

# **Victor Valley Community Services Council**



**(760) 243-9646**  
**16692 Mojave Drive, PO Box 1992**  
**Victorville, CA 92395**  
**[vvsc@vvsc.com](mailto:vvsc@vvsc.com)**

## **Victor Valley Community Services Council Title VI Plan**

**Revised: September 26, 2018**

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**I. Plan Statement**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. Specifically, title VI provides that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance”

## A. Notice to the public

Victor Valley Community Services Council, VVCSC, is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation services on the basis of race, color or national origin, as protected by Title VI in Federal Transit Administration Circular 4702.1.B

### Sample of Notice to the public

## Notifying the Public of Rights Under Title VI

# Victor Valley Community Services Council

- The Victor Valley Community Services Council 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 Victor Valley Community Services Council.

- For more information on the Victor Valley Community Services Council civil rights program, and the procedures to file a complaint please contact:

Victor Valley Community Services Council

Transportation Coordinator

(760) 243-9646

Located at: 16692 Mojave Drive, Victorville CA 92395

Email: [vvscsc@vvscsc.com](mailto:vvscsc@vvscsc.com)

Website: [www.vvscsc.com](http://www.vvscsc.com)

- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with The Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

## Notificar al Publico de los Derechos

# Victor Valley Community Services Council

- El departamento de Victor Valley community Services Council opera su programa y los servicios sin distincion de raza, color, y origen nacional de conformidad con el Titulo VI de la Ley de Derechos Civiles
- Cual quier persona que cree que el o ella ha sido agraviada por cualquier practica discriminatoria ilegal bajo el Titulo VI podra presentar una queja ante victor Valley Community Services Council.
- Para obetner mas informacion sobre los derechos civiles y como obtener los procedimientos para presentar una queja con Victor Valley Community Services Council, por favor pongase en contacto con:

Victor Valley Community Services Council

Transito Coordinador

(760) 243-9646

Localizado: 16692 Mojave Drive, Victorville CA 92395

Email: [vvsc@vvsc.com](mailto:vvsc@vvsc.com)

- Website: [www.vvsc.com](http://www.vvsc.com)

- Un demandante puede presentar una queja directamente con la administracion Federal de Transito mediante la presentacion de una queja ante la **Oficia de Derechos Civiles**, La Atencion: Programa del Titulo VI Coodinador, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

## **II. Title VI Information Dissemination**

Title VI information notice shall be prominently displayed in the office of the Victor Valley Community Services Council and in their vehicles used for transportation services.

Notices will be available in English and Spanish and also available on the company website at [www.vvcsc.com](http://www.vvcsc.com). The name of the transportation coordinator can be found on the company website or by contacting the office at (760) 243-9646 for any additional information needed relating to nondiscrimination obligation.

Title VI information shall be disseminated to VVCSC employees annually via the Employee education form in payroll envelopes. This form reminds employees of the VVCSC's policy statement, and of their Title VI responsibilities in their daily work and duties.

During New Employee Orientation, new employees shall be informed of the provision of Title VI, and the VVCSC's expectations to perform their duties accordingly.

All employees shall be provided a copy of the Title VI Plan and are required to sign the Acknowledgement of Receipt which will be kept on record in their employee file.

## **III Title VI Complaint Procedures**

### **A. How to file a Title VI Complaint**

The complainant may file a written and signed complaint form which can be found on the website [vvsc@vvsc.com](mailto:vvsc@vvsc.com) along with procedures for submitting and appealing complaints. Forms should be filed with the Transportation Coordinator at the office of the VVCSC located at 16692 Mojave Drive, Victorville, CA 92395. Complaint may be emailed to [vvsc@vvsc.com](mailto:vvsc@vvsc.com) or faxed to (760) 243-4762.

The complaint should include:

- Your name, mailing address and how to contact you via telephone or email address.
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
- Other information that you deem significant.

## **B. After a complaint is submitted**

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by VVCSC will be directly addressed by VVCSC. VVCSC shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are of limited English proficiency. Additionally, VVCSC shall make every effort to address all complaints in an expeditious and thorough manner.

A letter acknowledging receipt of complaint will be mailed within seven days. Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

Complaints will be investigated by Victor Valley Community Services Council and shared with Victor Valley Transit Authority. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints if not sooner.

## **C. Investigation of Complaints and Appeal Process**

Transportation coordinator will take complaints and then forward them to the Title VI Complaint Coordinator (Executive Director).

The Executive Director will investigate the complaint and make a determination. Formal investigation of the complaint will be confidential and will include, but is not limited to, details of the specific incident, frequency and dates of occurrences and names of any witnesses. Customer will be notified of resolution.

If the complainant is not satisfied with the resolution, an appeal process is available. An appeal request for review of a determination of unlawful denial of access or accommodation to services must be filed, in writing, within 60 calendar days of the incident.

The written appeal must include the customer's name, address, and telephone contact number as well as a statement of reason(s) why the applicant believes the denial of accommodation request or access to services was inappropriate is recommended.

The VVCSC Board of Directors will set a mutually agreed-upon time and place for the review process with the applicant and/or representatives within 30 days of the request. The applicant may submit documents or other information to be included with the record and considered in the review process. Anyone needing special accommodations may contact VVCSC at (760) 243-9646 for assistance.

The right of the appellant to a prompt and equitable resolution of the complaint must not be impaired by the appellant's pursuit of other remedies, such as filing of a complaint with the Department of Justice or other appropriate federal agency or the filing of a suit in state or federal court. Use of this procedure is not a prerequisite to the pursuit of other remedies.

#### **D. Disposition of Complaints and Resolution**

- 1. Sustained Complaints-** If the complaint is substantiated and a probable cause of a discriminatory practice based on race, color, or national origin is found to exist, VVCSC shall endeavor to eliminate said practice by means of a Remedial Action Plan. The Remedial Plan shall include: a list of all corrective actions accepted by the agency; description of how the corrective action will be implemented; and a written assurance that the agency will implement the accepted corrective action in the manner discussed in the plan.
- 2. Un-sustained Complaints-** If there is insufficient evidence to either prove or disprove the allegation(s) both parties to the complaint will be informed of the reason(s) for this disposition.
- 3. Unfounded Complaints-** If it is determined that an act reported pursuant to this policy/procedure did not in fact occur, a finding of unfounded shall be made.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

Federal Transit Administration Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5th Floor – TCR 12 New Jersey Ave., SE  
Washington, DC 20590

## SAMPLE OF COMPLAINT FORM

<b>Section I:</b>				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
<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				
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				

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

Signature and date required below

Signature \_\_\_\_\_ Date \_\_\_\_\_

## Formulario de queja de Título VI

El Título VI del Decreto de los Derechos Civiles de 1964 dispone que "ninguna persona en los Estados Unidos debe ser excluida de participar en, negada de los beneficios de sus servicios en base a su raza, color u origen étnico, o ser sujeto(a) a discriminación bajo cualquier programa o actividad que reciba ayuda económica federal."

Si cree que ha sufrido discriminación, puede presentar una queja por escrito y firmada en un plazo de 180 días de la fecha de la presunta discriminación. Puede utilizar el formulario a continuación, que incluye la información necesaria para procesar su queja. Cuando termine, favor de entregar este formulario a Metropolitan Transit System, Title VI Officer, 1255 Imperial Avenue #1000, San Diego, CA 92101.

### SECCIÓN 1: INFORMACIÓN BÁSICA DATOS DEL RECLAMANTE

Nombre: \_\_\_\_\_

Dirección \_\_\_\_\_

Cuidad/Estado/Código

Número telefónico: \_\_\_\_\_

### DATOS DE LA VÍCTIMA (si es diferente del anterior)

Nombre: \_\_\_\_\_

Dirección \_\_\_\_\_

Cuidad/Estado/Código

Número telefónico: \_\_\_\_\_

Fecha de la presunta discriminación: \_\_\_\_\_

Cree que la razón para la presunta discriminación es debido a:

Raza/Color      Origen étnico

¿Ha entregado esta queja a cualquier otro organismo local, estatal, o federal o con cualquier tribunal estatal o federal?

\_\_\_ No

\_\_\_ Sí

De ser así, marque todas las cajas apropiadas:

\_\_\_ Organismo local

\_\_\_ Organismo federal

\_\_\_ Organismo estatal

\_\_\_ Tribunal federal

\_\_\_ Tribunal estatal



## IV List of Complaints Filed

There have been no complaints filed against Victor Valley Community Services Council.

## V Subcontractors and Vendors Statement

All subcontractors and vendors who receive payments from VVCSC where funding originates from any federal assistance are subject to the provisions of Title VI Civil Rights Act of 1964 as amended. Written contract shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.

## VI Limited English Proficiency (LEP) Plan

The Victor Valley Community Services provides transportation to low income senior citizens 60 and older and wheelchair bound disabled individuals and their care givers utilizing a 16 passenger bus with wheelchair lift. Outreach is done to reach and inform frail individuals who have no means of transportation and have difficulty accessing mass transit. This program is designed to assist frail individuals with a tailored door to door service utilizing a volunteer assistant on the bus who can socially, physically and verbally support the needs of passengers. The service is free of charge and supported through donations and grant income. The service area for the Victor Valley Community Services Council is the High Desert Community including the following cities: Victorville, Hesperia, Adelanto, Apple Valley.

VVCSC will make every effort to provide services to all LEP persons. VVCSC will be providing language assistance and translation of brochures, complaint forms, intake sheets and public notices for Spanish speaking individuals only. The table below shows the top 5 foreign languages spoken in the service area. Only the Spanish speaking clients fall within the Safe Harbor Provision of 5% or 1000 persons per total population. Of the populations listed below not all are qualified to receive services from VVCSC. Information was obtained from the most recent US Census Bureau data 2010 American Community Survey.

<b>Hesperia, Apple Valley, Victorville, Adelanto</b>	<b>People</b>	<b>Percentage of Total Population</b>
<i>Total Population</i>	<i>282,980</i>	<i>100%</i>
<i>Total eligible population 60+ or disabled</i>	<i>52,865</i>	<i>18.68%</i>
Spanish Speakers who speak English less than "very well"	26,918	9.5%
Tagalog speakers who speak English less than "very well"	746	0.2636%
Vietnamese speakers who speak English less than "very well"	451	0.15937%
Korean speakers who speak English less than "very well"	366	0.12933%
Russian speakers who speak English less than "very well"	276	0.09753%

This document serves as the plan for Victor Valley Community Services Council to provide to persons with limited English proficiency (LEP) services that are in compliance with Title VI of the Civil Rights Act of 1964.

The purpose of this plan is to provide a framework for the provision of timely and reasonable language assistance to LEP persons to ensure meaningful access to transportation services provided.

### **A. LEP persons eligible to be served**

The service area including Hesperia, Apple Valley, Victorville and Adelanto, have an estimated population of 4011 LEP persons over the age of 60 eligible for VVCSC transportation program services. In addition, an estimated population of 1109 LEP persons with a disability qualify for VVCSC transportation services. Information was obtained from the US Census Bureau 2009-2013 5 year estimate American Community Survey.

### **B. Frequency of contact with LEP persons**

In one year of service the LEP Spanish speaking ridership is at 3.3% of all passengers. 100% LEP contacts making inquiries have been provided services. There have been no requests for services by individuals with limited English proficiency other than Spanish speaking.

### **C. Importance of services to LEP persons**

Services are provided for non-emergency transportation considered necessary for independent living. Services are used to access medical appointments, shopping, banking and other necessary social support activities. All recipients must be ambulatory or self-sufficient if wheelchair bound or have a care giver who may assist them at their destination. Program recipients are picked up at their homes and taken to necessary destinations. This is a door to door service which minimalizes any barriers to access for all clients. A Spanish speaking volunteer rides along to assist passengers as scheduled.

### **D. Language Assistance**

To facilitate communication with LEP individuals, VVCSC will work to provide bilingual volunteers at our offices two days per week for call in assistance. Interpreters will assist with telephone intake and understanding of program availability.

Passengers are scheduled ahead of time and will be accommodated as scheduled with language assistance cards and or volunteer interpreter when they are utilizing the free transportation services. Bus driver will be supplied with basic Spanish language communication phrases to assist passengers utilizing transportation services.

The following printed documents shall be available in Spanish:

- Client intake form
- Informational flyer about transportation program
- Notice of Title VI requirements
- Complaint form
- Complaint procedures

## **E. LEP plan evaluation process**

To evaluate how well VVCSC is accommodating and providing services to LEP individuals, volunteers monitoring services will be encouraged to log and give input on daily activities reporting to the Transportation Coordinator.

Passengers will be provided with a survey in English or Spanish to provide suggested changes or support the effectiveness of the current procedures. Quarterly meetings of transportation staff will discuss and address needs which may arise and determine a resolution.

## **F. Training of VVCSC staff**

VVCSC will conduct training at time of hire and quarterly thereafter in conjunction with the evaluation process to provide employees tools to assist LEP Clients. Additionally supplemental training will be provided to address specific situations which may arise during normal operations as needed.

Training will include procedures for connecting LEP clients with available translators, utilization of available software to provide word translation and word cards to provide commonly used phrases which will assist with LEP passenger needs.

## **VII. Public Participation Plan / Outreach**

### **A. Resources available for outreach and associated costs**

Outreach includes contact and distribution of information to local medical groups, grocery stores, banks and other agencies which cater to frail individuals who would benefit from the service. Services are discussed in a weekly radio show, through press releases and via speaking engagements with local agencies, clubs and living facilities where senior and frail individuals reside.

Referrals come from San Bernardino County Department of Aging and Adult Services, the Senior and Disabled Fund of San Bernardino County, Victor Valley Transit Authority, High Desert medical groups and other service agencies, as well as places where LEP clients shop. Out of pocket costs include printing Spanish language forms and fliers to be delivered to medical groups, grocery stores and other facilities where LEP clientele frequent. Cost of printing is \$0.10 per black and white copy and \$0.50 per color copy needed.

Volunteers supporting LEP with Spanish interpretation will man office phones at no costs. Volunteers riding as passenger assistance will be strategically scheduled if LEP clients have appointments. If Spanish speaking volunteers are not available the Transportation Coordinator, bus driver and bus volunteers will be equipped with common phrase cards for translation or have direct connection to a Spanish speaking volunteer via telephone.

VVCSC currently distributes fliers about available services to local residential facilities where low income senior citizens and disabled persons live as well as grocery stores and retail facilities which cater to LEP individuals.

VVCSC provides a bi-monthly Community Resources Network Luncheon open to the general public to share resources available.

VVCSC provides a 24 hour 7 day a week information line called First Call For Help to assist the general public in accessing services for low income and LEP individuals.

VVCSC is currently partnering with Victor Valley Transit Authority to provide free transportation services to low income and frail senior citizens and individuals with disabilities who cannot otherwise access public transportation.

**Victor Valley Community Services Council**  
**Proporciona Transporte Gratuito**  
**En El Desierto Alto**



Para Mayores de 60 anos que  
califica y las personas  
con discapacidad

Los voluntarios ayudaran  
a hacer su viaje divertido

- **Esta usted en una renta fija?**
- **No puedo pagar por el transporte?**
- **Tiene dificultad para llegar a medios de transporte publicos o tene dificultad para esperar en uan?**

Permitanos recojer los en su casa y le llevamos a su destino. Por favor llame para calificar y ser agregado a nuestro programa.

**(760) 243-9646**

**No se puede conducir?**  
Necesita que lo lleven al medico, al banco o ser de compras.

**Victor Valley Community Services Council**  
**Providing FREE transportation**  
**in the High Desert**



For seniors over 60 who  
qualify and individuals  
with disabilities

Volunteers will help  
make your ride fun!

- **Are you on a fixed income?**
- **Can't afford to pay for transportation?**
- **Do you have difficulty getting to public transportation or waiting at a bus stop?**

Let us pick you up at your home and take you to your destination.  
Please call to qualify and be added to our program.

**(760) 243-9646**

**Can't Drive, Need A Ride?**

**DOCTOR**

**SHOPPING**

**BANKING**

## **VIII Racial breakdown of transit related boards and committees**

There are no transit related boards for this agency.

# IX Victor Valley Community Services Council Board of Directors Resolution and approval of Title VI Program

## Victor Valley Community Services Council



*"Building a Better Community"*

PO Box 1992  
16692 Mojave Drive  
Victorville, CA 92393-1992  
(760) 243-9646  
(760) 243-4782 fax  
wvcsco@vvcsc.com

A RESOLUTION OF THE VICTOR VALLEY COMMUNITY SERVICES COUNCIL, VICTORVILLE, CA, APPROVING THE ADOPTION OF A PLAN THAT ADHERES TO TITLE VI OF THE CIVIL RIGHTS ACT OF 1964.

WHEREAS, the mission of the Victor Valley Community Services Council is to improve the independence, security and well-being of the community, emphasizing but not limit to the needs of our senior community; and

WHEREAS, Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance; and

WHEREAS, Title VI of the Civil Rights Act of 1964 supports the mission of the Victor Valley Community Services Council; and

WHEREAS, the Victor Valley Community Services Council is in full support of adopting the Title VI program thereby ensuring that no person is excluded from participation in, or denied the benefits of its transportation services on the basis of race, color or national origin; and

WHEREAS, the Victor Valley Community Services Council has developed a plan to adhere to Title VI of the Civil Rights Act of 1964.

**NOW THEREFORE, BE IT RESOLVED BY THE VICTOR VALLEY COMMUNITY SERVICES COUNCIL BOARD OF DIRECTORS AS FOLLOWS:**

Section 1. The recitals above are true and correct and are adopted as findings.

Section 2. The Executive Director is hereby authorized to execute all necessary documents as required by Title VI.

Section 3. The Executive Director is further authorized to implement the Title VI plan developed by the Victor Valley Community Services Council.

ADOPTED AND APPROVED this 26<sup>th</sup> day of September 2018.

  
\_\_\_\_\_  
Angèle Laib, President

  
\_\_\_\_\_  
Isabel Natividad, Secretary