



TITLE VI
PROGRAM
2026-2028

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Title VI Policy Statement

The Arc of Los Angeles & Orange Counties Title VI Program assures full compliance with Title VI of the Civil Rights Act of 1964, the Restoration Act of 1987, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), and related statutes and regulations in all programs and activities. Title VI states that, "no person shall on the grounds of race, color, national origin, or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination" under any government sponsored program or activity.

The Arc of Los Angeles & Orange Counties assures that every effort will be made to prevent discrimination through the impacts of its programs, policies, and activities on minority and low-income populations. Furthermore, The Arc of Los Angeles & Orange Counties will take reasonable steps to provide meaningful access to services for individuals with limited English proficiency.



Notice of Public Rights

The Arc of Los Angeles & Orange Counties operates its programs without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. The Arc of Los Angeles & Orange Counties also prohibits discrimination against individuals with disabilities in accordance with the Americans with Disabilities Act of 1990. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice may file a complaint with The Arc of Los Angeles & Orange Counties.

For more information on The Arc of Los Angeles & Orange Counties' civil rights program, and the obligations and procedures to file a complaint, contact (562) 803-4606; email astewart@thearclaoc.org; or visit our administrative office at 12049 Woodruff Ave, Downey, CA 90241. For more information, visit www.thearclaoc.org.

If information is needed in another language, please contact The Arc of Los Angeles & Orange Counties at (562) 803-4606.

**This notice is posted on The Arc of Los Angeles & Orange Counties' website www.thearclaoc.org/title-vi-policy-statement, or in the Administrative Office lobby.



Aviso de Derechos Publico

The Arc of Los Angeles & Orange Counties opera sus programas independientemente de la raza, color y nacionalidad en virtud del Título VI de la Ley de Derechos Civiles de 1964. The Arc of Los Angeles & Orange Counties también prohíbe la discriminación contra personas con discapacidades en virtud de la Ley para estadounidenses con Discapacidades de 1990. Cualquier persona que crea que ella o él ha sido perjudicada por alguna práctica discriminatoria ilegal puede presentar una queja ante The Arc of Los Angeles & Orange Counties.

Para obtener más información sobre el programa de derechos civiles de The Arc of Los Angeles & Orange Counties y las obligaciones y procedimientos para presentar una queja, comuníquese con (562) 803-4606; correo electrónico astewart@thearclaoc.org; o visite nuestra oficina administrativa en 12049 Woodruff Ave, Downey, CA 90241. Para obtener más información, visite www.thearclaoc.org.

Si necesita información en otro idioma, comuníquese con (562) 803-4606.

****This notice is posted on The Arc of Los Angeles & Orange Counties' website www.thearclaoc.org/title-vi-policy-statement or in Administrative Office lobby, Food Service Program's office at the Marine Corps Recruit Depot, and Food Service .****



Discrimination Complaint Procedures

1. Applicability. The following complaint procedures are applicable to all persons who believe that they have been subject to discrimination by The Arc of Los Angeles & Orange Counties related to Specialized Transportation Grant Program - Federal Transit Administration (FTA) Section 5310, which is funded in whole or in part by SCAG. In general, it is designed to address disputes, including but not limited to the following:

1.1 Disagreements regarding a requested service, accommodation, or modification of a The Arc of San Diego practice or requirement.

1.2 Inaccessibility of a program, publication, or activity.

1.3 Harassment or discrimination prohibited by California or federal law.

2. Preliminary Review Process. The following process must be completed prior to filing a Formal Complaint with SCAG.

2.1 Informal Resolution - Prior to submitting a formal complaint, the complaining party shall contact the President & Chief Executive Officer for assistance in resolving the matter informally as soon as is practical, generally within 15 calendar days of the time from when the subject of the complaint occurred or the complaining party became aware of The Arc of Los Angeles & Orange Counties' alleged non-compliance with state or federal non discrimination laws.

The President & Chief Executive Officer can be reached at 120499 Woodruff Ave, Downey, CA 90241; 562-803-4606.

The Arc of Los Angeles & Orange Counties will notify SCAG of the complaint within 72 hours of receiving the complaint and record the complaint and steps taken toward resolution. The Arc of Los Angeles & Orange Counties is responsible for informing the complaining party about The Arc of Los Angeles & Orange Counties' complaint procedure, including the opportunity to file a formal complaint with SCAG and/or the Federal Transit Administration (FTA) as described below.

2.2 Report of Results to SCAG and Complaining Party, The Arc of Los Angeles & Orange Counties will email or mail SCAG and the complaining party the results of the informal resolution process within 30 calendar days of receiving the complaint. If the complaining party is not satisfied with The Arc of Los Angeles & Orange Counties' disposition of the matter, the complaining party may file a formal complaint with SCAG following the procedure described below.

3. Formal Complaint. If the procedure for Preliminary Review and informal resolution by The Arc of Los Angeles & Orange Counties does not yield a successful resolution, then the complaining party may file a formal, written complaint with SCAG in the manner described below. SCAG materials can be made available in alternative languages. To make a request, call (562) 803-4606. Los materiales de SCAG están disponibles en otros idiomas. Para hacer una solicitud, llame al (562) 803-4606

3.1 Complaints must be filed within 10 calendar days of the complaining party's receipt of notice of the end of the Preliminary Review process described above.

3.2 Complaints must be in writing and must include an attached copy of any correspondence concerning the complaint with The Arc of the manner.

3.3 Complaints must be filed with the SCAG Title VI Compliance Officer at 900 Wilshire Blvd, Ste 1700, Los Angeles, CA 90017; Phone number (213) 236-1895; TTY (800) 855-7100.

3.4 Investigation – The SCAG Title VI Compliance Officer will initiate an investigation, which may include interviewing, consulting with, and/or requesting a written response to the issues raised in the complaint from any individual the SCAG Title VI Compliance Officer believes to have relevant information, including the ADA Compliance Officer, The Arc of Los Angeles & Orange Counties staff and members of the public. SCAG may also hold an informal hearing.

3.5 Review Panel – The SCAG Title VI Compliance Officer will convene a review panel that will consist of the Title VI Compliance Officer, the ADA Compliance Officer if applicable, a member of the SCAG management staff, the Chief Deputy Executive Director (or designee), and (depending on the issues) other personnel as may be appropriate. This panel will review the request, investigate, and attempt to resolve the issues within 30 calendar days of receipt by SCAG of the complaint.

3.6 Representation - The complaining party, and any party against whom the complaint is directed, have the right to have a representative.

3.7 Findings and Notification - The SCAG Title VI Compliance Officer and/or ADA Compliance Officer will prepare and provide the complaining party, and all other parties involved, a final report containing a summary of the investigation, written findings, and a proposed disposition. This report will be provided to the complaining party and The Arc of Los Angeles & Orange Counties within 45 calendar days of the filing of the formal complaint.

3.8 Final Disposition - The disposition proposed by the review panel will be put into effect promptly. The complaining party or any party against whom the complaint or the proposed disposition is directed may appeal. The appeal to the Chief Executive Officer (as set forth below) will not suspend the implementation of the disposition proposed by the SCAG review panel, except in those circumstances where the SCAG Chief Executive Officer decides that good cause exists making the suspension of implementation appropriate.

4. Appeal

4.1 Within 10 calendar days of the issuance of the final report, the complaining party may appeal to the SCAG Chief Executive Officer.

4.2 An appeal is taken by filing a written request for review by the SCAG Chief Executive Officer.

4.3 The written request for review must specify the particular substantive, and/or procedural basis for the appeal, and must be made on grounds other than general dissatisfaction with the proposed disposition. Furthermore, the appeal must be directed only to issues raised in the formal complaint as filed or to procedural errors in the conduct of the complaint procedure itself, and not to new issues.

4.4 The review by the Chief Executive Officer or his or her designee normally shall be limited to the following considerations: Were the proper facts and criteria brought to bear on the decision? Were improper or extraneous facts or criteria brought to bear on the decision that substantially affected the decision to the detriment of the complaining party? Were there any procedural irregularities that substantially affected the outcome of the matter to the detriment of the complaining party? Given proper facts, criteria, and procedure, was the decision one that a person in the position of the decision-maker might reasonably have made?

4.5 A copy of the Chief Executive Officer's written decision will be expected within 30 calendar days of the filing of the appeal and shall be sent to all parties involved and, if appropriate, to persons whose authority will be needed to carry out the disposition. The deadline may be extended by the Executive Director for good cause. The decision of the Chief Executive Officer on the appeal will be SCAG's final decision.

5. File with the Federal Transit Administration (FTA). Any person who believes himself or herself or any specific class of persons to be subjected to discrimination prohibited by Title VI also may file a written complaint with the FTA. A complaint should be filed no later than 180 days after the date of the alleged discrimination, unless the time for filing is extended by FTA. Title VI complaints regarding federally funded programs at The Arc of Los Angeles & Orange Counties can be sent to the applicable funding agency below:

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



Formulario para procedimientos de reclamos por discriminación

1. Aplicabilidad. Los siguientes procedimientos de reclamos son pertinentes a todas las personas que consideren que han sido sujetas a discriminación por The Arc of Los Angeles & Orange Counties con relación a Especializada Transportación Gran Programa-Federal Transita Administración, (Southern California Asociación of Jovenmente, SCAG), que es financiado total o parcialmente por SCAG. En general, está diseñado para tratar disputas, incluidas, entre otras, las siguientes:

1.1 Desacuerdos en relación con un servicio solicitado, sitio o modificación de una práctica o requisito de The Arc of Los Angeles & Orange Counties.

1.2 Falta de accesibilidad a un programa, publicación o actividad.

1.3 Acoso o discriminación prohibidos según la ley de California o la ley federal.

2. Proceso de revisión preliminar. El siguiente proceso debe completarse antes de presentar un reclamo formal ante SCAG.

2.1 Resolución informal: antes de presentar un reclamo formal, la parte demandante deberá comunicarse el Presidente y Director Ejecutivo para obtener asistencia en la resolución del asunto de manera informal tan pronto como sea práctico, por lo general, dentro de un plazo de quince (15) días calendario a partir de la fecha en que el asunto del reclamo ocurrió o la parte demandante tuvo conocimiento de la presunta falta de cumplimiento por parte de The Arc of Los Angeles & Orange Counties en relación con las leyes estatales o federales contra la discriminación. El Presidente y Director Ejecutivo puede ser contactado en 12049 Woodruff Ave, Downey, CA 90241 al 562-803-4606.

The Arc of Los Angeles & Orange Counties le notificará a SCAG sobre el reclamo dentro de un plazo de setenta y dos (72) horas a partir de su recepción y lo registrará junto con los pasos que se tomaron para su resolución. The Arc of Los Angeles & Orange Counties es responsable de informarle a la parte demandante sobre el procedimiento de reclamos de The Arc of Los Angeles & Orange Counties, incluida la oportunidad para presentar un reclamo formal ante SCAG o la Administración Federal de Transporte Público (Federal Transita Administración, FTA) de la manera que se describe a continuación.

2.2 Informe de los resultados a SCAG y a la parte demandante: The Arc of Los Angeles & Orange Counties le enviará a SCAG y a la parte demandante, a través de correo electrónico o correspondencia, los resultados del proceso de resolución informal dentro de un plazo de treinta (30) días calendario a partir de la recepción del reclamo. Si la parte demandante no está satisfecha con la disposición de The Arc of Los Angeles & Orange Counties con relación al asunto, la parte demandante podrá presentar un reclamo formal ante SCAG según el procedimiento que se describe a continuación.

3. Reclamo formal. Si el procedimiento de revisión preliminar y resolución informal de The Arc of Los Angeles & Orange Counties no produce una resolución satisfactoria, la parte demandante podrá presentar un reclamo formal por escrito ante SCAG de la manera que se describe a continuación. Los materiales de SCAG están disponibles en otros idiomas.

Para hacer una solicitud, llame al (562) 803-6550.

3.1 Los reclamos deben presentarse dentro de un plazo de diez (10) días calendario a partir de la fecha en que la parte demandante reciba el aviso de finalización del proceso de revisión preliminar descrito anteriormente.

3.2 Los reclamos deben presentarse por escrito y deben incluir una copia de cualquier correspondencia con relación al reclamo a The Arc of Los Angeles & Orange Counties.

3.3 Los reclamos deben presentarse ante el Oficial de Cumplimiento del Título VI de SCAG en 900 Wilshire Blvd, Ste 1700, Los Angeles, CA 90017; número de telefono (213) 236-1895; TTY (800) 855-7100.

3.4 Investigación: el Oficial de Cumplimiento del Título VI de SCAG iniciará una investigación, que podrá incluir entrevistar, consultar o solicitar una respuesta por escrito sobre los temas que surgieron en el reclamo a cualquier individuo que el Oficial de Cumplimiento del Título VI de SCAG considere que tenga información relevante, incluido el Oficial de Cumplimiento de la Ley sobre Estadounidenses con Discapacidades (Acta de Americanos con Discapacidades, ADA), personal de The Arc of Los Angeles & Orange Counties y miembros del público. SCAG también podrá sostener una audiencia informal.

3.5 Panel de revisión: el Oficial de Cumplimiento del Título VI de SCAG convocará a un panel de revisión que estará compuesto por el Oficial de Cumplimiento del Título VI de SCAG, el Oficial de Cumplimiento de la ADA, si corresponde, un miembro del personal de administración de SCAG, el director ejecutivo adjunto (o su designado) y (dependiendo de los temas) cualquier otro personal, según sea necesario. Este panel revisará la solicitud, investigará e intentará resolver los temas dentro de un plazo de treinta (30) días calendario a partir de que SCAG reciba el reclamo.

3.6 Representación: la parte demandante y cualquier otra parte a quien esté dirigido el reclamo tendrán derecho a tener un representante.

3.7 Conclusiones y notificación: el Oficial de Cumplimiento del Título VI de SCAG o el Oficial de Cumplimiento de la ADA preparará y le suministrará a la parte demandante, y a todas las otras partes involucradas, un informe final que contenga un resumen de la investigación, conclusiones por escrito y una disposición propuesta. Este informe se le suministrará a la parte demandante y a The Arc of Los Angeles & Orange Counties dentro

de un plazo de cuarenta y cinco (45) días calendario a partir de la presentación del reclamo formal.

3.8 Disposición final: la disposición propuesta por el panel de revisión entrará en vigencia de inmediato. La parte demandante o cualquier otra parte a quien esté dirigido el reclamo o la disposición propuesta podrán apelar. La apelación ante el director general (como se establece a continuación) no suspenderá la implementación de la disposición propuesta por el panel de revisión de SCAG, excepto en aquellas circunstancias en las cuales el director general de SCAG decida que existe un motivo suficiente para que corresponda la suspensión de la implementación.

4. Apelación

4.1 Dentro de un plazo de diez (10) días calendario a partir de la emisión del informe final, la parte demandante podrá apelar ante el director general de SCAG.

4.2 Para que se acepte una apelación, debe presentarse una solicitud de revisión por escrito ante el director general de SCAG.

4.3 La solicitud de revisión por escrito debe especificar la base particular fundamental, procesal o ambas, de la apelación y debe efectuarse por motivos que no sean la insatisfacción general con la disposición propuesta. Además, la apelación debe estar dirigida solo a los temas planteados en el reclamo formal presentado o a los errores procesales en la gestión del procedimiento de reclamo, y no a temas nuevos.

4.4 La revisión del director general o su persona designada normalmente deberá limitarse a las siguientes consideraciones: ¿Influyeron los hechos y criterios correctos sobre la decisión? ¿Influyeron fundamentalmente hechos o criterios incorrectos o irrelevantes sobre la decisión en perjuicio de la parte demandante? ¿Hubo alguna irregularidad procesal que influyó fundamentalmente sobre el resultado de la cuestión en perjuicio de la parte demandante? Dados los hechos, los criterios y el procedimiento correcto, ¿fue esta la decisión que hubiese tomado razonablemente una persona responsable de tomar decisiones?

4.5 Se espera una copia de la decisión por escrito del director general dentro de un plazo de treinta (30) días calendario a partir de la presentación de la apelación, la cual se enviará a todas las partes involucradas y, si corresponde, a las personas cuya autoridad será necesaria para llevar a cabo la disposición. El director general podrá extender el plazo por un motivo justificado. La decisión del director general sobre la apelación será la decisión definitiva de SCAG.

5. Presentación de un reclamo ante la Administración Federal de Transporte (AFT). Cualquier persona que considere que ella misma, o cualquier clase específica de personas esté sometida a la discriminación prohibida bajo el Título VI, también podrá presentar un

reclamo por escrito ante la FTA. Un reclamo debe presentarse antes de los 180 días a partir de la fecha de la presunta discriminación, a menos que la FTA extienda el plazo de presentación. Los reclamos del Título VI con relación a programas con financiamiento federal en The Arc of Los Angeles & Orange Counties podrán enviarse a la agencia de financiamiento que corresponda a:

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



Discrimination Complaint Form

Instructions: If you believe, The Arc of Los Angeles & Orange Counties has engaged in discrimination against one or more persons relating to its Specialized Transportation Grant Program - Federal Transit Administration (FTA) and you have already attempted to informally resolve your complaint with The Arc of San Diego without success, please fill out this form completely, in black ink or typewritten form. Sign and return to the address below. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for people with disabilities upon request to SCAG.

SCAG materials can be made available in alternative languages. To make a request, call (213) 236-1895. Los materiales de SCAG están disponibles en otros idiomas. Para hacer una solicitud, llame al (213) 236-1895.

Complainant: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Home Phone: _____ Cell: _____ Business: _____

Email: _____

What date the discrimination occur? _____

Describe the acts of discrimination providing the name(s) where possible of the individuals who were responsible for the discriminatory acts (attach additional pages if necessary):

Return to:

Title VI Coordinator

SCAG

900 Wilshire Blvd, Ste 1700

Los Angeles, CA 90017

Phone: (213) 236-1895; TTY: (800) 855-7100



Formulario de queja por discriminación

Instrucciones: Si considera que The Arc of Los Angeles & Orange Counties cometió discriminación en contra de una o más personas con relación a su Specialized Transportation Grant Program – Administración Federal de Transporte (AFT)) Sección 5310 ya intentó resolver su reclamo de manera informal con The Arc of Los Angeles & Orange Counties sin tener éxito, por favor, complete en su totalidad este formulario con tinta negra o a máquina. Fírmelo y devuélvalo a la dirección que se indica a continuación. Varios medios para presentar reclamos, como por ejemplo entrevistas personales o una grabación del reclamo, estarán disponibles para las personas con discapacidades, con la previa petición a SCAG.

Los materiales de SCAG están disponibles en otros idiomas. Para hacer una solicitud, llame al (213) 236-1895.

Demandante: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código postal: _____

Teléfono de casa: _____ Móvil: _____ Trabajo: _____

Correo electrónico: _____

¿En qué fecha ocurrió la discriminación? _____

Describa los actos de discriminación, indicando —si es posible— los nombres de las personas responsables de dichos actos (adjunte hojas adicionales si fuera necesario):

Devuélvalo a:
Title VI Coordinator
SCAG
900 Wilshire Blvd, Ste 1700
Los Angeles, CA 90017
Phone: (213) 236-1895; TTY: (800) 855-7100



Transit Related Title VI Investigations, Complaints, and Lawsuits

Record and Report of Discrimination Investigations, Complaints and Lawsuits Related to The Arc of Los Angeles & Orange Counties' Specialized Transportation Grant Program – Federal Transit Administration (FTA) Section 5310

Please fill out the table below completely. This list shall include the date that the lawsuit was filed or complaint was made; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by your organization in response, or final findings related to the investigation, lawsuit, or complaint. Please attach additional pages if necessary. Your organization is required to keep this record up to date and available for inspection by SCAG upon request.

Date Filed	Summary of Allegations	Status	Actions Taken/ Final Findings



PUBLIC PARTICIPATION PLAN

INTRODUCTION

The Arc of Los Angeles & Orange Counties continually assesses the quality of its services and measures the impact of its programs and services to ensure that it is providing valuable services to the clients and stakeholders. The Arc's public outreach efforts are guided by the Board of Director's policy that The Arc establish and facilitate a process for the community to provide input concerning the organization, its programs and service. A formal public participation plan to direct this effort is a vital part of the process.

The Arc's Public Participation Plan Policy (PPP) was updated in July 2025 and contains information regarding the agency as a whole and is not limited to the population served through SCAG's 5310 funding.

CREATING A PUBLIC PARTICIPATION PLAN

The Arc of Los Angeles & Orange Counties is committed to providing opportunities for meaningful participation so that everyone can provide valuable input and feedback in The Arc of Los Angeles & Orange Counties' services, programs, and policies. The Arc offers clear and transparent planning that is open to the public, to stakeholders and clients.

The Public Participation Plan (PPP) was developed by a number of staff members and leadership of The Arc of Los Angeles & Orange Counties to ensure that the following vital elements of the PPP were included:

- Information regarding the opportunity for public participation is posted to accommodate a wide range of community members.
- Public participation is facilitated by offering public meetings at a wide variety of times, dates and locations throughout the Los Angeles & Orange Counties.
- Meetings vary by size, location and formats (large and small group meetings or online forums where public input is invited).
- Notices regarding public meetings are published online and via email at least 72 hours in advance.
- All meeting locations are fully ADA compliant and accommodate individuals with a wide range of disabilities.
- All meetings are located at sites that are extremely accessible to public transportation.

AUDIENCE

The Arc of Los Angeles & Orange Counties is the largest, most comprehensive provider of services to people with disabilities in the Los Angeles & Orange Counties region. The Arc is a frontline service provider that offers a broad range of programs that serves people with intellectual, developmental, and physical disabilities including autism, down syndrome, cerebral palsy, many who have multiple disabilities, those who are wheelchair bound, suffer from various genetic syndromes, and are in extremely fragile health.

The Arc of Los Angeles & Orange Counties solicits input from its clients on a regular basis. Because the Arc is solely invested in serving people with disabilities, we prioritize their input as the most important.

Clients we serve are interviewed and submit satisfaction surveys on a 30-day, 90-day, and 12-month basis where input is requested on a variety of topics including transportation and mobility challenges.

The general public is also invited to provide public input including individuals, interfaith groups, civic organizations, agency partners, advocacy groups that represent the needs of the traditionally underserved and underrepresented - including low income individuals, minorities, those with limited English proficiency, youth, the elderly and in particular people with disabilities served by The Arc.

Each stakeholder offers their unique perspective on what it means to be mobile, and each presents specific transportation needs and challenges important to consider. The diversity of these needs are weighed prior to The Arc's rendering of decisions regarding its transportation services.

PUBLIC PARTICIPATION PLAN OUTREACH AND IMPLEMENTATION

Effective public outreach and involvement requires relationship building with local governments, stakeholders and advisory groups. The Arc invites public participation that is distributed through a broad number of outlets to accommodate as many partner voices as possible.

Hard copy mail

- Email
- Website
- Press releases
- Social Media, (Facebook, X, Instagram, LinkedIn)
- E-newsletters (distribution of over 3,400)
- Printed Newsletter (distribution of 2,500)
- Google Ads
- Clients, caregivers and families.
- Bilingual services through Arc staff

Additionally, The Arc of Los Angeles & Orange Counties collaborates with a number of major agencies and institutions who are regularly invited to provide input regarding its services and programs.

These include:

Local Cities, County and School Districts.

Local Businesses and Financial Institutions.

California Department of Rehabilitation (DOR).

Stakeholder agencies that serve the same population.

Community Outreach: The Arc participates in over 30 public events annually where we invite public participation and public comment opportunities. These events are held throughout Los Angeles & Orange Counties at various times, venues and regions of the county. These community outreach events provide an effective medium to educate and solicit public feedback on current services.

For information or notices on meetings, workshops, and other public involvement opportunities, visit, sign up for our e-newsletter, connect with The Arc of Los Angeles & Orange Counties on Facebook, X, or YouTube, or contact us at (562) 803-4606 or at events@thearclaoc.org



LANGUAGE ASSISTANCE PLAN

(Providing Meaningful Access to Persons with Limited English Proficiency)

The Arc of Los Angeles & Orange Counties is committed to ensuring that no person is excluded from participation in, denied the benefits of, or discriminated against under its projects, programs or activities on the basis of race, color, creed, national origin, sex, age, or disability as provided in Title VI of the Civil Rights Act, the Americans with Disabilities Act, and 49 United States Code Section 5332. Related to the national origin component of Title VI, The Arc of Los Angeles & Orange Counties provides equal access to programs, services and activities to individuals with limited English proficiency (LEP).

LEP Guidance specifies an individualized assessment that balances a Four-Factor Analysis to determine what reasonable steps should be taken by The Arc of Los Angeles & Orange Counties to ensure meaningful access by LEP persons. This Four-Factor Analysis considers the following:

Factor 1: The number or proportion of persons with LEP eligible to be served or likely to be encountered in the eligible service population.

Factor 2: The frequency with which person with LEP come in contact with The Arc's programs, activities or services.

Factor 3: The nature and importance of The Arc of Los Angeles & Orange Counties' programs, activities and services for persons with LEP.

Factor 4: The resources available to The Arc and overall cost to provide language assistance.

IDENTIFYING INDIVIDUALS WITH LEP

Following Factor 1 United States Department of Transportation (U.S. DOT) Guidance multiple sources including the U.S. Census American Community Survey (ACS), California Department of Education (CDE), and the County of Los Angeles & Orange Department of Behavioral Health Services were used to determine the number of LEP individuals in Los Angeles & Orange Counties. According to these findings, approximately 2.38 million people five years or older in Los Angeles County and 3.0 million people five years or older in Orange County speak English less than "very well".

The Factor 1 analysis includes an assessment of the number or proportion of person with LEP in Los Angeles & Orange Counties and is summarized for Task 1 of this report. Based on the examples included in the federal guidance, The Arc chooses to define people with LEP as those individuals who speak English either "not well" or "not at all."

The Arc of Los Angeles & Orange Counties has adopted the figures provided by the June 2025 SCAG Language Assistance Plan analysis. There were several key findings:

Language	Total LEP Persons	% of SCAG Region LEP Population	% of Total SCAG Population
Spanish	2392605	67.64%	13.48%
Chinese (incl. Mandarin, Cantonese)	311969	8.82%	1.76%
Vietnamese	173967	4.92%	0.98%
Korean	153762	4.35%	0.87%
Tagalog (incl. Filipino)	109463	3.09%	0.62%
Armenian	79396	2.24%	0.45%
Persian (incl. Farsi, Dari)	44574	1.26%	0.25%
Japanese	32989	0.93%	0.19%
Arabic	31241	0.88%	0.18%
Russian	24343	0.69%	0.14%
Thai, Lao, or other Tai-Kadai languages	22725	0.64%	0.13%
Khmer	18126	0.51%	0.10%
Ilocano, Samoan, Hawaiian, or other Austronesian languages	15939	0.45%	0.09%
Hindi	12144	0.34%	0.07%
Punjabi	11061	0.31%	0.06%
Other languages of Asia	8785	0.25%	0.05%
Bengali	7756	0.22%	0.04%
Portuguese	7489	0.21%	0.04%
Other and unspecified languages	7360	0.21%	0.04%
Other Indo-European languages	7175	0.20%	0.04%
French (incl. Cajun)	7028	0.20%	0.04%
Amharic, Somali, or other Afro-Asiatic languages	6141	0.17%	0.03%
Gujarati	5367	0.15%	0.03%
Urdu	4638	0.13%	0.03%
Hebrew	3580	0.10%	0.02%
Ukrainian or other Slavic languages	3533	0.10%	0.02%
Yoruba, Twi, Igbo, or other languages of Western Africa	3396	0.10%	0.02%
German	3271	0.09%	0.02%
Nepali, Marathi, or other Indic languages	3269	0.09%	0.02%
Italian	3075	0.09%	0.02%
Polish	2991	0.08%	0.02%
Tamil	2808	0.08%	0.02%
Greek	2785	0.08%	0.02%
Telugu	2609	0.07%	0.01%
Haitian	2045	0.06%	0.01%
Swahili or other languages of Central, Eastern, and Southern Africa	1903	0.05%	0.01%
Yiddish, Pennsylvania Dutch or other West Germanic languages	1705	0.05%	0.01%
Hmong	1556	0.04%	0.01%
Serbo-Croatian	1228	0.03%	0.01%
Malayalam, Kannada, or other Dravidian languages	691	0.02%	0.00%
Other Native languages of North America	396	0.01%	0.00%
Navajo	145	0.00%	0.00%

Factor 2: The frequency with which people with LEP come in contact with The Arc's programs, activities or services.

The Arc's contact with individuals with LEP is limited to people with disabilities and are the client base of The Arc of Los Angeles & Orange Counties. LEP is determined by initial intake forms where language preference is disclosed by the client or the caregiver.

Of these participants with LEP, The Arc is in contact with them on a daily or weekly basis. Therefore, protocols to serve them have already been well established.

The Arc of Los Angeles & Orange Counties provides the language assistance services.

Further, advocacy on behalf of people with disabilities is needed and a part of each client's life. Therefore, family, friends and caregivers may also require language assistance to communicate with Arc staff. When client advocates need language assistance, they are fully accommodated to the same degree by staff or volunteer translators and through translation of relevant written materials.

Translation services can be requested at any time by clients. Further review of translation needs is addressed at clients' 30-day, 90-day, and annual review with staff and other service delivery partners.

Factor 3: The nature and importance of The Arc of Los Angeles & Orange Counties' programs, activities and services persons with LEP.

The Arc counts it a success when a person with disabilities is able to be self-sufficient and live in the neighborhood of their choosing. When this outcome is achieved, it is an indicator that we have been true to our mission to empower our clients to fulfill their life goals. The Arc of Los Angeles & Orange Counties adheres to a core value that all people regardless of ability should have the freedom to pursue self-determination. This philosophy drives The Arc of Los Angeles & Orange Counties to help our clients achieve and maintain:

1. Opportunities to advocate for themselves with the assurance that their desires, interests, and preferences will be respected and honored.
2. Opportunities to acquire and use skills and knowledge which better enable them to exercise choice.
3. Take the lead in decision-making about all aspects of their lives.
4. The option to self-direct their own supports and services and allocate available resources.

5. The right to representation and meaningful involvement in policy-making at the federal, state, and local levels.

The Arc staff are dedicated to our policies, goals and mission statement.

However, The Arc's stated purposes become moot unless we can meet the constant need to transport our clients into the community. Transportation makes a profoundly positive difference.

For Arc clients, transportation is literally a lifeline that connects people with disabilities to society, to their places of employment, to socialization, to culturally meaningful events, to the fostering and maintaining of family relationships and to their own self-determination and independence. It is the transcendent need that, when fulfilled allows them to experience full inclusion and equity in the community.

Like everyone, people with disabilities yearn to be included and be part of this "inclusion" philosophy. They want to be valued and appreciated as an active member of the community. However, this cannot happen if they are segregated from society or restricted in their mobility. Disability is a key facet of diversity, and once people with disabilities are welcomed into a community, they can make meaningful contributions. Programs that are facilitated by accessible transportation is more important than one can imagine.

Factor 4: The resources available to The Arc and overall cost to provide language assistance.

The following outlines specific resources to provide language assistance by those that frequently participate with The Arc.

Written Language Assistance Bilingual or multilingual materials:

- The Arc of Los Angeles & Orange Counties' Website utilizing Google Translate has the capacity to be translated into 103 languages
- As resources become available and materials are updated, more and more pictographs will be used in stations and in vehicles
- Flyers and brochures
- Intake forms and participant handbooks

Oral language Assistance:

- On-call translation services
- Contracting for interpreters on an "as needed" basis
- Using community volunteers to interpret information
- Using bilingual staff to interpret information on an "as needed" basis



The nature of The Arc's services requires a large ratio of staff to client. In many cases, The Arc provides staff on a 1:3 or 1:4 ratio. Therefore, attention to specific needs and challenges of our clients is on the forefront of all our programs. Demographic information is maintained in electronic records and is shared online throughout all Arc client centers. Because the information is instantly available, case and program managers are instantly alerted as to language assistance needs.

Monitoring, Evaluating, and Updating the Language Assistance Plan (LAP)

The Language Assistance Plan is monitored regularly and evaluated during the Outcome Measurement Assessment Surveys conducted annually by The Arc of Los Angeles & Orange Counties. The plan is tracked using the following measures:

- Input from staff assigned to provide day-to-day administration of the Language Assistance Plan to ensure compliance and correct implementation
- Feedback sought from participants with LEP; regarding the effectiveness of the plan
- Staff feedback sought to determine the effectiveness and usefulness of the Language Assistance Plan
- Review of percentages of primary languages spoken during annual analysis of client demographic information.

The following is a list of the elements to be reviewed:

- Assessment of the number of participants with LEP
- Nature and importance of activities to individuals with LEP
- Availability of resources, and including new, additional and updated materials as needed
 - Tracking of number of request for language needs by participants with LEP in order to determine whether interpreters and/or translated materials are adequate
 - Assessment of whether staff members understand LEP policies, procedures, and how to access and carry them out
- Assessment of whether language assistance resources and arrangements for those resources are current
- Feedback from communities with LEP and community organizations regarding the Language Assistance Plan.

The Language Assistance Plan will be reviewed annually and changes will be made based on the input provided from staff, program partners, and people with LEP served by The Arc of San Diego.

One hundred percent of all language assistance is funded by The Arc of San Diego's general operating budget.



Minority Representation on Planning and Advisory Bodies

The Arc of Los Angeles & Orange Counties does not conduct transit related governing boards, advisory councils or committees at this time. Therefore, information regarding minority representation is not offered as part of The Arc of Los Angeles & Orange Counties' Title VI Program.