



## NOTICE TO BENEFICIARIES OF PROTECTION UNDER TITLE VI

The Arc of Somerset County provides this notice as information to the public regarding the agency's obligations under the FTA's Title VI regulations and the protections against discrimination afforded to the public by the Title VI.

### ***The Arc of Somerset County – Non Discrimination Policy Title VI PLAN***

“The Arc of Somerset County is committed to providing an inclusive and welcoming environment for all members of our community and to ensuring that service provision, volunteer (including Board members) and employment decisions are based on individuals' abilities, qualifications and eligibility. Consistent with this principle and applicable laws, it is therefore The Arc of Somerset County's policy not to discriminate in offering access to its service programs, and activities or with respect to volunteering and employment terms and conditions on the basis of age, gender, race, color, national origin, religion, creed, disability, veteran's status or sexual orientation.”

The Arc of Somerset County operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964, as amended. The Arc of Somerset County has developed the following Title VI procedure and forms for use by any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI. Complaints, within 180 days of the alleged discrimination, may be filed in writing to:

**The Arc of Somerset County, Attn: Executive Director, 141 S. Main Street, Manville, NJ 08835**

The Title VI notice and all associated forms can be found on the website at: [www.hearcsofsomerset.org](http://www.hearcsofsomerset.org), filed in any NJ Transit vehicle log book, and posted at 141 South Main Street, Manville, NJ.

Transportation services provided by this agency are in whole, or part, funded through federal funds received through NJ TRANSIT and as an individual you also have the right to file your complaint under Title VI to:

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

If information is needed in another language or format, please contact our Director of Human Resources at 908-725-8544 x 616.

\*Si necesita información en otro idioma, comuníquese al (908) 725-8544 x616.

**This above notice MUST be placed in all of your vehicles & on your website**

### **The Arc of Somerset County's Title VI Complaint Procedure**

Any Service Recipient who receives services and supports with The Arc of Somerset County and believes that he or she has been discriminated against on the basis of race, color, or national origin by The Arc of Somerset County may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The Arc of Somerset County will thoroughly investigate all complaints received within 180 days of an alleged incident. Once a complaint is received, the agency will review it to determine who has jurisdiction to follow through with the investigation. The Service Recipient who submitted the complaint will receive an acknowledgement letter informing him/her on who will be conducting the investigation. Within 30 days of submitting a complaint and the agency requires more time to complete the investigation, the agency may contact the complainant via Registered Mail. The complainant then has 7 business days from the date of our letter to either send us requested information or contact us by the name and number provided in the Registered Letter. If the agency representative listed is not contacted by the complainant or the agency does not receive the required documentation, the agency can administratively close the case on the complaint. If a complainant so wishes to no longer pursue the case, they may contact the agency and make this request which will administratively close the case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. 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. If the complainant wishes to appeal the decision, she/he has 7 (seven) days after the date of the letter or the LOF to do so. A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue, SE, Washington, DC 20590.

**The Arc of Somerset County Title VI Complaint Form**

DATE: \_\_\_\_\_

Note: The following information is needed to assist in processing your complaint.

A. Complainant's information:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip Code: \_\_\_\_\_

Telephone Number (Home): \_\_\_\_\_

Telephone Number (Work): \_\_\_\_\_

Email Address: \_\_\_\_\_

Accessible Format Requirements? (Select One or More)

Large Print

TDD

Audio Tape

Other

B. Person discriminated against (if someone other than complainant):

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip Code: \_\_\_\_\_

Telephone Number (Home): \_\_\_\_\_

Telephone Number (work): \_\_\_\_\_

Email Address: \_\_\_\_\_

Relationship to 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

C. Which of the following best describes the reason you believe the discrimination took place?

\_\_\_ Race \_\_\_ Color \_\_\_ National Origin

Other: \_\_\_\_\_

\_\_\_\_\_



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

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

Attachments: Yes \_\_\_\_\_ No \_\_\_\_\_

H. Submit form and any additional information to:

The Arc of Somerset County  
Attn: Executive Director  
141 South Main Street  
Manville, NJ 08835

Arc of Somerset County Index of All Allegations: Lawsuits, Complaints and Investigations:  
 The Arc of Somerset County will maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin:

- Active investigations conducted by FTA and entities other than FTA;
- Lawsuits; and
- Complaints naming The Arc of Somerset County

	<b>Date</b> <b>(Month, Day, Year)</b>	<b>Summary</b> <b>(include basis of complaint: race, color, or national origin)</b>	<b>Status</b>	<b>Action(s) Taken</b>
<b>Investigations</b>				
<b>1.</b>				
<b>2.</b>				
<b>Lawsuits</b>				
<b>1.</b>				
<b>2.</b>				
<b>Complaints</b>				
<b>1.</b>				
<b>2.</b>				

There are no currently opened/active Transit-Related Title VI investigations, complaints or lawsuits.

This list will include the date (month/day/year) that the transit-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the agency in response, or final findings related to the investigation, lawsuit, or complaint. This file will be stored under the Company Drive under the Quality Services folder.

**The Arc of Somerset County’s Public Participation Plan**

The Arc of Somerset County provides private transportation to their Service Recipients without charge. The Arc of Somerset County is a private non-profit and all vehicles are used to transport Service Recipients residing in our residential locations and participating in our employment programs. We do not provide transportation to the public sector. As such, there are currently no transit-centered boards, committees or councils associated with our agency. Should one be needed in the future, a table showing the demographics of that group can be submitted. A sample is below:

**Table Depicting Minority Representation on  
Title VI Advisory Team**

Decision Making Body	Caucasian	Latino	African American	Other

## Public Information and Notices

The Arc of Somerset County does a lot of outreach to the Intellectual and Developmental Disability (I/DD) community as a whole. The Arc of Somerset County participates on the Children's Coordinating Council (CIACC), Somerset County Human Services Advisory Council (SCHSAC), and partners with state and county entities that support individuals with I/DD.

In order for a person to access our transportation services, they must participate in a service provided by The Arc. Outreach to the community includes transition fairs, parent workshops, information sessions, community events notices, and brochures. As the operation of the federally funded vehicle is privately used, public meetings on use of the vehicles have not been convened.

In the event such a meeting should be called the agency will notify the public 30 days in advance, about subject and location, via the following methods:

- Press release to local newspapers
- Agency newsletters (print)
- Website links and articles
- Social media posts

Website: [www.thearcofsomerset.org](http://www.thearcofsomerset.org)

The Arc of Somerset County's website contains information about the agency's projects and programs. This information is updated in a timely manner to reflect upcoming events and important information. It contains contact information for questions, detailed information about the agency, and recent publications.

The agency also utilizes other social media outlets to facilitate information dispersal to a wide and varied audience. The agency has a presence on Facebook, Twitter, and YouTube.

The Title VI notice and complaint forms are posted to the agency website under "About Us", "Agency Documents".

## Media Outlets

The Arc of Somerset County issues newspaper releases, as appropriate, about agency programs and information of use/interest to the public.

## Community Events

The Arc of Somerset County participates in community events, hosted by the agency and/or other local organizations, to increase the reach of the agency. The agency usually



has a table, with a banner, and provides information about the agency's services and receives community feedback.

Language Assistance Plan (LAP) to Address Service to Individuals with Limited English Proficiency (LEP)

Individuals accessing transportation services via The Arc of Somerset County are solely program participants. The agency does not currently serve anyone with LEP. Service recipients are proficient in speaking and understanding English.

- The number or portion of LEP persons eligible to be served or likely to be encountered by The Arc of Somerset County.

Very few, less than 1%.

- The frequency with which LEP persons come into contact with The Arc of Somerset County.

The Arc of Somerset County provides transportation services to adults with Intellectual and Developmental Disabilities that qualify for services through the Division of Developmental Disabilities. The majority of these families are English speaking, however a slight minority speak Spanish. Many of these families are able to speak, read and understand English and, as a result, do not require a translator.

Since the population of people accessing transportation through The Arc of Somerset County is comprised of people who attend a Day, Residential, or community program, intake information (via interview with the family) is available to determine if the family or consumer is LEP. In the event that the person is LEP, translation services can be made available.

- The nature and importance of The Arc of Somerset County's activities, programs and services to people's lives.

The activities, programs and services that The Arc of Somerset County provides to the community are of utmost importance to the eligible population. Without day, residential and community services, many of the consumers would not have any other way to receive services and experiences to enrich their lives.

Transportation to said programs and activities is an essential part of connecting of our program participants to needed services and accessing the community.

- The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

There is currently no expressed need for LEP outreach services among the individuals accessing transportation services through our agency. As such, there has been no budget set-aside for that cause. In the short term we can utilize staff members who know the language in question. There is a language translation service we can access, such as Language Line, in the event a staff person speaking the needed language is unavailable.

### Staff Training

In the event service recipients with LEP need to access transportation services, relevant staff will receive Title VI and LEP training.

### Notice to LEP Persons about Language Assistance

As a matter of policy, all relevant information regarding changes to transportation under Title VI will indicate where to call for additional language assistance.