Title VI Plan Table of Contents

The Arc of Acadiana Title VI plan includes the following elements:

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8. Language Assistance Plan
9. Minority Representation Table and Description
10. Providing Assistance to and Monitoring Subrecipients
11. Title VI Equity Analysis
12. MPO Requirements – This is only required if the MPO operates the service

August 2020
Section 1: Title VI Plan Approval

Title VI Plan Adopted on: August 18, 2020

Adopted by: Arc of Acadiana, Inc. Board of Directors

Signature(s): [Signature]

Kenny Patton, Executive Director

Date SIGNED: August 18, 2020

Title VI Plan Revision Log

<table>
<thead>
<tr>
<th>Date</th>
<th>Section Revised</th>
<th>Summary of Revisions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Month/day/year</td>
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</tbody>
</table>

August 2020
Section 2: Title VI Policy Statement

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

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

The Arc of Acadiana will be responsible for initiating and monitoring Title VI activities, preparing required reports and other responsibilities as required by 23 Code of Federal Regulation, (CFR) 200 and 49 Code of Federal Regulation 21.

[Signature]
Kenny Patton, Executive Director
August 18, 2020
Date

Title

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

For all Title VI matters, please contact:
Kenny Patton, Executive Director, Arc of Acadiana
6400 Highway 90 West, New Iberia, LA 70560
Phone: 337-367-6813

Email address: Kenny.Patton@arcofacadiana.org
Section 3: Notice to the Public

TITLE VI Notice to the Public
The Arc of Acadiana’s Notice to the Public is as follows:

Notifying the Public of Rights Under Title VI

The Arc of Acadiana

✓ The Arc of Acadiana 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 Arc of Acadiana and should be filed within 180 days of date of alleged discrimination.

✓ For more information on the Arc of Acadiana’s civil rights program, the procedures to file a complaint, or to file a complaint contact 337-367-6813, 711 service and Affiliated Blind of LA, 800-319-4444, email; Kenny.Patton@arcofacadiana.org or visit our administrative office at 6400 Highway 90 West, New Iberia, LA 70560. For more information, visit www.arcofacadiana.org

✓ A complaint may also be filed directly with the:

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

Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

✓ If information is needed in another language, contact 337-367-6813


August 2020
Notificación al público de derechos bajo el título VI

- El Insert Agency Name opera sus programas y servicios sin distinción de raza, color y origen nacional, según el Título VI de la Ley de Derechos Civiles. Cualquier persona que cree o que ha sido perjudicada por una práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con el Insert Agency Name.

- Para obtener más información sobre el programa de derechos civiles de Arc of Acadiana, o para obtener más información sobre los procedimientos para presentar una queja llame al 337-367-6813, Kenny.Patton@arcofacadiana.org o visite nuestra oficina administrativa en 6400 Highway 90 West, New Iberia, LA 70560.

- Un demandante puede presentar una queja directamente a la el Departmet de Transporte del estado de Louisiana, llame al (225) 379-1923. Email Cynthia.douglas@la.gov.

- Un demandante puede presentar una queja directamente a la Administración Federal de tránsito, Oficina de Derechos Civiles, Atención: Coordinadora del Programa Título VI, edificio este, 5 piso-TCR, 1200 New Jersey Ave., se Washington, DC, 20590.

- Si se necesita información en otro idioma, comuníquese con 337-367-6813.
Section 4: Title VI / ADA Complaint Procedure

The Arc of Acadia’s Title VI / ADA Complaint Procedure is made available in the following locations:

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

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

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

A complaint must be filed with The Arc of Acadia no later than 180 days after the following:
1. The date of the alleged act of discrimination; or
2. The date when the person(s) became aware of the alleged discrimination; or
3. Where there has been a continuing course of conduct, the date on which that conduct was discontinued of the latest instance of the conduct.

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

The Arc of Acadia has 45 days to investigate the complaint. If more information is needed to resolve the case, The Arc of Acadia may contact the complainant.

After the investigator reviews the complaint, she/he will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).
- A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, she/he has 180 days after the date of the letter or the letter of finding to do so. A person may also file a complaint directly with the: Louisiana Department of Transportation, Attn: Cynthia Douglas, 1201 Capitol Access Road, Baton Rouge, LA 70804.

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

If information is needed in another language, then contact The Arc of Acadia, 337-367-6813.
Procedimiento de Queja Título VI / ADA

El formulario de queja del Título VI / ADA del Arc of Acadiana está disponible en las siguientes ubicaciones:

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

Cualquier individuo, grupo de individuos o entidad que crea que ha sido objeto de discriminación por motivos de raza, color, nacionalidad o discapacidad por el Arc of Acadiana puede presentar una queja del Título VI / ADA al completar y enviar el formulario de queja del Título VI / ADA correspondiente a la agencia. Este documento deben de ser enviado a la dirección indicada en el formulario de queja. Presente la queja inicial con Kenny Patton, Executiva Director en Arc of Acadiana.

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

Esta queja deberá ser presentada a través de la Oficina de Programas de Cumplimiento del Arc of Acadiana en un periodo de no más de 180 días después de lo siguiente:

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

Una vez que se reciba la queja, el / la Coordinador del Título VI / ADA del Arc of Acadiana lo revisará para determinar si nuestra oficina tiene jurisdicción. El demandante recibirá una carta de notificación en la cual se le hará saber si la queja será investigada por nuestra oficina.

El / La coordinador del Título VI / ADA del Arc of Acadiana tendrá 45 días para investigar la queja. Si se necesita más información para resolver el caso, el / la Coordinador (a) del Título VI / ADA podría contactar al demandante.

Después de que el / la Coordinador del Título VI / ADA revise la queja, emitirá una de dos (2) cartas al demandante:

- Una carta de cierre resumiendo las alegaciones del caso en la cual indicara que no hubo una violación del Título VI / ADA y por tal motivo el caso sera cerrado.

- Una carta de hallazgo resumiendo las alegaciones y las entrevistas sobre el supuesto incidente en esta misma carta se le explicara al demandante si se llevara a cabo alguna acción disciplinaria, entrenamiento adicional al personal o se tomará alguna otra acción necesaria.

Si el demandante desea apelar la decisión, el tendrá 180 días después de la fecha marcada en la carta de cierre o de la carta de hallazgo para hacerlo. El / La Coordinador, Jannie Ainsworth (225)379-3055, del Título VI / ADA analizará los hechos del caso y emitirá su conclusión al apelante en un periodo de 60 días después de haber recibido la apelación.
Section 5: Title VI / ADA Complaint Form
The Arc of Acadiana Title VI / ADA Complaint Procedure is made available in the following locations:

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

Section I:
Name:
Address:
Telephone (Home):  Telephone (Work):
Email Address:
Accessible Requirements?  Format  Large Print  Audio Tape  TDD  Other

Section II:
Are you filing this complaint on your own behalf?  Yes  No
*If you answered "yes" to this question, go to Section III.
If not, please supply the name and relationship of the person for whom you are complaining:
Please explain why you have filed for a third party:

Section III:
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party:

I believe the discrimination I experienced was based on (check all that apply):
[ ] Race  [ ] Color  [ ] National Origin  [ ] Disability
Date of Alleged Discrimination (Month, Day, Year)
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved, include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

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### Section IV
Have you previously filed a Title VI complaint with this agency?  
Yes  
No

### Section V
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?  
[ ] Yes  
[ ] No

If yes, check all that apply:  
[ ] Federal Agency: ________________________________  
[ ] Federal Court: ________________________________  
[ ] State Agency: ________________________________  
[ ] State Court: ________________________________  
[ ] Local Agency: ________________________________

Please provide information about a contact person at the agency/court where the complaint was filed.  
Name: ____________________________________________  
Title: ______________________________________________  
Agency: ____________________________________________  
Address: ____________________________________________  
Telephone: ____________________________________________

### Section VI
Name of agency complaint is against:  
Contact person: ____________________________________________  
Title: ________________________________________________  
Telephone number: ____________________________________________

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

Signature and date required below

_________________________________________  
Signature  
_________________________________________  
Date

If information is needed in another language, contact 337-367-6813

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

Arc of Acadiana, Attn: Kenny Patton, Executive Director, 6400 Highway 90 West, New Iberia, LA 70560

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Formato de Reclamo del Título VI o ADA del Arc of Acadiana

Sección I:

Nombre: 

Dirección: 

Teléfono (Casa/Celular): 

Teléfono (Trabajo): 

Dirección de correo electrónico: 

Sección II:

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

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

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

<table>
<thead>
<tr>
<th>Nombre:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relación:</td>
</tr>
</tbody>
</table>

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

Sección III:

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

- [ ] Raza  [ ] Color  [ ] Origen Nacional

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

Date: 

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

Sección IV

Ha previamente presentado una queja del Título VI con el Arc of Acadiana? Sí  No  

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Sección V
¿Ha presentado esta queja con cualquier otro federal, estatal o local, o ante cualquier tribunal federal o estatal?  

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Sí</td>
<td>No</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Agencia Federal:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tribunal Federal:</td>
</tr>
<tr>
<td>Agencia Estatal:</td>
</tr>
<tr>
<td>Tribunal Estatal:</td>
</tr>
<tr>
<td>Agencia Local:</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Nombre:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Título:</td>
</tr>
<tr>
<td>Agencia:</td>
</tr>
<tr>
<td>Dirección:</td>
</tr>
<tr>
<td>Teléfono:</td>
</tr>
</tbody>
</table>

Sección VI
Nombre de la agencia/compañía de queja es contra:

<table>
<thead>
<tr>
<th>Person de contacto:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Título:</td>
</tr>
<tr>
<td>Teléfono:</td>
</tr>
<tr>
<td>Firma:</td>
</tr>
<tr>
<td>Fecha:</td>
</tr>
</tbody>
</table>

Por favor, envie esta formulario en persona en la dirección indicada más abajo:

Arc of Acadiana  
Kenny Patton, Executive Director  
6400 Highway 90 West  
New Iberia, LA 70560

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

The Arc of Acadia maintains a list or log of all Title VI investigations, complaints and lawsuits, pertaining to its transit-related activities.

**Check One:**

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

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

<table>
<thead>
<tr>
<th>Date (Month, Day, Year)</th>
<th>Summary (include basis of complaint: race, color, or national origin)</th>
<th>Status</th>
<th>Action(s) Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>Investigations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.</td>
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<td></td>
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<tr>
<td>2.</td>
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<td></td>
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<tr>
<td>Lawsuits</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>1.</td>
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<td>2.</td>
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<tr>
<td>Complaints</td>
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<tr>
<td>1.</td>
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<td>2.</td>
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Section 7: Public Participation Plan

Strategies and Desired Outcomes

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

- DHH Freedom of Choice Form, that list providers for services with Developmental Disabilities
- Website: Arc of Acadiana.org, Information on the Arc and services
- Arc of Acadiana membership, including family and friends of the Arc
- Board of Directors from various aspects of the community

Public Outreach Activities

The public outreach and involvement activities conducted by the Arc of Acadiana since the last Title VI Program submission are summarized in the table below.

Enter specific Public Participation activities in the table below.

<table>
<thead>
<tr>
<th>Event Date</th>
<th>The Arc of Acadiana Staffer(s)</th>
<th>Activity</th>
<th>Communication Method (Public Notice, Posters, Social Media)</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>11-02-18</td>
<td>Kenny Patton, Executive Director &amp; 30 other Staffers</td>
<td>Golf Tournament with community exposure</td>
<td>Public Notice, Posters &amp; Social Media, Brochures</td>
<td>23 Teams from different Companies competing</td>
</tr>
<tr>
<td>03-20-18</td>
<td>Joy Latiolais, Human Res. Director &amp; Staff</td>
<td>Job Fair at Robichaux Center in Lafayette</td>
<td>Public Notice, Posters &amp; Social Media</td>
<td>Numerous applicants applied for job with the Arc</td>
</tr>
<tr>
<td>05-13-20</td>
<td>Joy Latiolais, Human Res. Director &amp; Staff</td>
<td>AWS Virtual Job Fair During Pandemic</td>
<td>Public Notice, Posters &amp; Social Media</td>
<td>Numerous applicants applied for Jobs with the Arc</td>
</tr>
<tr>
<td>07-09-20</td>
<td>Joy Latiolais, Human Res. Director &amp; Staff</td>
<td>Louisiana Workforce Virtual Job Fair</td>
<td>Public Notice, Posters &amp; Social Media</td>
<td>Numerous applicants applied for jobs with the Arc</td>
</tr>
<tr>
<td>08-06-20</td>
<td>Joy Latiolais, Human Res. Director &amp; Staff</td>
<td>Lafayette Economic Development Virtual Job Fair</td>
<td>Public Notice, Posters &amp; Social Media</td>
<td>Numerous applicants applied for jobs with the Arc</td>
</tr>
</tbody>
</table>
Section 8: Language Assistance Plan

Plan Components

As a recipient of federal US DOT funding, the Arc of Acadiana is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

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

The Arc of Acadiana’s Language Assistance Plan includes the following elements:

   Item #1: The results of the Four Factor Analysis, including a description of the LEP population(s), served
   Item #2: A description of how language assistance services are provided by language
   Item #3: A description of how LEP persons are informed of the availability of language assistance service
   Item #4: A description of how the language assistance plan is monitored and updated
   Item #5: A description of how employees are trained to provide language assistance to LEP persons

Four Factor Analysis Methodology

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

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient. In addition to the number or proportion of LEP persons served, the Arc of Acadiana will identify:

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

Factor 2: The frequency with which LEP persons come into contact with the program. Identifies and assesses the frequency The Arc of Acadiana’s staff comes into contact with LEP persons. Examples of contact could include:

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

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

This section discusses how the Arc of Acadia's program and services impact the lives of person's within the community. The Arc of Acadia will specify the community organizations that serve LEP persons, if available.

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

The summary below discusses the low cost methods the Arc of Acadia uses to provide outreach to LEP persons as well as train staff (and transit provider/lessee, if applicable) on Title VI and LEP principles.

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

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

The Arc of Acadia staff reviewed the American Community Survey data [https://www.census.gov/programs-surveys/acs](https://www.census.gov/programs-surveys/acs) and determined that 7,596 (11.3%) persons in Iberia Parish speak a language other than English. In Iberia Parish, of the 7,596 persons with limited English proficiency, 2,249 (3.3%) speak Spanish.

<table>
<thead>
<tr>
<th>The persons who &quot;speak English less than very well&quot;</th>
<th>Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 years and over</td>
<td>67,418</td>
</tr>
<tr>
<td>English only</td>
<td>59,822</td>
</tr>
<tr>
<td>Language other than English</td>
<td>7,596</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>2,042</td>
</tr>
<tr>
<td>Spanish</td>
<td>2,249</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>1,037</td>
</tr>
<tr>
<td>Other Indo-European languages</td>
<td>3,846</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>328</td>
</tr>
<tr>
<td>Asian and Pacific Islander languages</td>
<td>1,324</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>602</td>
</tr>
<tr>
<td>Other languages</td>
<td>177</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>75</td>
</tr>
</tbody>
</table>

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

The Arc of Acadiana assessed the frequency with which staff and drivers have, or could have, contact with LEP persons. The Arc of Acadiana provides approximately 67,720 passenger trips per year. If an individual has speech limitations, the dispatcher or driver will work with the Transit Manager and the LADOTD, if needed, to ensure the individual receives access to the transit services.

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

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

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

The Arc of Acadiana makes every effort to make its programs, services, and activities, accessible to LEP individuals. The Arc of Acadiana will use available resources, both internal and external to accommodate reasonable requests for translations.

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

The Arc of Acadiana has identified, developed, and uses the following:

a) Individuals who have contact with the public are provided with "I Speak" language cards to identify language needs in order to match them with available services. Language cards verified and distributed by the Director as need.

b) A list of web based translation services can be provided by contracting the Human Resources Department.

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

In order to ensure that LEP Individuals are aware of The Arc of Acadiana’s language assistance measures, The Arc of Acadiana provides the following:

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

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

The Arc of Acadiana will continue to update the LEP plan as required by U.S. DOT. At a minimum, the plan will continue to be reviewed and updated every three (3) years in conjunction with the Title VI submission, or when data from the 2020 U.S. Census is available, or when it is clear that the concentrations of LEP individuals are present in the Arc of Acadiana service area. Updates will continue to include the following:
• The number of documented LEP person contacts encountered annually.
• How the needs of LEP persons have been addressed.
• Determination of the current LEP population in the service area.
• Determination as to whether the need for translation services has changed.
• Determine whether local language assistance programs have been effective and sufficient to meet the need.
• Determine whether The Arc of Acadia’s financial resources are sufficient to fund language assistance resources needed.
• Determine whether The Arc of Acadia has fully complied with the goals of this LEP Plan.
• Determine whether complaints have been received concerning The Arc of Acadia’s failure to meet the needs of LEP individuals.

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

The following training will continue to be provided to The Arc of Acadia staff:

• Information on the Arc of Acadia Title VI Procedures and LEP responsibilities.
• Description of language assistance services offered to the public.
• Use of “I Speak” language cards (used to identify language preference).
• Documentation of language assistance requests.
• Use of web-based interpreter services (Google Translate App used for 107 languages).
• How to handle a potential Title VI / LEP complaint.

Limited English Proficient (LEP) Resource Materials:

LEP Policy

The Arc of Acadia shall provide for communication for limited English proficient riders to ensure them equal opportunity to benefit from services. Family members or friends of limited English proficient riders will not be used as translators unless specifically requested by that individual. Arrangements have been made with Google Translate to enable translations in 107 Languages. The agency will also utilize web based translator programs if available.

If you need help with English, please call 337-367-6813

The Arc of Acadia proporcionará comunicación para jinetes competentes inglés limitados para asegurarles igualdad de oportunidades para beneficiarse de los servicios. Miembros de la familia o amigos de jinetes habilidades inglesas limitadas no se utilizará como traductores a menos que pedido específicamente por ese individuo. Han establecido acuerdos con la Agencia para obtener traductores. La agencia también utiliza programas de traductor basado en web si está disponible.

Si usted necesita ayuda con el inglés, por favor llame 337-367-6813
### "I Speak" Language Identification Card

<table>
<thead>
<tr>
<th>Language Identification Chart</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mark this box if you speak English</td>
<td>English</td>
</tr>
<tr>
<td>Marque esta casilla si lee o habla español</td>
<td>Spanish</td>
</tr>
<tr>
<td>Kos lub voj no yeg kou pavm thia hals lus Hmoob</td>
<td>Hmong</td>
</tr>
<tr>
<td>如果说中国在方框内打勾</td>
<td>Chinese</td>
</tr>
<tr>
<td>Xin ṛaûnh daûu vao cã naûy neûy quyû vô bieát ñoûc vao noûi ñoûc Vieát Ngôû.</td>
<td>Vietnamese</td>
</tr>
<tr>
<td>당신이한국어말할경우이 상자를표시</td>
<td>Korean</td>
</tr>
<tr>
<td>Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.</td>
<td>Tagalog</td>
</tr>
<tr>
<td>Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen</td>
<td>German</td>
</tr>
<tr>
<td>Отметьте этот флажок, если вы говорите по-русски</td>
<td>Russian</td>
</tr>
<tr>
<td>Означите ову кућицу ако говорите српски</td>
<td>Serbian</td>
</tr>
<tr>
<td>आप हिंदी बोलते हैं तो इस बक्स को चिह्नित करें</td>
<td>Hindi</td>
</tr>
<tr>
<td>پر نشان لکھتے ہیں تو اس پاکس پوٹے پین اردو آگر آپ</td>
<td>Urdu</td>
</tr>
</tbody>
</table>

**Note:** For additional languages visit the US Census Bureau website [http://www.lep.gov/iSpeakCards2004.pdf](http://www.lep.gov/iSpeakCards2004.pdf)

### Log of LEP Encounters

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Language Spoken By Individual (if available)</th>
<th>Name and Phone Number of Individual (if available)</th>
<th>Service Requested</th>
<th>Follow Up Required</th>
<th>Staff Member Providing Assistance</th>
<th>Notes</th>
</tr>
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<tbody>
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**August 2020**
Section 9: Minority Representation Information

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

A. Minority Representation Table

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

<table>
<thead>
<tr>
<th>Body</th>
<th>Caucasian</th>
<th>Hispanic</th>
<th>African American</th>
<th>Asian American</th>
<th>Native American</th>
<th>Two or More Races</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population</td>
<td>92%</td>
<td>0%</td>
<td>8%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

B. Efforts to Encourage Minority Participation

To encourage participation on its boards, committees and councils, the Arc of Acadiana will make every effort to encourage minority participation on the board as we have always done. Our current President is African American. Our by-laws encourage diverse participation by offering Nominees selected by a Board Appointed Committee and accepting Nominees from the General Membership at our Annual Membership Meeting. So this process allows everyone to participate. We also reserve a position on our Board to always have a person with disabilities as a member.

Section 10: Providing Assistance to and Monitoring Subrecipients

1. Does agency provide funding to subrecipients?
   - ☒ No, the agency does not have subrecipients.
   - ☐ Yes. If yes, list the subrecipient names: (list other agency names here)

   The Arc of Acadiana monitors subrecipients using the following process:

   1. The Arc of Acadiana uses the following process for ensuring all subrecipients are complying with the general reporting requirements of FTA C4702.1B:  (document the process here)

   2. The Arc of Acadiana collects Title VI programs from the subrecipients listed above and reviews programs for compliance by (list the process here)

Section 11: Title VI Equity Analysis

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

   ☒ No, the agency has not built a facility.
☐ Yes, the agency has built a facility and completed a Title VI equity analysis to compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site. (Include at the end of the TVI plan a copy of the Title VI equity analysis.)

Section 12: Requirements for Metropolitan Planning Organizations (MPOs)

☒ NA

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

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

Comments: