

Title VI Plan Cover Page

Catholic Community Services of So. AZ. Inc. 2019

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Para Información en Español: Teresa Cavendish, Operations Director

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Executive Summary

Catholic Community Services of Southern Arizona, Inc. (CCS) is a non-profit, social service organization providing services throughout the Diocese of Tucson. Our mission is to “strengthen children, adults, families and communities by providing help, creating hope and serving all.” In order to accomplish our mission, Catholic Community Services has 5 member agencies: Catholic Community Services – Tucson, Catholic Community Services – Sierra Vista, Catholic Community Services – Yuma, Pio Decimo Center, and Deaf & Residential Services.

Catholic Community Services has been a grantee of ADOT funding for over 30 years. Most recently, Catholic Community Services has applied for and been awarded ADOT 5310 funding in the areas of Vehicle Funds and Operating Funds.

What type of program fund(s) did you apply for?

- 5310
- 5311
- Other (please explain) _____

Type of Funding Requests? (Check all that apply)

- Vehicle Funds
- Operating Funds
- Other (please explain) _____

Is your agency receiving direct funds from FTA?

- If yes, please attach a copy of your FTA letter of approval of Title VI Plan.
- No

Non Discrimination Notice to the Public

Notifying the Public of Rights Under Title VI and ADA Catholic Community Services of So. AZ. Inc.

Catholic Community Services of So. AZ. Inc. operates its programs and services without regard to race, color, national origin or disability in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the **Catholic Community Services of So. AZ. Inc.**

For more information on the **Catholic Community Services of So. AZ. Inc.**'s civil rights program, and the procedures to file a complaint, contact **Teresa Cavendish, Operations Director, 520-623-0344, (TTY 520-623-0344); email Teresac@ccs-soaz.org;** or visit our administrative office at **140 W. Speedway, Suite 230; Tucson, AZ. 85705.** For more information, visit **www.ccs-soaz.org.**

Complaints may be filed directly with the Arizona Department of Transportation (**ADOT**) **Civil Rights Office.** ATTN: Title VI Program Coordinator 206 S. 17TH Ave MD 155A RM: 183 Phoenix AZ, 85007 or with the Federal Transit Administration (**FTA**). ATTN: Title VI Program Coordinator, 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact **520-623-0344.** *Para información en Español llame: **Teresa Cavendish, Operations Director**

Non Discrimination Notice to the Public - Spanish

Aviso Público Sobre los Derechos Bajo el Título VI Y ADA Catholic Community Services of So. AZ. Inc.

Catholic Community Services of So. AZ. Inc. (*y sus subcontratistas, si cualquiera*) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964, Sección 504 de la Ley de Rehabilitación de 1973 y La Ley de ciudadanos Americanos con Discapacidades de 1990 (ADA). El nivel y la calidad de servicios de transporte serán proveídos sin consideración a su raza, color, país de origen, o discapacidad.

Para obtener más información sobre el programa de Derechos Civiles de **Catholic Community Services of So. AZ. Inc.**, y los procedimientos para presentar una queja, contacte **Teresa Cavendish, Operations Director 520-623-0344, (TTY 520-623-0344)**; o visite nuestra oficina administrativa en **140 W. Speedway, Suite 230; Tucson, AZ. 85705**. Para obtener más información, visite **www.ccs-soaz.org**

Una queja puede ser presentada con la oficina de Derechos Civiles del Departamento de Transporte de Arizona (**ADOT**). Atención: Title VI Program Manager, 206 S. 17th Ave MD 155A Phoenix AZ, 85007 o con la Administración Federal de Transporte (**FTA**). Atención: Title VI Coordinator, 1200 New Jersey Ave., SE Washington DC 20590

The above notice is posted in the following locations:
This notice is posted online at **www.ccs-soaz.org**

Non Discrimination ADA/Title VI Complaint Procedures

These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA) as they relate to any program or activity that is administered by **Catholic Community Services of So. AZ. Inc.** including consultants, contractors and vendors. Intimidation or retaliation as a result of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

- (1) Any person who believes he and/or she has been discriminated against on the basis of race, color, national origin, or disability may file a Discrimination complaint by completing and submitting the agency's Title VI Complaint Form.
- (2) Formal complaints must be filed within **180** calendar days of the last date of the alleged act of discrimination or the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.
- (3) Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number. The ADA/Title VI contact person will assist the complainant with documenting the issues if necessary.
- (4) Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or email transmittal for the complaint to be processed.
- (5) Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return for processing.
- (6) Once submitted **Catholic Community Services of So. AZ. Inc.** will review the complaint form to determine jurisdiction. All complaints will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the **Catholic Community Services of So. AZ. Inc.** or submitted to the State or Federal authority for guidance.

- (7) **Catholic Community Services of So. AZ. Inc.** will notify the ADOT Civil Rights Office of ALL Discrimination complaints within 72 hours via telephone at 602-712-8946; or email at civilrightsoffice@azdot.gov.
- (8) **Catholic Community Services of So. AZ. Inc.** has 60 business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 60 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 60 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
- (9) 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 Discrimination violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.
- (10) A copy of either the closure letter or LOF must be also be submitted to ADOT within **72** hours of that decision. Letters may be submitted by hardcopy or email.
- (11) A complainant dissatisfied with **Catholic Community Services of So. AZ. Inc.** decision may file a complaint with the Arizona Department of Transportation (**ADOT**) or the Federal Transit Administration (**FTA**) offices of Civil Rights: **ADOT**: ATTN ADA/Title VI Program Coordinator 206 S. 17TH Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA**: Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (12) A copy of these procedures can be found online at: **www.ccs-soaz.org**.

If information is needed in another language, contact **520-623-0344**. *Para información en Español llame: **Teresa Cavendish, Operations Director**

Discrimination ADA/Title VI Complaint Form

Section I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
Section II:		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes*	<input type="checkbox"/> No
<i>*If you answered "yes" to this question, go to Section III.</i>		
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.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Section III:		
I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin
<input type="checkbox"/> Disability		
Date of Alleged Discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		

Section VI:		
Have you previously filed a Discrimination Complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If yes, please provide any reference information regarding your previous complaint.

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: _____

Name of person complaint is against: _____

Title: _____

Location: _____

Telephone Number (if available): _____

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are **required** below:

Signature

Date

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

Catholic Community Services of So. AZ. Inc.
Teresa Cavendish, Operations Director
140 W. Speedway, Suite 230; Tucson, AZ. 85705
520-623-0344
Teresac@ccs-soaz.org

A copy of this form can be found online at www.ccs-soaz.org

Discrimination ADA/Title VI Investigations, Complaints, and Lawsuits

If no investigations, lawsuits, or complaints were filed select the option below.

Catholic Community Services of So. AZ. Inc. has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in **2018**.

Complainant	Date (Month, Day, Year)	Basis of Complaint (Race, Color, National Origin or Disability)	Summary of Allegation	Status	Action(s) Taken	Final Findings?
Investigations						
1)						
2)						
Lawsuits						
1)						
2)						
Complaints						
1)						
2)						

Public Participation Plan

Catholic Community Services of So. AZ. Inc. is engaging the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public will be invited to participate in the process whether through public meetings or surveys.

As an agency receiving federal financial assistance, **Catholic Community Services of So. AZ. Inc.** made the following community outreach efforts and activities to engage minority and Limited English Proficient populations since the last Title VI Plan submittal to ADOT CRO.

- Expanded the distribution of agency brochures
- Posted the Nondiscrimination Public Notices to the following locations:
 - Lobby of agency
- Partnered with other local agencies to advertise services provided
- Added public interactive content to the agency's webpage for the public e.g. social media, to communicate schedule changes or activities: www.ccs-soaz.org
- Hosted an information booth at a community event (Please insert the date of the event below)
- List other: **COPD 45th Anniversary Event: October 8, 2018**

Catholic Community Services of So. AZ. Inc. will make the following community outreach efforts for the **upcoming year**:

- Expand the distribution of agency brochures
- Post the Nondiscrimination Public Notices to the following locations:
 - Within transportation vehicles
- Add public interactive content to the agency's webpage for the public e.g. social media, to communicate schedule changes or activities.
- Update agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures.

Goals that drive the work of Catholic Community Services

HAPPY & THRIVING CHILDREN & YOUTH

STRONG & SECURE INDIVIDUALS & FAMILIES

HEALTHY & INDEPENDENT SENIORS

SUPPORTED & FULFILLED PEOPLE WITH DISABILITIES

OUR VISION

A compassionate and just community that upholds the God-given worth and dignity of every human being.

OUR MISSION

We strengthen children, adults, families and communities by providing help, creating hope and serving all.

CCS Foundation builds philanthropic support for the charitable work of Catholic Community Services through awareness, education, donor relationships and stewardship.

To become involved, please consider volunteering. Visit www.ccs-saaz.org

To donate, please make your charitable contribution on our website, by phone (520) 670-0854 or mail to:

Catholic Community Services
Development Department
140 W. Speedway, Ste. 230
Tucson, AZ 85705



140 W. Speedway, Ste. 230
Tucson, AZ 85705
520-623-9344
www.ccs-saaz.org

Catholic Community Services of Southern Arizona

Corporate Office 520-623-9344

CCS - Tucson 520-623-9344

CCS - Yuma 928-341-9400

CCS - Sierra Vista 520-458-4203

Pio Decimo Center 520-622-2803

Deaf & Residential Services 520-792-1906

The Kolbe Society

St. Jeanne Jugan Ministry with Elders

The Alitas Program

520-623-9344

CCS is a qualifying organization for the Arizona Charitable Tax Credit; contributions qualify for a dollar-for-dollar state income tax credit. Talk with your tax advisor, visit our website or call CCS at (520) 670-0854.

To make a difference in the lives that follow, please include CCS in your will or trust, or name CCS as a beneficiary of your IRA or life insurance. Questions or to modify us of your plans, please contact the CCS Foundation at (520) 670-0805.



**CATHOLIC COMMUNITY SERVICES
OF SOUTHERN ARIZONA IS:**



■ **CCS – TUCSON**

Serves Pima, Pinal, and Gila Counties. Programs vary by county and include:

- Child welfare and foster care services
- Pregnant or parenting teen moms and babies residential program
- Behavioral health counseling
- Immigrant and refugee assistance
- Services for seniors, including meals and case management

■ **CCS – YUMA**

Serves Yuma County with:

- Shelter services for victims of domestic violence and other crimes
- Substance abuse treatment and counseling for children and adults
- Congregate and home-delivered meals for seniors
- Adult day health care for the elderly/disabled and respite services for families caring for an elderly or disabled adult

■ **CCS – SIERRA VISTA**

Serves Cochise, Graham, Greenlee, Santa Cruz and Gila Counties with varying services, including:

- Foster care and adoptions
- Domestic crisis services
- Parent aide/supervised visitation and in-home services
- Meals for seniors

■ **PIO DECIMO CENTER**

- Low-cost childcare/early childhood education
- Youth programs
- Transitional housing for homeless families
- Emergency food boxes, clothing and home goods
- Financial literacy classes
- Income tax preparation
- Housing counseling
- Individual Development Savings accounts
- First-time home buyers education and down payment assistance
- Housing for low-income seniors

■ **DEAF & RESIDENTIAL SERVICES**

Strives to maximize opportunities and independence for Deaf, DeafBlind and Hard of Hearing persons through its Community Outreach Program for the Deaf (COPD) in Tucson, COPD in Albuquerque, New Mexico, and Valley Center of the Deaf in Phoenix. Services vary by location, but include:

- Job placement and support
- Interpreting
- Independent living skills
- Case management/supports for people who are DeafBlind
- Counseling
- Deaf Ministry

And serves persons with developmental disabilities through its Community Living Program in Tucson with:

- Personal Care
- Supports to live independently
- Group home and apartment living supports

CCS IS ALSO :

■ **THE KOLBE SOCIETY**

Ministers to the spiritual needs of the men, women, and youth incarcerated within the Diocese of Tucson, their families, victims of crime, and individuals as they are released and re-enter the community.

■ **THE ST. JEANNE JUGAN MINISTRY WITH ELDERS**

Develops and supports parish-based ministries throughout the diocese to provide Sacraments and visitation for the increasingly large numbers of elders moving into assisted living communities, in nursing homes, in hospitals, in hospice care or those who are homebound.

■ **THE ALITAS PROGRAM**

Provides respite and hospitality to weary migrants released from Immigration and Customs Enforcement with temporary legal status. Migrants rest, clean up, are fed, and receive new clothes and supplies for their journeys to join family members elsewhere in the United States.

To learn more about Catholic Community Services, our agencies or any of our programs, please visit: www.ccs-soaz.org, call an agency directly, or contact our main office: voice/TTY (520) 633-0344 or toll free 1 (800) 234-0344.



**CATHOLIC COMMUNITY SERVICES
OF SOUTHERN ARIZONA, INC.**

***We strengthen children, adults, families
and communities by providing help,
creating hope and serving all.***

The five agencies of CCS are:

CCS – Tucson

CCS – Sierra Vista

CCS – Yuma

Pio Decimo Center

Deaf & Residential Services

CCS also oversees:

The Kolbe Society

St. Jeanne Jugan Ministry with Elders

The Alitas Program

CCS Foundation

***Builds philanthropic support for the
charitable work of Catholic Community
Services through awareness, education,
donor relationships and stewardship.***

Catholic Community Services

CCS Foundation

140 W. Speedway, Ste. 230

Tucson, AZ 85705

www.ccs-50az.org

520-623-0344

Toll Free: 1 (800) 234-0344

Centralized Access and Services in Pima County

Adoptions - Infant 520-465-4522 or 520-670-0813
Alitas Program 520-623-0344 x7056
Asset Building 520-622-2801 x7105
Childhood Education/Child Care and
After School Programs 520-622-2801 x7101
Community Living Options
for Persons with Disabilities 520-792-1906
Counseling 520-670-0815
Counseling/Case Mgmt. for Persons with
Disabilities 520-792-1906
Deaf, Deaf/Blind, Hard of Hearing Services
Call 520-792-1906 (Tucson) or 602-267-1921 (Phoenix)
Family Services – Food Boxes, Clothing,
Basic Needs 520-622-2801 x7115
Financial Education 520-622-2801 x7111
Housing Counseling 520-622-2801
Foreclosure Prevention x7114 and x7116
Homeless Assistance/Homebuyer Education x7109
Housing for low-income seniors – Barrio Viejo 520-623-4999
Castles on East Broadway 520-624-7392
Housing – transitional for families 520-622-2801 x7112
Housing for Pregnant Teens 520-623-0344
Immigration and Citizenship 520-670-0819
Interpreters 520-445-8484 (Tucson) or 602-267-1921 (Phoenix)
Kolbe Society (Detention Ministry) 520-670-0853
Migration and Refugee Services 520-670-0821
Pregnancy Counseling 520-465-4922 or 520-670-0813
St. Jeanne Jugan Ministry with Elders 520-345-3841
Senior Nutrition 520-624-1562
Tax Preparation 520-622-2801 x7105
Victim Assistance Program 520-623-0344 x7019
Vocational Services for Disabled Persons 520-792-1906
Youth Programs (After School and Teens)
John Valenzuela Youth Center 520-792-6251
Youth Services for Deaf Youth 520-792-1906

In Pinal and Gila Counties

Adoption and Foster Care
520-675-0647 (Casa Grande) or 520-458-4203 (Gila Cty.)
Case Management for Elderly and Disabled (in Payson)
528-458-0346
Senior Nutrition 1-800-293-9393

In Sierra Vista - main 520-458-4203

Adoption and Foster Care 520-458-4203 x7902
Domestic Violence Shelters, Sierra Vista 520-458-9096,
Douglas 520-364-2466, Nogales 520-287-2107
In-Home Services 520-458-4203 x7903
Senior Nutrition 520-255-0693
Supervised Visitation Program 520-458-4203 x7904

In Yuma

Adult Day Health/Respite Care 928-783-8316
Counseling 928-341-9400
Domestic Violence Shelter – 928-782-0077 or 928-782-0044
Senior Nutrition 928-782-4489



**CATHOLIC COMMUNITY SERVICES
OF SOUTHERN ARIZONA, INC.**

Limited English Proficiency Plan

Catholic Community Services of So. AZ. Inc. has developed the following Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to **Catholic Community Services of So. AZ. Inc.** services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining the **Catholic Community Services of So. AZ. Inc.**'s extent of obligation to provide LEP services, the **Catholic Community Services of So. AZ. Inc.** undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

- 1) The number or proportion of LEP persons eligible in the **Catholic Community Services of So. AZ. Inc.** service area who may be served or likely to encounter by **Catholic Community Services of So. AZ. Inc.** program, activities, or services;

	Arizona	
	Estimate	Margin of Error
Total:	6,375,189	+/-299
Speak only English	4,654,602	+/-9,276
Spanish:	1,308,293	+/-6,971
Speak English "very well"	862,852	+/-6,075
Speak English less than "very well"	445,441	+/-5,245
French (incl. Cajun):	16,502	+/-1,062
Speak English "very well"	13,189	+/-934
Speak English less than "very well"	3,313	+/-495
Haitian:	796	+/-257
Speak English "very well"	544	+/-189
Speak English less than "very well"	252	+/-155
Italian:	6,425	+/-553
Speak English "very well"	5,150	+/-514
Speak English less than "very well"	1,275	+/-246
Portuguese:	3,562	+/-442
Speak English "very well"	2,739	+/-407
Speak English less than "very well"	823	+/-160
German:	20,884	+/-1,144
Speak English "very well"	18,489	+/-1,088
Speak English less than "very well"	2,395	+/-344
Yiddish, Pennsylvania Dutch or other West Germanic languages:	2,992	+/-486
Speak English "very well"	2,669	+/-430

	Arizona	
	Estimate	Margin of Error
Speak English less than "very well"	323	+/-124
Greek:	2,183	+/-353
Speak English "very well"	1,827	+/-311
Speak English less than "very well"	356	+/-119
Russian:	7,680	+/-893
Speak English "very well"	5,297	+/-685
Speak English less than "very well"	2,383	+/-399
Polish:	5,928	+/-656
Speak English "very well"	4,276	+/-556
Speak English less than "very well"	1,652	+/-276
Serbo-Croatian:	6,685	+/-987
Speak English "very well"	4,397	+/-809
Speak English less than "very well"	2,288	+/-420
Ukrainian or other Slavic languages:	3,840	+/-593
Speak English "very well"	2,915	+/-488
Speak English less than "very well"	925	+/-216
Armenian:	1,198	+/-431
Speak English "very well"	987	+/-407
Speak English less than "very well"	211	+/-101
Persian (incl. Farsi, Dari):	6,064	+/-926
Speak English "very well"	3,690	+/-701
Speak English less than "very well"	2,374	+/-473
Gujarati:	3,942	+/-677
Speak English "very well"	2,994	+/-547
Speak English less than "very well"	948	+/-225
Hindi:	11,436	+/-1,042
Speak English "very well"	9,734	+/-887
Speak English less than "very well"	1,702	+/-337
Urdu:	2,304	+/-513
Speak English "very well"	1,968	+/-463
Speak English less than "very well"	336	+/-154
Punjabi:	2,687	+/-599
Speak English "very well"	1,666	+/-350
Speak English less than "very well"	1,021	+/-328
Bengali:	2,461	+/-512
Speak English "very well"	1,698	+/-354
Speak English less than "very well"	763	+/-263
Nepali, Marathi, or other Indic languages:	5,151	+/-825
Speak English "very well"	3,644	+/-642
Speak English less than "very well"	1,507	+/-386
Other Indo-European languages:	11,053	+/-1,088
Speak English "very well"	7,935	+/-886
Speak English less than "very well"	3,118	+/-586
Telugu:	6,151	+/-854
Speak English "very well"	4,740	+/-673
Speak English less than "very well"	1,411	+/-368
Tamil:	5,238	+/-862
Speak English "very well"	4,594	+/-817
Speak English less than "very well"	644	+/-203
Malayalam, Kannada, or other Dravidian languages:	3,376	+/-623
Speak English "very well"	2,861	+/-569
Speak English less than "very well"	515	+/-149
Chinese (incl. Mandarin, Cantonese):	31,733	+/-1,766
Speak English "very well"	15,627	+/-1,173

	Arizona	
	Estimate	Margin of Error
Speak English less than "very well"	16,106	+/-1,231
Japanese:	7,013	+/-710
Speak English "very well"	4,441	+/-562
Speak English less than "very well"	2,572	+/-411
Korean:	9,852	+/-1,017
Speak English "very well"	4,998	+/-720
Speak English less than "very well"	4,854	+/-619
Hmong:	104	+/-92
Speak English "very well"	67	+/-66
Speak English less than "very well"	37	+/-35
Vietnamese:	23,423	+/-1,723
Speak English "very well"	9,659	+/-953
Speak English less than "very well"	13,764	+/-1,112
Khmer:	1,824	+/-423
Speak English "very well"	842	+/-237
Speak English less than "very well"	982	+/-287
Thai, Lao, or other Tai-Kadai languages:	4,441	+/-632
Speak English "very well"	2,328	+/-399
Speak English less than "very well"	2,113	+/-485
Other languages of Asia:	4,073	+/-766
Speak English "very well"	1,936	+/-470
Speak English less than "very well"	2,137	+/-451
Tagalog (incl. Filipino):	24,419	+/-1,379
Speak English "very well"	17,555	+/-1,023
Speak English less than "very well"	6,864	+/-808
Ilocano, Samoan, Hawaiian, or other Austronesian languages:	6,803	+/-686
Speak English "very well"	4,978	+/-626
Speak English less than "very well"	1,825	+/-320
Arabic:	24,275	+/-2,537
Speak English "very well"	14,506	+/-1,708
Speak English less than "very well"	9,769	+/-1,238
Hebrew:	2,540	+/-565
Speak English "very well"	2,004	+/-526
Speak English less than "very well"	536	+/-180
Amharic, Somali, or other Afro-Asiatic languages:	9,283	+/-1,254
Speak English "very well"	4,927	+/-781
Speak English less than "very well"	4,356	+/-805
Yoruba, Twi, Igbo, or other languages of Western Africa:	3,856	+/-715
Speak English "very well"	2,751	+/-582
Speak English less than "very well"	1,105	+/-285
Swahili or other languages of Central, Eastern, and Southern Africa:	6,124	+/-1,209
Speak English "very well"	3,223	+/-772
Speak English less than "very well"	2,901	+/-707
Navajo:	82,691	+/-1,615
Speak English "very well"	62,948	+/-1,535
Speak English less than "very well"	19,743	+/-729
Other Native languages of North America:	27,074	+/-1,079
Speak English "very well"	23,401	+/-1,061
Speak English less than "very well"	3,673	+/-353
Other and unspecified languages:	4,228	+/-606
Speak English "very well"	3,318	+/-506
Speak English less than "very well"	910	+/-279

Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates

Explanation of Symbols:

1. An "" entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An "-" entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An '-' following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An '+' following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An "" entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An "" entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An '(X)' means that the estimate is not applicable or not available.

- 2) The frequency with which LEP individuals come in contact with an **Catholic Community Services of So. AZ. Inc.** services;

Catholic Community Services of So. AZ. Inc.'s staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons for **2018** . **Catholic Community Services of So. AZ. Inc.** averages **5**contacts per **WEEK**.

- 3) The nature and importance of the program, activities or services provided by the **Catholic Community Services of So. AZ. Inc.** to the LEP population: Assistance with housing, job searches, counseling, case management, immigration assistance, nutrition services, child care resources, safe family resources. Importance ranges from moderate importance to extreme importance for individuals requiring assistance from the agency.
- 4) The resources available to **Catholic Community Services of So. AZ. Inc.** and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

Overall costs are determined by the need of interpreters and assistance in translation of materials. Costs will vary per individual receiving assistance from the agency.

Catholic Community Services of So. AZ. Inc. provides a statement in Spanish and will for additional languages specific to the LEP community make up that will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested.

Safe Harbor Provision for written translations

Catholic Community Services of So. AZ. Inc. complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

- (1) Non Discrimination Notice
- (2) Discrimination Complaint Procedures
- (3) Discrimination Complaint Form

In addition, we will conduct our marketing (including using translated materials) in a manner that reaches each LEP group. Vital documents include the following:

- (1) Notices of free language assistance for persons with LEP
- (2) Notice of Non-Discrimination and Reasonable Accommodation
- (3) Outreach Materials
- (4) Bus Schedules
- (5) Route Changes
- (6) Public Hearings

1) **Catholic Community Services of So. AZ. Inc.** provides language assistance services through the below methods:

- Instructions are provided to customer service staff and other **Catholic Community Services of So. AZ. Inc.** staff who regularly take phone calls from the general public on how to respond to an LEP caller.
- Instructions are provided to customer service staff and others who regularly respond to written communication from the public on how to respond to written communication from an LEP person.

2) **Catholic Community Services of So. AZ. Inc.** has a process to ensure the competency of interpreters and translation service through the following methods:

Catholic Community Services of So. AZ. Inc. will ask the interpreter or translator to demonstrate that he or she can communicate or translate information accurately in both English and the other language. **Catholic Community Services of So. AZ. Inc.** will train the interpreter or translator in specialized terms and concepts associated with the agency's policies and activities. **Catholic Community Services of So. AZ. Inc.** will instruct the interpreter or translator that he or she should not deviate into a role as counselor, legal advisor, or any other role aside from interpreting or translator. **Catholic Community Services of So. AZ. Inc.** will ask the interpreter or translator to attest that he or she does not have a conflict of interest on the issues that they would be providing interpretation services.

3) **Catholic Community Services of So. AZ. Inc.** provides notice to LEP persons about the availability of language assistance through the following methods:

- Posting signs in intake areas and other points of entry
- Announcements at community meetings
- Information tables at local events
- Agency websites

4) **Catholic Community Services of So. AZ. Inc.** monitors, evaluates and updates the LEP plan through the following process:

Catholic Community Services of So. AZ. Inc. will monitor the LEP plan by conducting an annual Four-Factor analysis, establishing a process to obtain feedback from internal staff and members of the public and conducting internal evaluations to determine whether the language assistance measures are working for staff. **Catholic Community Services of So. AZ. Inc.** will make changes to the language assistance plan based on feedback received. **Catholic Community Services of So. AZ. Inc.** may take into account the cost of proposed changes and the resources available to them. Depending on the evaluation, **Catholic Community Services of So. AZ. Inc.** may choose to disseminate more widely those language assistance measures that are particularly effective or modify or eliminate those measures that have not been effective. **Catholic Community Services of So. AZ. Inc.** will consider new language assistance needs when expanding transit service into areas with high concentrations of LEP persons will consider modifying their implementation plan to provide language assistance measures to areas not previously served by the agency.

5) **Catholic Community Services of So. AZ. Inc.** trains employees to know their obligations to provide meaningful access to information and services for LEP persons and all employees in public contact

positions will be properly trained to work effectively with in-person and telephone interpreters. **Catholic Community Services of So. AZ. Inc.** will implement processes for training of staff through the following procedures:

Catholic Community Services of So. AZ. Inc. will identify staff that are likely to come into contact with LEP persons as well as management staff that have frequent contact with LEP persons in order to target training to the appropriate staff. **Catholic Community Services of So. AZ. Inc.** will identify existing staff training opportunities, as it may be cost-effective to integrate training on their responsibilities to persons with limited English proficiency into agency training that occurs on an ongoing basis. **Catholic Community Services of So. AZ. Inc.** will include this training as part of the orientation for new employees. Existing employees, especially managers and those who work with the public may periodically take part in re-training or new training sessions to keep up to date on their responsibilities to LEP persons. **Catholic Community Services of So. AZ. Inc.** will implement LEP training to be provided for agency staff. **Catholic Community Services of So. AZ. Inc.** staff training for LEP to include:

- A summary of the **Catholic Community Services of So. AZ. Inc.** responsibilities under the DOT LEP Guidance;
- A summary of the **Catholic Community Services of So. AZ. Inc.** language assistance plan;
- A summary of the number and proportion of LEP persons in the **Catholic Community Services of So. AZ. Inc.** service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population;
- A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and
- A description of the **Catholic Community Services of So. AZ. Inc.** cultural sensitivity policies and practices.

**Forma Para Poner una Queja
(De Acuerdo Al Título VI)**

Nota: La siguiente información se necesita para precisar su queja.

Información de la persona que está poniendo la queja:

Nombre: Dirección: _____
Ciudad/Estado/Código Postal: _____
Teléfono (Casa): _____
Teléfono (Trabajo): _____

Persona A La Que Se Discriminó (alguien que no sea la persona que está poniendo la queja)

Nombre: Dirección: _____
Ciudad/Estado/Código Postal: _____
Teléfono(Casa): _____
Teléfono (Trabajo): _____

¿Cuál de las siguientes razones describe por lo que usted siente que se le discriminó?

Raza/Color (Especifique) _____ Nacionalidad (Especifique) _____
Sexo (Especifique) _____ Edad (Especifique) _____
Incapacidad (Especifique) _____

¿En qué fecha(s) sucedió la discriminación? _____

Describa la presunta discriminación. Explique qué sucedió y quién cree usted que fue responsable (si necesita más espacio, agregue otra hoja).

Escriba una lista con los nombres de las personas que puedan tener conocimiento de la presunta discriminación y cómo contactarlas.

¿Ha presentado esta queja con otra agencia federal, estatal o local, o con cualquier corte federal o estatal? Marque todas las que apliquen.

Agencia Federal _____ Corte Estatal _____ Corte Federal _____
Agencia Local _____ Agencia Estatal _____

Por favor proporcione información de la persona a la que presentó su queja en la agencia/corte.

Nombre: _____
Dirección: _____
Ciudad/Estado/Código Postal: _____
Teléfono (Casa): _____
Teléfono (Trabajo): _____

Por favor firme abajo. Puede anexar cualquier material escrito u otra información que usted crea que es relevante sobre su queja.

Firma de la Persona que presenta la queja

Fecha

Número de Anexos: _____

Someta la forma y cualquier información adicional a:
Catholic Community Services, Teresa Cavendish, Operations Director
140 W Speedway, Suite 230
Tucson, AZ 85705
520-623-0344

Non-elected Committees Membership Table

Subrecipients who select the membership of transit-related, non-elected planning boards, advisory councils, or committees must provide a table depicting the membership of those organizations broken down by race. Subrecipients also must include a description of the efforts made to encourage participation of minorities on these boards, councils, and committees.

Catholic Community Services of So. AZ. Inc. does not select the membership of any transit-related committees, planning boards, or advisory councils.

Monitoring for Subrecipient Title VI Compliance

Describe how you monitor your subrecipients. This can be through site visits, submissions of Title VI Plans annually, or training and surveys.

Catholic Community Services of So. AZ. Inc. does not monitor subrecipients for Title VI compliance.

Title VI Equity Analysis

A subrecipient planning to acquire land to construct certain types of facilities must not discriminate on the basis of race, color, or national origin, against persons who may, as a result of the construction, be displaced from their homes or businesses. "Facilities" in this context does not include transit stations or bus shelters, but instead refers to storage facilities, maintenance facilities, and operation centers.

There are many steps involved in the planning process prior to the actual construction of a facility. It is during these planning phases that attention needs to be paid to equity and non-discrimination through equity analysis. The Title VI Equity Analysis must be done before the selection of the preferred site.

Note: Even if facility construction is financed with non-FTA funds, if the subrecipient organization receives any FTA dollars, it must comply with this requirement.

Catholic Community Services of So. AZ. Inc. has no current or anticipated plans to develop new transit facilities covered by these requirements

Fixed Route Transit Provider Analysis

Fixed Route: Public transit service (other than by aircraft) provided on a repetitive, fixed-schedule basis along a specific route, with vehicles stopping to pick up passengers.

A subrecipient providing fixed route service, as defined above, must determine the distribution of transit amenities or the vehicle assignments for each mode in a non-discriminatory manner. The subrecipient must develop policies to ensure service is not distributed on the basis of race, color, or national origin.

Effective practices to fulfill the Service Standards requirements include developing written policies covering each of the following service indicators: (can be expressed in writing or in table format – see Circular Appendix G & H pp. 87-91)

Catholic Community Services of So. AZ. Inc. is not a Fixed Route Transit Provider

Board Approval for the Title VI Plan

The Title VI Program for Catholic Community Services of Southern Arizona, Inc. was approved by the Board of Directors at a Board Meeting on Wednesday, June 26, 2019. For additional information, please submit a written request to Teresa Cavendish, Director of Operations and Title VI Program Coordinator, to teresac@ccs-soaz.org.