an assurance that the program will be conducted or the facility operated in compliance with all requirements imposed or pursuant to [49 CFR Part 21].*


Easter Seals South Florida assures the Florida Department of Transportation that no person shall on the basis of race, color, national origin, age, disability, family or religious status, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987 and the Florida Civil Rights Act of 1992 be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity undertaken by the agency.

Easter Seals South Florida further agrees to the following responsibilities with respect to its programs and activities:

1. Designate a Title VI Liaison that has a responsible position within the organization and access to the recipient's Chief Executive Officer or authorized representative.
2. Issue a policy statement signed by the Executive Director or authorized representative, which expresses its commitment to the nondiscrimination provisions of Title VI. The policy statement shall be circulated throughout the Recipient's organization and to the general public. Such information shall be published where appropriate in language other than English.
3. Insert the clauses of Section 4.5 of this plan into every contract subject to the Acts and the Regulations.
4. Develop a complaint process and attempt to resolve complaints of discrimination against Easter Seals South Florida.
5. Participate in training offered on the Title VI and other nondiscrimination requirements.
6. If reviewed by FDOT or any other state or federal regulatory agency, take affirmative actions to correct any deficiencies found within a reasonable time period, not to exceed ninety (90) days.
7. Have a process to collect racial and ethnic data on persons impacted by the agency's programs.
8. Submit the information required by FTA Circular 4702.1B to the primary recipients (refer to Appendix A of this plan)

**THIS ASSURANCE** is given in consideration of and for the purpose of obtaining any and all federal funds, grants, loans, contracts, properties, discounts or other federal financial assistance under all programs and activities and is binding. The person whose signature appears below is authorized to sign this assurance on behalf of the agency.

Signature



Loreen Chant

President & CEO, Easter Seals South Florida, Date: April /15/2016

## 2.0 Introduction & Description of Services

Easter Seals South Florida, Inc. submits this Title VI Plan in compliance with Title VI of the Civil Rights Act of 1964, 49 CFR Part 21, and the guidelines of FTA Circular 4702.1B, published October 1, 2012. Easter Seals South Florida, Inc. is a sub-recipient of FTA funds and provides service in Miami Dade County.

**Easter Seals South Florida provides exceptional services to ensure that all children and adults with disabilities or special needs and their families have equal opportunities to live, learn, work, and play in their communities.** We believe in full inclusion of people with disabilities and special needs in our South Florida community. We are committed to creating better opportunities for the people we serve to achieve lives of dignity, personal choice and full acceptance and respect in the community.

### Title VI Liaison

Transportation Coordinator

305-325-0470

1475 NW 14<sup>th</sup> Ave, Miami, FL 33125

Easter Seals South Florida must designate a liaison for Title VI issues and complaints within the organization. The liaison is the focal point for Title VI implementation and monitoring of activities receiving federal financial assistance. Key responsibilities of the Title VI Liaison include:

- Maintain knowledge of Title VI requirements.
- Attend training on Title VI and other nondiscrimination authorities when offered by FDOT or any other regulatory agency.
- Disseminate Title VI information to the public including in languages other than English, when necessary.
- Develop a process to collect data related to race, gender and national origin of service area population to ensure low income, minorities, and other underserved groups are included and not discriminated against.
- Implement procedures for the prompt processing of Title VI complaints.

Easter Seals serves over 2,000 children and adults with disabilities and their families each year in Miami-Dade and Broward County. Programs focus on the individual and the family and are customized to meet the unique needs of those we serve. Our programs:

- ❖ **Education and Therapy for Children and Youth:** Specialized occupational, speech, physical therapy, and early intervention services for 80 children with disabilities – ages 8 weeks - 3 years old; quality preschool for 488 children with special needs – ages 3 years- 5 years old; after-school services for 125 at-risk youth; plus a summer day camp for 100 preschoolers and elementary school students.
- ❖ **Autism Focused Services:** Year-round quality elementary education for children with autism; low student teacher ratios, and hands on learning with Board Certified Behavior Analysts and special education teachers.
- ❖ **Adult Day Services for Alzheimer's:** Three therapeutic adult day care centers located in Miami, Hialeah, and Pembroke Pines serving 400 adults with Alzheimer's and other memory disorders; case management, caregiver support groups, and transportation also provided; in-home respite services support an additional 200 caregivers in Miami Dade and Broward County.

- ❖ **Vocational Training and Support:** A culinary arts training program for 40 young adults with autism and other disabilities ages 14-22; vocational evaluation and support services to nearly 200 youth and adults with disabilities.

## **2.1 Annual Certifications and Assurances**

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with Title VI regulations. This requirement shall be fulfilled when the applicant/recipient submits its annual certifications and assurances. Primary recipients will collect Title VI assurances from sub-recipients prior to passing through FTA funds.

Easter Seals South Florida, Inc. will remain in compliance with this requirement by annual submission of certifications and assurances as required by FDOT.

## **2.3 Title VI Plan Concurrence and Adoption**

The Plan was approved and adopted by Easter Seals South Florida, Inc. during a meeting held on April 2016. A copy of the meeting minutes is included in Appendix C of this Plan.

### 3.0 Title VI Notice to the Public

*FTA Circular 4702.1B, Chapter III, Paragraph 5: Title 49 CFR 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI.*

### 3.1 Notice to Public

Recipients must notify the public of its rights under Title VI and include the notice and where it is posted in the Title VI Plan. The notice must include:

- A statement that the agency operates programs without regard to race, color and national origin
- A description of the procedures members of the public should follow in order to request additional information on the grantee's nondiscrimination obligations
- A description of the procedure members of the public should follow in order to file a discrimination complaint against the grantee

A sample of the notice is included in Appendix D of this Plan. The sample notice should be translated into other languages, as necessary.

*FTA Circular 4702.1B, Chapter III, Paragraph 6: All recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to member of the public.*

### 3.2 Notice Posting Locations

The Notice to Public will be posted at many locations to notify the public of Easter Seals South Florida, Inc. obligations under Title VI and to inform them of the protections afforded them under Title VI. At a minimum, the notice will be posted in public areas of Easter Seals South Florida, Inc. office(s) including the reception desk and meeting rooms, and on the Easter Seals South Florida, Inc. website:

<http://www.easterseals.com/southflorida/>

Additionally, Easter Seals South Florida, Inc. will post the notice on transit vehicles. A sample version of this notice is included in Appendix D of this Plan.



## 4.0 Title VI Procedures and Compliance

*FTA Circular 4702.1B, Chapter III, Paragraph 6: All recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to member of the public.*

### 4.1 Complaint Procedure

Any person who believes he or she has been discriminated against on the basis of race, color or national origin by Easter Seals South Florida, Inc. may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form (refer to Appendix E). Easter Seals South Florida, Inc. investigates complaints received no more than 180 days after the alleged incident. Easter Seals South Florida, Inc. will process complaints that are complete.

Once the complaint is received, Easter Seals South Florida, Inc. will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office.

Easter Seals South Florida, Inc. has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, Easter Seals South Florida, Inc. may contact the complainant. The complainant has ten (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 ten (10) business days, Easter Seals South Florida, Inc. can administratively close the case. A case can also be administratively closed 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. A 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 seven (7) days to do so from the time he/she receives the closure letter or the LOF.

The complaint procedure will be made available to the public on Easter Seals South Florida, Inc.'s website (<http://www.easterseals.com/southflorida/>).

### 4.2 Complaint Form

A copy of the complaint form in English is provided in Appendix E and on Easter Seals South Florida, Inc.'s website (<http://www.easterseals.com/southflorida/>).

### 4.3 Record Retention and Reporting Policy

FTA requires that all direct and primary recipients document their compliance by submitting a Title VI Plan to their FTA regional civil rights officer once every three (3) years. Easter Seals South Florida, Inc. will submit Title VI Plans to FDOT for concurrence on an annual basis or any time a major change in the Plan occurs.

Compliance records and all Title VI related documents will be retained for a minimum of three (3) years and reported to the primary recipient annually.

## 4.4 Sub-recipient Assistance and Monitoring

Easter Seals South Florida, Inc. does not have any sub-recipients to provide monitoring and assistance. As a sub-recipient to FDOT, Easter Seals South Florida, Inc. utilizes the sub-recipient assistance and monitoring provided by FDOT, as needed. In the future, if Easter Seals South Florida, Inc. has sub-recipients, it will provide assistance and monitoring as required by FTA Circular 4702.1B.

## 4.5 Contractors and Subcontractors

Easter Seals South Florida, Inc. is responsible for ensuring that contractors are in compliance with Title VI requirements. Contractors may not discriminate in the selection and retention of any subcontractors. Subcontractors also may not discriminate in the selection and retention of any subcontractors. Easter Seals South Florida, Inc. contractors, and subcontractors may not discriminate in their employment practices in connection with federally assisted projects. Contractors and subcontractors are not required to prepare or submit a Title VI Plan. However, the following nondiscrimination clauses will be inserted into every contract with contractors and subcontractors subject to Title VI regulations.

### Nondiscrimination Clauses

During the performance of a contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the "Contractor") must agree to the following clauses:

1. **Compliance with Regulations:** The Contractor shall comply with the Regulations relative to nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation (hereinafter, "USDOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this Agreement.
2. **Nondiscrimination:** The Contractor, with regard to the work performed during the contract, shall not discriminate on the basis of race, color, national origin, sex, age, disability, religion or family status in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The Contractor shall not participate either directly or indirectly in the discrimination prohibited by section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.
3. **Solicitations for Subcontractors, including Procurements of Materials and Equipment:** In all solicitations made by the Contractor, either by competitive bidding or negotiation for work to be performed under a subcontract, including procurements of materials or leases of equipment; each potential subcontractor or supplier shall be notified by the Contractor of the subcontractor's obligations under this contract and the Regulations relative to nondiscrimination on the basis of race, color, national origin, sex, age, disability, religion or family status.
4. **Information and Reports:** The Contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the *Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration* to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of a Contractor is in the exclusive possession of another who fails or refuses to furnish this information the Contractor shall so certify to the *Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration* as appropriate, and shall set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of the Contractor's noncompliance with the nondiscrimination provisions of this contract, Easter Seals South Florida, Inc. shall impose contract sanctions as appropriate, including, but not limited to:
  - a. withholding of payments to the Contractor under the contract until the Contractor complies, and/or

- b. cancellation, termination or suspension of the contract, in whole or in part.
- 6. **Incorporation of Provisions:** The Contractor shall include the provisions of paragraphs (1) through (6) in every subcontract, including procurement of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The Contractor shall take such action with respect to any subcontract or procurement as the Easter Seals South Florida, Inc. Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration may direct as a means of enforcing such provisions including sanctions for noncompliance.

### **Disadvantaged Business Enterprise (DBE) Policy**

As a part of the Joint Participation Agreement (JPA) with FDOT, Easter Seals South Florida, Inc. and its contractors and subcontractors agree to ensure that Disadvantaged Business Enterprises as defined in 49 CFR Part 26, as amended, have the opportunity to participate in the performance of contracts. Easter Seals South Florida, Inc. and its contractor and subcontractors shall not discriminate on the basis of race, color, national origin, or sex in the performance of any contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of FDOT-assisted contracts. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of the contract or such other remedy as the recipient deems appropriate.

## 5.0 Title VI Investigations, Complaints, and Lawsuits

*FTA Circular 4702.1B, Chapter III, Paragraph 7: In order to comply with the reporting requirements of 49 CFR 21.9(b), FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations....; lawsuits, and complaints naming the recipient.*

In accordance with 49 CFR 21.9(b), Easter Seals South Florida, Inc. must record and report any investigations, complaints, or lawsuits involving allegations of discrimination. The records of these events shall include the date the investigation, lawsuit, or complaint was filed; a summary of the allegations; the status of the investigation, lawsuit, or complaint; and actions taken by Easter Seals South Florida, Inc. in response; and final findings related to the investigation, lawsuit, or complaint. The records for the previous three (3) years shall be included in the Title VI Plan when it is submitted to FDOT.

Easter Seals South Florida, Inc. has had no investigations, complaints, or lawsuits involving allegations of discrimination on the basis of race, color, or national origin over the past three (3) years.

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## 6.0 Public Participation Plan

*FTA Circular 4702.1B, Chapter III, Paragraph 4.a.4: Every Title VI Plan shall include the following information: A public participation plan that includes an outreach plan to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Plan submission. A recipient's targeted public participation plan of minority populations may be part of efforts that extend more broadly to include constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others.*

The Public Participation Plan (PPP) for Easter Seals South Florida, Inc. was developed to ensure that all members of the public, including minorities and Limited English Proficient (LEP) populations, are encouraged to participate in the decision making process for Easter Seals South Florida, Inc. Policy and service delivery decisions need to take into consideration community sentiment and public opinion based upon well-executed outreach efforts. The public outreach strategies described in the PPP are designed to provide the public with effective access to information about Easter Seals South Florida, Inc. services and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services. The PPP is included as Appendix F to this Title VI Plan.

### **Current Outreach Efforts**

Easter Seals South Florida, Inc. is required to submit a summary of public outreach efforts made over the last three (3) years. The following is a list and short description of Easter Seals South Florida, Inc.'s recent, current, and planned outreach activities.

- Easter Seals South Florida participates in outreach and community events to bring awareness to services and recruit volunteers and Board Members.
- Easter Seals South Florida posts all notices and needed information on agency website as part of its ongoing outreach efforts.

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## 7.0 Language Assistance Plan

*FTA Circular 4702.1B, Chapter III, Paragraph 9: Recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited English proficient (LEP).*

Easter Seals South Florida, Inc. operates a transit system within Miami Dade County. The Language Assistance Plan (LAP) has been prepared to address Easter Seals South Florida, Inc.'s responsibilities as they relate to the needs of individuals with Limited English Proficiency (LEP). Individuals, who have a limited ability to read, write, speak or understand English are LEP. Easter Seals South Florida, Inc. is federally mandated (Executive Order 13166) to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs and activities for individuals who are LEP. Easter Seals South Florida, Inc. has utilized the U.S. Department of Transportation (DOT) LEP Guidance Handbook and performed a four-factor analysis to develop its LAP. The LAP is included in this Title VI Plan as Appendix G.

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## 8.0 Transit Planning and Advisory Bodies

*FTA Circular 4702.1B, Chapter III, Paragraph 10: 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.*

Easter Seals South Florida, Inc. does not have a transit-related committee or board, therefore this requirement does not apply.

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## 9.0 Title VI Equity Analysis

*FTA Circular 4702.1B, Chapter III, Paragraph 4.a.8: If the recipient has constructed a facility, such as vehicle storage, maintenance facility, operation center, etc., the recipient shall include a copy of the Title VI equity analysis conducted during the planning stage with regard to the location of the facility.*

Title 49 CFR, Appendix C, Section (3)(iv) requires that “the location of projects requiring land acquisition and the displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin.” For purposes of this requirement, “facilities” does not include bus shelters, as they are considered transit amenities. It also does not include transit stations, power substations, or any other project evaluated by the National Environmental Policy Act (NEPA) process. Facilities included in the provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. In order to comply with the regulations, Easter Seals South Florida, Inc. will ensure the following:

1. Easter Seals South Florida, Inc. will complete a Title VI equity analysis for any facility during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. Easter Seals South Florida, Inc. will engage in outreach to persons potentially impacted by the siting of the facility. The Title VI equity analysis must compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site.
2. When evaluating locations of facilities, Easter Seals South Florida, Inc. will give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result. Analysis should be done at the Census tract or block group level where appropriate to ensure that proper perspective is given to localized impacts.
3. If Easter Seals South Florida, Inc. determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, Easter Seals South Florida, Inc. may only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin. Easter Seals South Florida, Inc. must demonstrate and document how both tests are met. Easter Seals South Florida, Inc. will consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

Easter Seals South Florida, Inc. has not recently constructed any facilities, nor does it currently have any facilities in the planning stage. Therefore, Easter Seals South Florida, Inc. does not have any Title VI Equity Analysis reports to submit with this Plan. Easter Seals South Florida, Inc. will utilize the demographic maps included in Appendix I for future Title VI analysis.



## 10.0 System-Wide Service Standards and Service Policies

*FTA Circular 4702.1B, Chapter III, Paragraph 10: All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide.*

Easter Seals South Florida, Inc. is not a fixed route service provider.

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## **11.0 Appendices**

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Appendix A  
FTA Circular 4702.1B Reporting Requirements for Transit  
Providers

Every three years, on a date determined by FTA, each recipient is required to submit the following information to the Federal Transit Administration (FTA) as part of their Title VI Program. Sub-recipients shall submit the information below to their primary recipient (the entity from whom the sub-recipient receives funds directly), on a schedule to be determined by the primary recipient.

### **General Requirements**

*All recipients must submit:*

- Title VI Notice to the Public, including a list of locations where the notice is posted
- Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)
- Title VI Complaint Form
- List of transit-related Title VI investigations, complaints, and lawsuits
- Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission
- Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance
- A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees
- Primary recipients shall include a description of how the agency monitors its sub-recipients for compliance with Title VI, and a schedule of sub-recipient Title VI Program submissions
- A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.
- A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program. For State DOTs, the appropriate governing entity is the State's Secretary of Transportation or equivalent. The approval must occur prior to submission to FTA.
- Additional information as specified in Chapters IV, V, and VI, depending on whether the recipient is a transit provider, a State, or a planning entity (see below)

# Appendix B

## Current System Description

## Current System Description

- **What is a general overview of the organization including its mission, program goals and objectives?**

Easter Seals South Florida, Inc. (ESSF) has been providing comprehensive services for individuals with disabilities for over 70 years. Our mission is to provide exceptional services so that all children and adults with disabilities and their families have equal opportunities to live, learn, work and play in their communities.

Easter Seals serves over 2,500 children and adults with disabilities and their families each year in 9 different locations throughout Miami-Dade and Broward County. Our programs focus on the individual and the family and are customized to meet the unique needs of those we serve. Current programs include:

**Education and Therapy for Children and Youth:** Early childhood education and therapy for 75 children who have special needs – ages 8 weeks to 3 years; Inclusive pre-school education for 488 at risk 3-5 year olds; After-school services for 175 at-risk youth, plus a summer day camp for 100 preschoolers and elementary school students.

**Easter Seals Academy:** Elementary and middle school education for approximately 30 children with autism, ages 5- 14 years old.

**Adult Day Services for Alzheimer's:** Therapeutic adult day care, case management, caregiver support groups, and transportation for 400 adults with Alzheimer's and memory disorders. Currently we have three centers, Miami Main Campus, Hialeah, and Pembroke Pines. Our in-home respite program provides support to an additional 200 caregivers.

**Vocational Education, Training, and Support:** A Culinary Arts Training program for 30 high school students with disabilities -- ages 14-22; After School programming focusing on life skills and job skills; vocational evaluation and support services to 250 youth and adults with disabilities.

Daily bus transportation is provided to children participating in the early childhood education program and the Adult Day Care Services. In addition, weekly and monthly transportation services provided to Easter Seals Academy and Culinary Arts program participants for the purposes of field trips, extracurricular activities, and after school participation. Our vehicles provide transportation throughout Miami Dade County, enduring a lot of wear and tear, and therefore, need to be replaced to better serve our clients.

- What is the organizational structure, type of operation, number of employees, and other pertinent organizational information?

An independent 501c3 nonprofit incorporated agency, ESSF is an affiliate of Easter Seals, Inc., a national network of 86 independent affiliate agencies sharing common mission and core values for serving individuals and families with disabilities. ESSF serves individuals and families in nine different centers throughout Miami Dade County and Broward County.

ESSF has an operating budget of \$13 million and approximately 350 employees. Our executive and program leadership team has a combined 85 years' experience in developing community-based programs for individuals with disabilities, fundraising and public relations, staff development, and non-profit financial management.

- Who is responsible for insurance, training and management, and administration of the agency's transportation programs?  
The VP of Adult Day Services and the Education Services Director oversee the day to day management of the insurance, training and administration of the transportation programs and vehicles with the assistance of the maintenance staff member, schedulers, and finance team.
- **Who provides maintenance for the vehicles? Is it outsourced? What type of Preventive Maintenance work does the agency do on-site?**  
Vehicle maintenance is handled by a private mechanic/vendor on a timely basis and as repairs are needed. Drivers are responsible for daily vehicle checks as part of a preventative maintenance process. In addition, transportation coordinators ensure that vehicles are up to date with inspection requirements and preventative maintenance standards.
- **What is the agency's current number of Transportation Related Employees?**  
There are 15 transportation related employees, of which (8) are drivers.
- **Driver Qualifications- Who will drive the vehicles, number of drivers, CDL certifications?**  
(2) drivers have Chauffeur driver's licenses and hold CPR/First Aid certifications and Defensive Driving Certification.  
  
(5) driver has regular driver's licenses and have multiple years' experience working with the client population they serve (i.e. elderly and disabled).
- **A detailed description of service routes and ridership numbers**  
We provide transportation to approximately 260-270 elderly and disabled clients in the following areas:
  - South West limit Kendall Drive
  - South & East limit US 1/Biscayne Blvd
  - North limit Broward County Line
  - North West limit Hialeah Gardens, Medley, Miami Springs

The majority of transportation consists of daily pick up and drop off to and from three of our centers located in Miami, Hialeah, and Pembroke Pines. In addition, transportation is provided to any and all clients attending these three centers during field trips.

Appendix C  
Title VI Plan Adoption Meeting Minutes



**EASTER SEALS SOUTH FLORIDA**  
1475 NW 14<sup>TH</sup> Avenue  
Miami, Florida 33125

**MINUTES OF MEETING OF BOARD OF DIRECTORS**  
**April 22, 2016, 12pm**

**Members Present:**

Albert de Cardenas  
Christy Gallo-Aquino  
Christy Parrish  
David Barkus  
Edie Murphy  
Eric Vainder  
Hector Tundidor  
Laura Hodges - on the phone  
Nancy Ansley – on the phone  
Robert Fatovic  
Ronald Dresnick  
Steve Savola

**Members Absent:**

Adolfo Jimenez  
Bryce Epstein  
Eugenia McCrea  
Felipe Blanco  
George Pita  
Paul Bianco  
Stephen Rossman

**Staff Present:**

Loreen Chant, CEO  
Maher Malak, CFO  
Malerie Sloschay, VP of Admin Support  
Angela Aracena, VP of Programs  
Marta Quintana, VP of Development  
Camila Rocha, Education Services Director  
Jean Verneus – Mental Health Coordinator  
Alfred Johnson – Family Services Coordinator

**Guests:**

Michael Gold – Raymond James  
Peter Bermont – Raymond James

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Prior to the board meeting, board members were introduced to select Head Start classrooms where they were given an opportunity to meet and engage with the children and teachers in the program. They sang, recited poems, answered trivia questions and asked questions of the board members. This was a great way to kick off the board meeting at the Ophelia E Brown Lawson Head Start Center.

**Call to Order**

Board Chairman Albert de Cardenas called the meeting to order. Albert made a motion to approve the January 2016 board minutes, this was seconded by David Barkus. Motion approved.

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~~Students are graduating from the High School Culinary Arts program, 3 of whom have secured internships. 11 students participated in the Special Olympics recently and 6 won gold/silver medals.~~

**Board Approvals:**

~~2016 – 2017 Head Start and Early Head Start Budget – presented for approval – Albert de Cardenas moved to approve David Barkus seconded. HS and EHS budget fully approved.~~

Title VI Plan – presented for approval - Albert de Cardenas moved to approve, David Barkus seconded.

**Development Update:**

~~Fundraising efforts are on target to meet our goal. The shift from individual to corporate giving has seen an increase in year-over-year corporate giving, over 27 corporate sponsors were engaged this year. There has also been more exposure and a change around messaging which have been instrumental in this growth.~~

**CEO Update:**

**Marketing: Communications and Messaging**

~~ESSE continues to gain visibility by creating more collateral around a theme of engaging, volunteering and giving. The agency was highlighted in 4 issues of the Miami Herald's Business Monday for our very successful fundraiser, Small Miracles luncheon. We continue to explore other avenues for exposure within the community by forming a communications committee focusing on advertising and PR.~~

**Key Performance Goal: Reduce Staff Turnover**

~~Staff turnover continues to be a challenge. Better health insurance rates are being explored in order to be able to provide full time employment and benefits to Nursing Assistants, which would increase retention.~~

~~Following our recent staff survey, steps are being taken to improve employee satisfaction by implementing a monthly employee recognition program, increasing spending on supplies, providing more comfortable break rooms and better vending machine options. The emphasis continues to be placed on staff retention to reduce the overall burden on remaining staff.~~

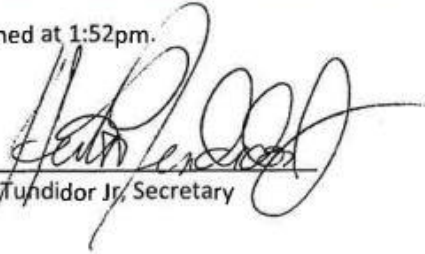
**Kendall Update:**

~~Efforts are ongoing to secure affordable rental rates for a new ADC in Kendall. Bob suggested offering corporations the opportunity to have the center named after their company as a fundraising strategy.~~

**ES National Recognition:**

~~In June 2016 in Washington DC, Senator Renee Garcia is being honored by Easter Seals with the 2016 Outstanding Advocate Award for his continued work in the senate to secure funding for our programs.~~

Adjourned at 1:52pm.

  
Hector Tundidor Jr, Secretary

Appendix D  
Title VI Sample Notice to Public

**Public Notice of Rights Under Title VI of The Civil Rights Act of 1964**

**Easterseals South Florida, Inc.**

- Easterseals South Florida, 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 Easterseals South Florida, Inc.
- For more information on Easterseals South Florida, Inc.'s civil rights program, and the procedures to file a complaint, contact (305) 325-0470; or visit our administrative office at 1475 NW 14<sup>th</sup> Avenue, Miami, FL 33125.
- For more information, visit [www.easterseals.com/southflorida/](http://www.easterseals.com/southflorida/)
- If information is needed in another language, contact (305) 325-0470

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**Aviso público de derechos bajo el título VI de la Ley de derechos civiles de 1964**

**Easterseals South Florida, Inc.**

- Easterseals South Florida, inc. ofrece sus programas y servicios sin consideración de raza, color o nacionalidad, de acuerdo con el título VI de la Ley de derechos civiles. Cualquier persona que crea haber sido agraviado por prácticas discriminatorias bajo el título VI puede presentar una queja con Easterseals South Florida, Inc.
- Para más información sobre el programa de derechos civiles y los procesos para poner una queja en Easterseals South Florida, Inc, comuníquese al (305) 325-0470; o visite nuestra oficina administrativa ubicada en 1475 NW 14<sup>th</sup> Avenue, Miami, FL 33125.
- Para más información visite: [www.easterseals.com/southflorida/](http://www.easterseals.com/southflorida/)
- Si necesita esta informacion en otro language, comuníquese al (305) 325-0470

Appendix E  
Title VI Complaint Form

# Easter Seals South Florida, Inc.

## Title VI Complaint Form

<b>Section I:</b>			
<b>Name:</b>			
<b>Address:</b>			
<b>Telephone (Home):</b>		<b>Telephone (Work):</b>	
Electronic Mail Address:			
Accessible Requirements?	Format	Large Print	<b>Audio Tape</b>
		TDD	<b>Other</b>
<b>Section II:</b>			
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
<b>Section III:</b>			
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"/> Age
<input type="checkbox"/> Disability	<input type="checkbox"/> Family or Religious Status	[       ]	Other (explain)
_____			
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.  _____  _____			
<b>Section IV</b>			
Have you previously filed a Title VI complaint with this agency?		Yes	No

<b>Section V</b>	
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.	
<b>Name:</b>	
<b>Title:</b>	
<b>Agency:</b>	
<b>Address:</b>	
<b>Telephone:</b>	
<b>Section VI</b>	
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

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

Easterseals South Florida, Inc. Title VI Liaison

1475 NW 14<sup>th</sup> Ave

Miami, FL 33125

# Easter Seals South Florida, Inc.

## Titulo VI Forma de Agravio

<b>Sección I:</b>			
<b>Nombre:</b>			
<b>Dirección:</b>			
<b>Teléfono (Casa):</b>		<b>Teléfono (Trabajo):</b>	
Correo Electrónico:			
¿Requisitos de formato accesible?	Letra agrandada		<b>Audio</b>
	TDD		<b>Otro</b>
<b>Sección II:</b>			
¿Está usted presentando esta queja a manera personal?		Si*	No
*Si su respuesta fue "si" en esta pregunta, vaya a la sección III.			
Si no, por favor provea el nombre y qué relación tiene con la persona a la cual está usted representando:			
Por favor explique por qué lleno una solicitud de un tercero: _____			
Por favor confirma que ha obtenido permiso de ésta persona para presentar esta queja en su nombre.		Si	No
<b>Sección III:</b>			
Yo creo haber sido discriminado en base a (marque todo lo que corresponda):			
<input type="checkbox"/> Raza	<input type="checkbox"/> Color	<input type="checkbox"/> Nacionalidad	<input type="checkbox"/> Edad
<input type="checkbox"/> Discapacidad	<input type="checkbox"/> Familia o Religión	<input type="checkbox"/> Otro (explique)	
_____			
Fecha de la supuesta discriminación (Mes, Dia, Año): _____			
Explique lo más claro posible lo ocurrido y por qué usted cree que fue discriminado. Describa todas las personas que estuvieron envueltas. Incluya el nombre y el número de contacto de la(s) persona(s) que lo discriminaron (si los conoce) y el nombre y número de contacto de los testigos si existen. Si necesita más espacio, por favor use la parte de atrás de esta hoja.			
_____			
_____			
<b>Sección IV</b>			
¿A usted presentado previamente una queja bajo el titulo VI en esta agencia?		Si	No



**Sección V**

¿Ha usted presentado esta queja con alguna otra entidad Federal, estatal o local o en una corte federal o estatal?  Si  No

Si su respuesta fue si, marque todo lo que corresponda:

Agencia Federal: \_\_\_\_\_

Corte Federal \_\_\_\_\_

Agencia Estatal \_\_\_\_\_

Corte Estatal \_\_\_\_\_

Agencia Local \_\_\_\_\_

Por favor provea información de contacto de la persona a la cual le fue presentada la queja en dicha agencia o corte.

**Nombre:**

**Título:**

**Agencia:**

**Dirección:**

**Teléfono:**

**Sección VI**

Nombre de la agencia sobre la cual se queja:

Persona de Contacto:

Título:

Numero Telefónico:

Usted puede adjuntar cualquier tipo de material escrito o alguna otra información que piense puede ser relevante para su queja. Si firma y la fecha son requeridas abajo.

\_\_\_\_\_  
Firma

\_\_\_\_\_  
Fecha

Por favor entregue esta forma personalmente o por medio del correo en la siguiente dirección:

Easterseals South Florida, Inc. Title VI Liaison  
1475 NW 14<sup>th</sup> Avenue, Miami, FL 33125

Appendix F  
Public Participation Plan (PPP)

## Introduction

The Public Participation Plan (PPP) for Easter Seals South Florida, Inc. was developed to ensure that all members of the public, including minorities and Limited English Proficient (LEP) populations, are encouraged to participate in the decision making process for Easter Seals South Florida, Inc.. Policy and service delivery decisions need to take into consideration community sentiment and public opinion based upon well-executed outreach efforts. The public outreach strategies described in the PPP are designed to provide the public with effective access to information about Easter Seals South Florida, Inc. services and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services. Easter Seals South Florida, Inc. also recognizes the importance of many types of stakeholders in the decision-making process, including other units of government, metropolitan area agencies, community based organizations, major employers, passengers and the general public, including low-income, minority, LEP, and other traditionally underserved communities.

## Public Participation Goals

The main goal of the PPP is to offer meaningful opportunities for all interested segments of the public, including, but not limited to, low-income, minority and LEP groups, to comment, about Easter Seals South Florida, Inc. and its operations. The goals for this PPP include:

- **Inclusion and Diversity:** Easter Seals South Florida, Inc. will proactively reach out and engage low-income, minority, and LEP populations for the Easter Seals South Florida, Inc. service area so these groups will have an opportunity to participate.
- **Accessibility:** All legal requirements for accessibility will be met. Efforts will be made to enhance the accessibility of the public's participation – physically, geographically, temporally, linguistically and culturally.
- **Clarity and Relevance:** Issues will be framed in public meetings in such a way that the significance and potential effect of proposed decisions is understood by participants. Proposed adjustments to fares or services will be described in language that is clear and easy to understand.
- **Responsive:** Easter Seals South Florida, Inc. will strive to respond to and incorporate, when possible, appropriate public comments into transportation decisions.
- **Tailored:** Public participation methods will be tailored to match local and cultural preferences as much as possible.
- **Flexible:** The public participation process will accommodate participation in a variety of ways and will be adjusted over time as needed.

## Public Participation Methods

The methods of public participation included in this PPP were developed based upon best practices in conjunction with the needs and capabilities of Easter Seals South Florida, Inc. Easter Seals South Florida, Inc. intends to achieve meaningful public participation by a variety of methods with respect to service and any changes to service.

Easter Seals South Florida, Inc. will conduct community meetings and listening sessions as appropriate with passengers, employers, community-based organizations, and advisory committees to gather public input and distribute information about service quality, proposed changes or new service options.

The public will be invited to provide feedback on the Easter Seals South Florida, Inc. website [www.easterseals.com/southernflorida/](http://www.easterseals.com/southernflorida/) and all feedback on the site will be recorded and passed on to Easter Seals South Florida, Inc. management. The public will also be able to call the Easter Seals South Florida, Inc. office at (305)325-0470 during its hours of operation. Feedback collected over the phone will be recorded and passed on to Easter Seals South Florida, Inc. management. Formal customer surveys to measure performance, and listening

sessions to solicit input, will be conducted periodically. The comments recorded as a part of these participation methods will be responded to as appropriate.

Meeting formats will be tailored to help achieve specific public participation goals that vary by project or the nature of the proposed adjustment of service. Some meetings will be designed to share information and answer questions. Some will be designed to engage the public in providing input, establishing priorities, and helping to achieve consensus on a specific recommendation. Others will be conducted to solicit and consider public comments before implementing proposed adjustments to services. In each case, an agenda for the meetings will be created that work to achieve the stated goals and is relevant to the subject and not overwhelming for the public.

For all public meetings, the venue will be a facility that is accessible for persons with disabilities and, preferably, is served by public transit. If a series of meetings are scheduled on a topic, different meeting locations may be used, since no one location is usually convenient to all participants.

For community meetings and other important information, Easter Seals South Florida, Inc. will use a variety of means to make riders and citizens aware, including some or all of the following methods:

- In-vehicle advertisement
- Posters or flyers in transit center
- Posting information on website
- Press releases and briefings to media outlets
- Multilingual flyer distribution to community-based organizations, particularly those that target LEP population
- Flyers and information distribution through various libraries and other civic locations that currently help distribute timetables and other information
- Communications to relevant elected officials
- Other methods required by local or state laws or agreements

All information and materials communicating proposed and actual service adjustments will be provided in English and any other language that meets the “safe harbor” criteria.

#### Public Hearing

Easter Seals South Florida is not required to perform public hearings as the organization is a private nonprofit.

Appendix G  
Language Assistance Plan (LAP)

## **I. Introduction**

Easter Seals South Florida, Inc. operates a transit system within the Central and North areas of Miami Dade County., primarily the areas of Opa-locka, City of Miami, North Miami, Opa-locka, and Miami Gardens. The Language Assistance Plan (LAP) has been prepared to address Easter Seals South Florida, Inc.'s responsibilities as they relate to the needs of individuals with Limited English Proficiency (LEP). Individuals, who have a limited ability to read, write, speak or understand English are LEP. Easter Seals South Florida, Inc. is federally mandated (Executive Order 13166) to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs and activities for individuals who are LEP. Easter Seals South Florida, Inc. has utilized the U.S. Department of Transportation (USDOT) LEP Guidance Handbook and performed a four-factor analysis to develop its LAP.

The U.S. Department of Transportation Handbook, titled "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers, (April 13, 2007) " (hereinafter "Handbook"), states that Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide 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 otherwise subjected to discrimination under any program or activity that receives Federal financial assistance (Handbook, page 5). The Handbook further adds that Title VI prohibits conduct that has a disproportionate effect on LEP persons because such conduct constitutes national origin discrimination (Handbook, page 5).

Executive Order 13166 of August 16, 2000 states that recipients of Federal financial assistance must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons (Handbook, page 6). Additionally recipients should use the DOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information and other important portions of their programs and activities for individuals who are LEP (Handbook, page 6). These provisions are included in FTA Circular 4702.1B in Paragraph 9 of Chapter III (pages III-6 to III-9).

For many LEP individuals, public transit is the principal transportation mode available. It is important for Easter Seals South Florida, Inc. be able to communicate effectively with all of its riders. When Easter Seals South Florida, Inc. is able to communicate effectively with all of its riders, the service provided is safer, more reliable, convenient, and accessible for all within its service area. Easter Seals South Florida, Inc. is committed to taking reasonable steps to ensure meaningful access for LEP individuals to this agency's services in accordance with Title VI.

This plan will demonstrate the efforts that Easter Seals South Florida, Inc. undertakes to make its service accessible to all persons without regard to their ability to communicate in English. The plan addresses how services will be provided through general guidelines and procedures including the following:

- Identification: Identifying LEP populations in service areas
- Notification: Providing notice to LEP individuals about their right to language services
- Interpretation: Offering timely interpretation to LEP individuals upon request
- Translation: Providing timely translation of important documents
- Staffing: Identifying Easter Seals South Florida, Inc. staff to assist LEP customers
- Training: Providing training on LAP to responsible employees.

## II. Four Factor Analysis

The analysis provided in this report has been developed to identify LEP population that may use Easter Seals South Florida, Inc. services and identify needs for language assistance. This analysis is based on the “Four Factor Analysis” presented in the Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons, dated April 13, 2007, which considers the following factors:

1. The number and proportion of LEP persons in the service area who may be served or are likely to encounter a Easter Seals South Florida, Inc. program, activity or service.
2. The frequency with which LEP persons come in contact with Easter Seals South Florida, Inc. programs, activities or services.
3. The nature and importance of programs, activities or services provided by Easter Seals South Florida, Inc. to the LEP population.
4. The resources available to Easter Seals South Florida, Inc. and overall costs to provide LEP assistance
  - a. **Factor 1: The Number and Proportion of LEP Persons Serviced or Encountered in the Eligible Service Population**

Of the 1,026,245 residents in the Easter Seals South Florida, Inc. service area 348,353 residents describe themselves as speaking English less than “very well”. People of Hispanic descent are the primary LEP persons likely to utilize Easter Seals South Florida, Inc. services. For the Easter Seals South Florida, Inc. service area, the American Community Survey of the U.S. Census Bureau shows that among the area’s population 33% speak English “very well”. For groups who speak English “less than very well”, 44% speak Spanish.

Appendix H contains a table which lists the languages spoken at home by the ability to speak English for the population within the Easter Seals South Florida, Inc. service area.

- b. **Factor 2: The Frequency with which LEP Individuals Come into Contact with Your Programs, Activities, and Services**

The Federal guidance for this factor recommends that agencies should assess the frequency with which they have contact with LEP individuals from different language groups. The more frequent the contact with a particular LEP language group, the more likely enhanced services will be needed.

Easter Seals South Florida, Inc. has assessed the frequency with which LEP individuals come in contact with its programs and services. The methods utilized for this assessment include analysis of Census data, examining phone inquiries, requests for translated documents, and staff survey. As discussed above, Census data indicates that Spanish speakers are the most prominent LEP group. Phone inquiries and staff survey feedback indicated that Easter Seals South Florida, Inc. staff frequently interacts with LEP persons due to the fact that the majority of program participants are young children with disabilities and older adults with Alzheimers. As a result, the majority of interactions occur with the caregivers of our program participants who may or may not have LEP. In recent years, Easter Seals South Florida, Inc. has had not requests for translated documents.

- c. **Factor 3: The Nature and Importance of the Program, Activity, or Service Provided by the Recipient to People’s Lives**

Easter Seals South Florida serves children, youth and older adults with disabilities. Our services focus on providing quality daily adult day care, educational and therapeutic services to individuals and families in need.

**d. Factor 4: The Resources Available to the Recipient and Costs**

Easter Seals South Florida, Inc. assessed its available resources that are currently being used, and those that could be used, to provide assistance to LEP populations. These resources include the following: bi-lingual staff and the ability to translate documents. These resources are built into our current infrastructure. Easter Seals South Florida, Inc. provides a reasonable degree of services for LEP populations in its service area.

**III. Language Assistance Plan**

In developing a Language Assistance Plan, FTA guidance recommends the analysis of the following five elements:

1. Identifying LEP individuals who need language assistance
2. Providing language assistance measures
3. Training staff
4. Providing notice to LEP persons
5. Monitoring and updating the plan

The five elements are addressed below.

**a. Element 1: Identifying LEP Individuals Who Need Language Assistance**

Federal guidance provides that there should be an assessment of the number or proportion of LEP individuals eligible to be serviced or encountered and the frequency of encounters pursuant to the first two factors in the four-factor analysis.

Easter Seals South Florida, Inc. has identified the number and proportion of LEP individuals within its service area using United States Census data (see Appendix H). As presented earlier, 25% of the service area population speaks English only. The largest non-English spoken language in the service area is Spanish speakers (65%). Of those whose primary spoken language is Spanish approximately 37% identify themselves as speaking less than “very well”. Those residents whose primary language is not English or Spanish and who identify themselves as speaking English less than “very well” account for less than 15% of the service area population.

Easter Seals South Florida, Inc. may identify language assistance need for an LEP group by:

1. Examining records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings.

**b. Element 2: Language Assistance Measures**

Federal Guidance suggests that an effective LAP should include information about the ways in which language assistance will be provided. This refers to listing the different language services an agency provides and how staff can access this information.

For this task Federal Guidance recommends that transit agencies consider developing strategies that train staff as to how to effectively deal with LEP individuals when they either call agency centers or otherwise interact with the agency.

Easter Seals South Florida, Inc. has undertaken the following actions to improve access to information and services for LEP individuals:



1. Make every effort when possible to provide bilingual staff at community events, public hearings, and transit committee meetings.
2. Include statements clarifying that being bilingual is preferred on bus driver recruitment flyers and onboard recruitment posters.
3. When an interpreter is needed in person or on the telephone, staff will attempt to access language assistance services from a professional translation service or qualified community volunteers.

Easter Seals South Florida, Inc. will utilize the demographic maps provided in Appendix I in order to better provide the above efforts to the LEP persons within the service area.

**c. Element 3: Training Staff**

Federal guidance states staff members of an agency should know their obligations to provide meaningful access to information and services for LEP persons and that all employees in public contact positions should be properly trained.

Suggestions for implementing Element 3 of the Language Assistance Plan, involve: (1) identifying agency staff likely to come into contact with LEP individuals; (2) identifying existing staff training opportunities; (3) providing regular re-training for staff dealing with LEP individual needs; and (4) designing and implementing LEP training for agency staff.

**d. Element 4: Providing Note to LEP Persons**

Easter Seals South Florida, Inc. will make Title VI information available in English and Spanish on the Agency's website. Key documents are written in English and Spanish. Notices are also posted in Easter Seals South Florida, Inc. office lobby and flyers. Additionally, when staff prepares a document or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population.

**e. Element 5: Monitoring and Updating the Plan**

The plan will be reviewed and updated on an ongoing basis. Updates will consider 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 Easter Seals South Florida, Inc.'s financial resources are sufficient to fund language assistance resources needed

Easter Seals South Florida, Inc. understands the value that its service plays in the lives of individuals who rely on this service, and the importance of any measures undertaken to make the use of system easier. Easter Seals South Florida, Inc. is open to suggestions from all sources, including customers, Easter Seals South Florida, Inc. staff, other transportation agencies with similar experiences with LEP communities, and the general public, regarding additional methods to improve their accessibility to LEP communities.

#### **IV. Safe Harbor Provision**

DOT has adopted the Department of Justice's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP population. 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.

Easter Seals South Florida, Inc. service area does have LEP populations which qualify for the Safe Harbor Provision. As shown in Appendix H, Spanish speakers qualify for the Safe Harbor Provision as the number of persons which speak English less than "very well" is counted as 37% and 380,468 persons.

The Safe Harbor Provision applies 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. Easter Seals South Florida, Inc. 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.

Appendix H  
Operating Area Language Data:  
Easter Seals South Florida, Inc. Service Area

<u>Language</u>	<u>County : Central North Miami Dade (City of Miami, Miami Gardens, North Miami, Opa-Locka, Miami Beach)</u>	<u>Percent of Population</u>
<b>Total</b>	1,026,245	
<b>Speak only English</b>	256,435	25%
<b>Spanish or Spanish Creole</b>	675,771	65%
<b>Speak English “very well”</b>	295,303	28%
<b>Speak English less than “very well”</b>	380,468	37%
<b>French (incl. Patois, Cajun)</b>	5,428	<1%
<b>Speak English “very well”</b>	4,263	<1%
<b>Speak English less than “very well”</b>	1,165	<1%
<b>French Creole</b>	58,672	5.7%
<b>Speak English “very well”</b>	30,042	3%
<b>Speak English less than “very well”</b>	28,630	2.7%
<b>Italian</b>	2,696	<1%
<b>Speak English “very well”</b>	1,951	<1%
<b>Speak English less than “very well”</b>	745	<1%
<b>Portuguese or Portuguese Creole</b>	5,391	<1%
<b>Speak English “very well”</b>	3,725	<1%
<b>Speak English less than “very well”</b>	1,666	<1%
<b>German</b>	1,554	<1%
<b>Speak English “very well”</b>	1,329	<1%
<b>Speak English less than “very well”</b>	225	<1%
<b>Yiddish</b>	340	<1%
<b>Speak English “very well”</b>	330	<1%
<b>Speak English less than “very well”</b>	10	<1%
<b>Other West Germanic languages</b>	602	<1%
<b>Speak English “very well”</b>	422	<1%
<b>Speak English less than “very well”</b>	180	<1%
<b>Scandinavian languages</b>	181	<1%

Speak English “very well”	152	<1%
Speak English less than “very well”	29	<1%
<b>Greek</b>	349	<1%
Speak English “very well”	255	<1%
Speak English less than “very well”	94	<1%
<b>Russian</b>	2,226	<1%
Speak English “very well”	1302	<1%
Speak English less than “very well”	924	<1%
<b>Polish</b>	312	<1%
Speak English “very well”	201	<1%
Speak English less than “very well”	111	<1%
<b>Serbo-Croatian</b>	258	<1%
Speak English “very well”	124	<1%
Speak English less than “very well”	134	<1%
<b>Other Slavic Languages</b>	381	<1%
Speak English “very well”	215	<1%
Speak English less than “very well”	166	<1%
<b>Armenian</b>	51	<1%
Speak English “very well”	42	<1%
Speak English less than “very well”	9	<1%
<b>Persian</b>	337	<1%
Speak English “very well”	267	<1%
Speak English less than “very well”	70	<1%
<b>Gujarati</b>	88	<1%
Speak English “very well”	76	<1%
Speak English less than “very well”	12	<1%
<b>Hindi</b>	751	<1%
Speak English “very well”	632	<1%
Speak English less than “very well”	119	<1%
<b>Urdu</b>	474	<1%
Speak English “very well”	334	<1%

Speak English less than “very well”	140	<1%
Other Indic languages	429	<1%
Speak English “very well”	337	<1%
Speak English less than “very well”	581	<1%
Other Indo-European Languages	555	<1%
Speak English “very well”	336	<1%
Speak English less than “very well”	219	<1%
Chinese	2766	<1%
Speak English “very well”	1194	<1%
Speak English less than “very well”	1572	<1%
Japanese	277	<1%
Speak English “very well”	201	<1%
Speak English less than “very well”	76	<1%
Korean	326	<1%
Speak English “very well”	224	<1%
Speak English less than “very well”	102	<1%
Mon-Khmer, Cambodian	121	<1%
Speak English “very well”	0	<1%
Speak English less than “very well”	121	<1%
Hmong	0	<1%
Speak English “very well”	0	<1%
Speak English less than “very well”	0	<1%
Thai	99	<1%
Speak English “very well”	36	<1%
Speak English less than “very well”	63	<1%
Laotian	0	0
Speak English “very well”	0	0
Speak English less than “very well”	0	0
Vietnamese	727	<1%
Speak English “very well”	582	<1%
Speak English less than “very well”	145	<1%

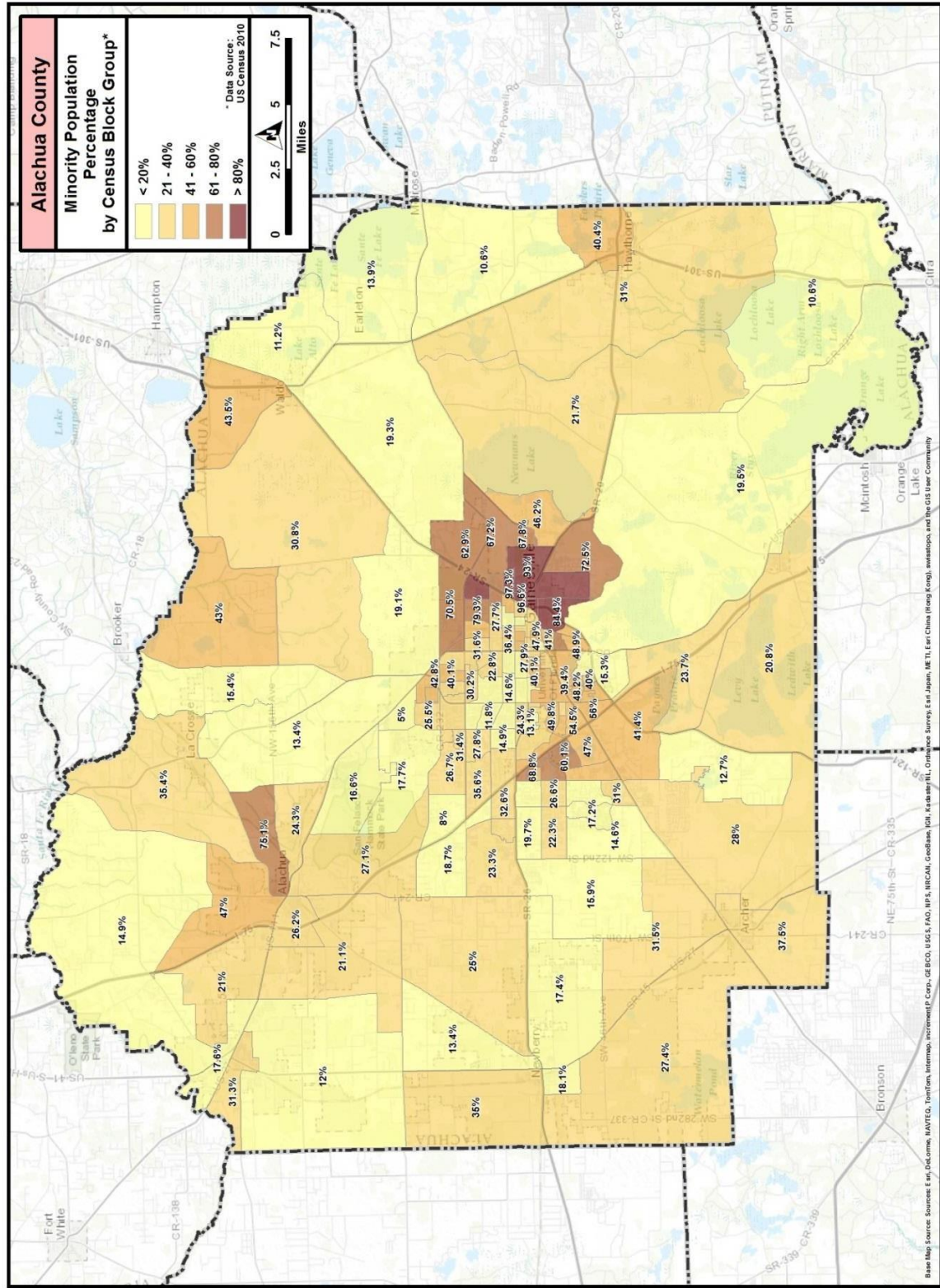
<b>Other Asian languages</b>	829	<1%
<b>Speak English “very well”</b>	582	<1%
<b>Speak English less than “very well”</b>	247	<1%
<b>Tagalog</b>	1,941	<1%
<b>Speak English “very well”</b>	1,441	<1%
<b>Speak English less than “very well”</b>	500	<1%
<b>Other Pacific Island languages</b>	288	<1%
<b>Speak English “very well”</b>	205	<1%
<b>Speak English less than “very well”</b>	83	<1%
<b>Navajo</b>	0	0
<b>Speak English “very well”</b>	0	0
<b>Speak English less than “very well”</b>	0	0
<b>Other Native American languages</b>	6	<1%
<b>Speak English “very well”</b>	0	<1%
<b>Speak English less than “very well”</b>	6	<1%
<b>Hungarian</b>	339	<1%
<b>Speak English “very well”</b>	209	<1%
<b>Speak English less than “very well”</b>	130	<1%
<b>Arabic</b>	1,734	<1%
<b>Speak English “very well”</b>	1,242	<1%
<b>Speak English less than “very well”</b>	492	<1%
<b>Hebrew</b>	1503	<1%
<b>Speak English “very well”</b>	951	<1%
<b>Speak English less than “very well”</b>	552	<1%
<b>African languages</b>	1,372	<1%
<b>Speak English “very well”</b>	951	<1%
<b>Speak English less than “very well”</b>	421	<1%
<b>Other and unspecified languages</b>	104	<1%
<b>Speak English “very well”</b>	104	<1%
<b>Speak English less than “very well”</b>	0	0

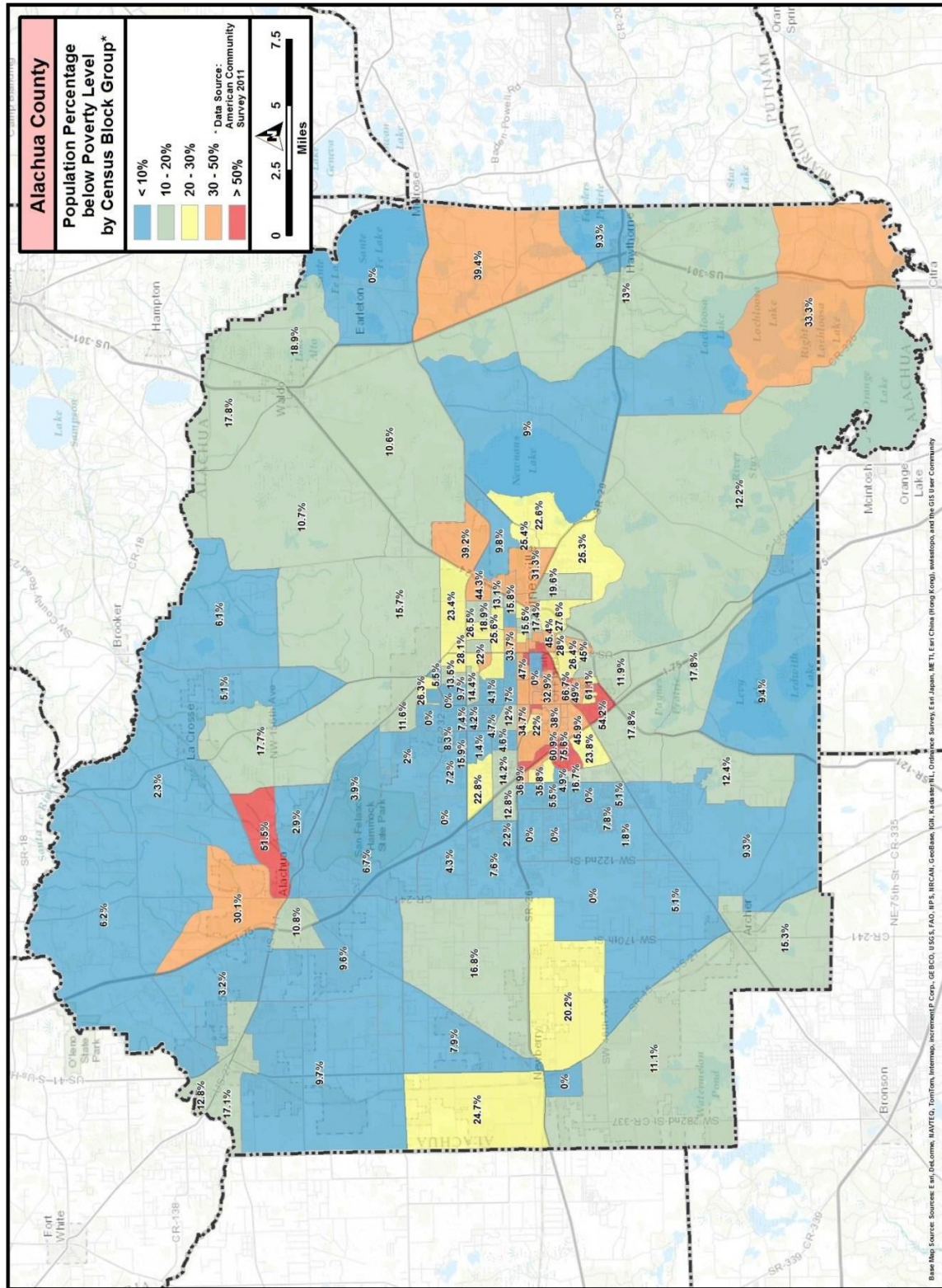
# Appendix I

## Demographic Maps









Appendix J  
Title VI Equity Analysis

Easter Seals South Florida has not performed Title VI Equity Analysis. At this time, there are no current or recently constructed facilities planned by this agency.