



## ACC RIDES TRANSPORTATION SERVICES TITLE VI PROGRAM 2023

**Approved by ACC Senior Services Board of Directors**

This document was prepared by ACC Senior Services to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients."

## TABLE OF CONTENTS

<b>INTRODUCTION</b>	<b>3</b>
<b>OPERATIONS</b>	<b>3</b>
<b>GRIEVANCE PROCEDURE</b>	<b>3</b>
Notifying the Public of Rights under Title VI	4
Title VI Complaint and Procedure	7
Discrimination Complaint Procedure	7
Title VI Complaint Form	9
Record of Title VI Investigations, Complaints or Lawsuits	14
List of Transit-Related Title VI Investigations, Complaints, and Lawsuits	14
<b>PROGRAM OVERSIGHT</b>	<b>14</b>
Lifelong Learning & Community Services Committee (LLCSC)	14
Membership of Non-Elected Committees and Councils	14
ACC Transportation Advisory Council	15
<b>RACIAL BOARD BREAKDOWN</b>	<b>15</b>
<b>LANGUAGE ASSISTANCE IMPLEMENTATION PLAN</b>	<b>16</b>
Safe Harbor Provision	17
Purpose of the Language Assistance Plan	17
Four Factor Analysis	18
<b>LIMITED ENGLISH PROFICIENCY</b>	<b>20</b>
Outreach Efforts	20
ACC Rides Transportation Services Brochure	21
ACC Rides Transportation Services Flyer – English	23
ACC Rides Transportation Services Flyer – Spanish	25
ACC Rides Transportation Services Flyer – Japanese	27
ACC Rides Transportation Services Flyer – Chinese	29
ACC Rides Transportation Services Flyer – Vietnamese	31
<b>EQUALITY ANALYSIS STATEMENT</b>	<b>33</b>
<b>PUBLIC PARTICIPATION</b>	<b>33</b>
<b>AGENCY COLLABORATION</b>	<b>33</b>
<b>OUTREACH EVENTS</b>	<b>34</b>
<b>ACC SENIOR SERVICES BOARD OF DIRECTORS RESOLUTION</b>	<b>35</b>

## **INTRODUCTION**

ACC Rides Transportation Services ("ACC Rides") is a program of ACC Senior Services. ACC Rides provides transportation services to older adults in Sacramento County who are less likely to have access to other modes of transportation due to limited-English speaking ability and/or physical or cognitive impairments. ACC Rides offers under-served older adults who are "transportation disadvantaged" access to critical resources in the community and assists them in maintaining their independence.

## **OPERATIONS**

ACC Rides provides non-emergency transportation to older adults living in the 95811, 95814, 95816, 95817, 95818, 95820, 95822, 95823, 95824, 95828, 95831, 95832 zip code areas of Sacramento County, and 95758 City of Elk Grove. Additional service areas include parts of the Sacramento Delta region (i.e. Hood-Franklin, Courtland, Locke, and Walnut Grove), and areas near selected Meals on Wheels by ACC All Seasons Café sites (e.g. Rancho Cordova).

ACC Rides provides service Monday through Friday between the hours of 6:00 a.m. to 6:00 p.m., Saturday 8:30am to 6:00pm, and Sunday 9:00am to 3:00pm using a fleet of vehicles, including 20 ADA accessible vehicles.

ACC Rides staff and volunteers are available to assist with registration and reservations. Our goal is to ensure that the requests of all clients, especially those who speak languages other than English are met.

ACC Rides provides curb- to- curb, door-to-door, and door- through- door transportation service to and from Meals on Wheels by ACC café sites, life-saving medical treatments and/or appointments, grocery shopping, and other important errands.

## **GRIEVANCE PROCEDURE**

It is ACC Senior Services' commitment to provide quality, caring services to older adults and their loved ones. ACC Senior Services encourages open communication and mutual cooperation between staff, participants, caregivers, and volunteers. There are several ways that concerns and problems with ACC Rides are addressed:

1. Individuals are encouraged to speak directly to the ACC Rides Transportation Specialist and Program Coordinator about specific incidents or concerns;
2. If a complaint, concern, or specific recommended action remains unresolved, is then reviewed by the ACC Rides Program Manager. The grievance is then presented to the Home and Community Based Program (HCBP) Administrator.
3. If the grievance is still unresolved, the issue is then presented to the Lifelong Learning and Community Services Committee. When appropriate, the LLCSC

may report their concerns and their recommended resolution to the ACC Board of Directors.

Both ACC Rides staff and HCBP Administrator review all grievances brought to the attention of staff, including the ACC Rides Program Manager, HCBP Administrator, President and Chief Executive Officer. The criteria used to resolve grievances are based on policies and procedures that best meet ACC Senior Services guidelines.

### **Notifying the Public of Rights under Title VI**

ACC Senior Services 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 he or she has been discriminated against on the basis of race, color, or national origin by ACC Senior Services may file a Title VI complaint by completing and submitting the organization's Title VI Complaint Form. ACC Senior Services investigates complaints received no more than 180 days after the alleged incident.



**ACC Senior Services Title VI Notice to the Public  
Notifying the Public of Rights Under Title VI**

ACC Senior Services 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 under Title VI may file a complaint with ACC Senior Services.

For more information on ACC Senior Services civil rights program, and the procedures to file a complaint, contact Virginia Wieneke (916) 393-9026 ext. 325. For more information please visit our website [www.accsv.org](http://www.accsv.org)

A complainant may file directly with the Federal Transit Administration with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.

For information in Chinese language, (916) 393-9026 ext 340

亞裔社區長者服務中心公眾通告  
通知公民第六憲章民權

亞裔社區長者服務中心一切運作, 均依據民權法案第六憲章, 不區限種族, 膚色, 國籍, 為公民服務. 任何人若相信個人遭受不合法的歧視或排擠, 均有權利向 **ACC**提出申訴.

若你希望多瞭解 **ACC** 公民權利的資料, 或提出申訴的程序, 請聯絡  
Virginia Wieneke (916) 393-9026 內線 325 或查訪 **ACC** 網站  
[www.accsv.org](http://www.accsv.org)

投訴者亦可直接向聯邦交通管理局的民權辦公室提出申訴. 信件抬頭請致:

Federal Transit Administration  
Office of Civil Rights  
Attn: Title VI Program Coordinator East Building, 5<sup>th</sup> Floor-TCR  
1200 New Jersey Avenue, SE Washington, DC 20590

若需中文資料, 請電 (916) 393-9026 內線 340

## **Title VI Complaint Procedures**

As a recipient of federal dollars, ACC Senior Services is required to comply with Title VI of the Civil Rights Act of 1964 and ensure that services and benefits are provided on a non-discriminatory basis. ACC Senior Services Title VI Complaint Procedure is consistent with guidelines found in the Federal Transit Administration Circular 4702.1B, dated October 1, 2012.

### **Discrimination Complaint Procedure**

1. Any person who believes that he or she, individually, as a member of any specific class, or in connection with any disadvantaged business enterprise, has been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, the American with Disabilities Act of 1990, Section 504 of the Vocational Rehabilitation Act of 1973 and the Civil Rights Restoration Act of 1987, as amended, may file a complaint with ACC Senior Services. A complaint may also be filed by a representative on behalf of such a person(s). All complaints will be referred to the ACC Rides Program Manager and/or HCBP Administrator for review and action.
2. In order to have the complaint considered under this procedure, the complainant must file the complaint no later than 180 days after:
  - a. The date of alleged act of discrimination; or
  - b. Where there has been a continuing course of conduct, the date on which that conduct was discontinued.

ACC Rides Program Manager and/or HCBP Administrator may extend the time for filing or waive the time limit in the interest of justice, as long as the reason for so doing is specified in writing.

3. Complaints shall be in writing and shall be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the alleged discrimination. In the event that a person makes a verbal complaint of discrimination to an officer or employee of ACC Rides staff and/or volunteers, the person shall be interviewed by ACC Rides Program Manager and/or HCBP Administrator. The ACC Rides Program Manager or Program Administrator will assist the person in putting the complaint in writing and submitting the written version of the complaint to the person for signature. The complaint shall then be handled according to ACC Rides investigative procedures.
4. Within 10 days, the ACC Rides Program Manager or HCBP Administrator will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to process the allegation, and advise the complainant of other avenues of redress available, such as the California Department of Transportation (Caltrans) and the Federal Transit Administration (FTA).

5. The recipient will advise Caltrans and/or FTA within 10 days of receipt of the allegations. Generally, the following information will be included in every notification to Caltrans and/or FTA:
  - a. Name, address, and phone number of the complainant
  - b. Name(s) and address(es) of alleged discriminating staff/volunteer(s)
  - c. Basis of complaint (i.e., race, color, national origin or sex)
  - d. Date of alleged discriminatory act(s)
  - e. Date of complaint received by the recipient
  - f. A statement of the complaint
  - g. Other agencies (local, state, or Federal) where the complaint has been filed
  - h. An explanation of the actions ACC Rides has taken or proposed to resolve the issue in the complaint
6. Within 60 days, the HCBP Administrator will conduct an investigation of the allegation and based on the information obtained, will render a recommendation for action in a report of findings. The complaint should be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report of findings.
7. Within 90 days of receipt of the complaint, the HCBP Administrator will notify the complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the complainant of his/her appeal rights with Caltrans and/or FTA, if they are dissatisfied with the final decision rendered by ACC Senior Services. The ACC Rides Program Manager will also provide Caltrans and/or FTA with a copy of this decision and summary of findings upon completion of the investigation.

A case can be administratively closed if the complainant no longer wishes to pursue their case. After the investigator reviews the complaint, he/she will issue one of two letters to the complainant: a closure letter, or a letter of finding (LOF). A closure letter summarizes the allegations, states that there was not a Title VI violation, and that the case will be closed. An LOF summarizes the allegations, the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of staff, or other action will occur. If the complainant wishes to appeal the decision, he/she has 10 business days after the date of the letter to do so.

8. Contact information for the Title VI administrative jurisdictions is as follows:

Federal Transit Administration Office of Civil Rights  
Attn: Title VI Program Coordinator  
East Building, Fifth Floor – TCR 1200 New Jersey Avenue, SE  
Washington, DC 20590

## Title VI Complaint Form

### COMPLAINT FORM *(Please write legibly)*

<b>Section I:</b>		
1. Name:		
2. Address:		
3. Telephone:	3.a. Secondary Phone <i>(Optional)</i> :	
4. Email Address:		
5. Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
<b>Section II:</b>		
6. Are you filing this complaint on your own behalf?	YES*	NO
*If you answered "yes" to #6, go to Section III.		
7. If you answered "no" to #6, what is the name of the person for whom you are filing this complaint? Name:		
8. What is your relationship with this individual:		
9. Please explain why you have filed for a third party:		
10. Please confirm that you have obtained permission of the aggrieved party to file on their behalf.	YES	NO
<b>Section III:</b>		
11. I believe the discrimination I experienced was based on <i>(check all that apply)</i> :  <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin		
12. Date of alleged discrimination <i>(mm/dd/yyyy)</i> :		
13. 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 attach additional sheets of paper.		

<b>Section IV:</b>		
14. Have you previously filed a Title VI complaint with ACC Senior Services?	YES	NO
<b>Section V:</b>		
15. Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> YES* <input type="checkbox"/> NO If yes, check all that apply: <input type="checkbox"/> Federal Agency _____ <input type="checkbox"/> State Agency _____ <input type="checkbox"/> Federal Court _____ <input type="checkbox"/> Local Agency _____ <input type="checkbox"/> State Court _____		
16. If you answered "yes" to #15, provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		Email:
<b>Section VI:</b>		
Name of Transit Agency complaint is against:		
Contact Person:		
Telephone:		

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

Signature and date are required below to complete form:

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

The complaint may be filed in writing with ACC Senior Services at the following address:

ACC Senior Services Center  
 Attn: ACC Rides Program Manager 7334 Park City Drive  
 Sacramento, CA 95831  
 (916) 393-9026 Phone, (916) 393-9128 Fax  
[www.accsv.org](http://www.accsv.org)

## **Title VI 投訴程序**

作為受聯邦資助者，JFCS交通部需要遵守1964年民權法Title VI之規定，確保以無歧視性的方式提供服務和福利。JFCS交通部設定Title VI投訴程序，訂出本地處理Title VI投訴的程序

，而該程序亦與2012年十月一日聯邦交通管理通告第4702.1B一致。

任何人如認為她或他因為種族、膚色、或原國籍而受到JFCS交通部之歧視，可填交機構的Title VI投訴表格，提出Title VI投訴。JFCS交通部在收到指控之事件的90天內，將進行投訴調查。JFCS交通部只處理 填交資料完整之投訴。

在收到投訴的10個工作天內，JFCS交通部將評審投訴，決定是我們的辦公室是否具管轄權。投訴人將收到一封信件，告訴她 / 他我們的辦公室是否會調查投訴。JFCS交通部有30天的時間調查投訴。如有任何計劃需須延長30天規定者，投訴人將收到一份延長原因之通知書。

如需要更多資料以解決案件，JFCS交通部可聯絡投訴人。投訴人有10個工作天向被指派負責調查案件之調查員提供所需資料。如投訴人未有聯絡調查員或調查員在10個工作天內未有收到額外的資料，JFCS交通部可行政上結束案件。

如投訴人不想繼續案件，案件亦可在行政上予以結束。在調查員評審投訴後，她 / 他將發出兩信其中之一給投訴人：結束信或發現信（LOF）。結束信摘要指控和說明此並非一個

Title VI的違例，因而案件乃告結束。LOF信摘要指控和有關指控事件之面談，並說明是否有採取任何紀律行動、職員之額外訓練，或其他行動。如投訴人想上訴決定，她 / 他在收到信件或LOF後有10個工作天可提出。

任何人亦可直接向聯邦運輸管理局投訴，地址如下： FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590。

### ACC 交通部 Title VI 投訴表格

第 I 部份：請清楚填寫		
1. 姓名:		
2. 地址: 如在 <b>ACC</b> 的住宅大廈內，請包括住宅大廈的名稱:		
3. 電話:	3.a. 第二個電話 (可自由選擇):	
4. 電子郵件 (如適用):		
5. 是否需要方便格式？若否，請在此部份格劃上一條 刪除線，或寫上 N/A "不適用" 字樣。	<input type="checkbox"/> 大字印本	<input type="checkbox"/> 錄音帶
	<input type="checkbox"/> TDD	<input type="checkbox"/> 其他
第 II 部份:		
6. 你是否為自己提出投訴？	是*	否
*如第6題答「是」，請續填第III部份。		
7. 如第6題答「否」，你代提出投訴者是誰？姓名:		
8. 你和此人的關係是什麼:		
9. 請說明你為什麼為第三者提出投訴:		
10. 請確認你已取得受委屈者之同意代其提出投訴。	是	否
第 III 部份:		
11. 我相信我所受之歧視，是基於以下原因(勾選所有適用者): <input type="checkbox"/> 種族 <input type="checkbox"/> 膚色 <input type="checkbox"/> 原國籍		
12. 指控歧視之日期: (月 / 日 / 年)		
13. 請儘量清楚和具體的說明事件發生過程，以及為什麼你認為你被歧視。說明所有涉及之人士。包括歧視你的人的姓名和聯絡資料（如知道），以及任何在場證人的姓名和聯絡資料。如需要更多空白填寫，請附上額外紙張。		



<b>第 IV 部份:</b>		
14. 你以前曾否向 <b>ACC</b> 交通部提出Title VI 投訴?	是	否
<b>第 V 部份:</b>		
15. 你有沒有向任何其他聯邦、州或本地機構，或任何聯邦或州法庭申訴?		
[ ] 是*      [ ] 否 如答		
是，請勾選所有適用者:		
[ ] 聯邦機構_____	[ ] 州機構 _____	
[ ] 聯邦法庭_____	[ ] 本地機構_____	
[ ] 州法庭_____		
16. 如第15題答「是」，請提供提交投訴之政府機構 / 法庭的聯絡人資料。		
姓名:		
職稱:		
機構:		
地址:		
電話:		電郵:
<b>第 VI 部份:</b>		
投訴之交通機構名稱:		
聯絡人:		
電話:		

投訴表格 你可以附上任何你認為與你投訴有關之任何書面材料或其他資料。

完成表格必須在下面簽名和署上日期:

簽名\_\_\_\_\_ 日期\_\_\_\_\_

請將此表格親自遞交或郵寄至以下地址:

ACC Senior Service Center  
 Attn: ACC Rides Program Manager  
 7334 Park City Drive  
 Sacramento, CA 95831  
 Phone: (916) 393-9026  
 Fax: (916) 393-9028  
[www.accsv.org](http://www.accsv.org)

## **Record of Title VI Investigations, Complaints or Lawsuits**

No Title VI complaints, investigations or lawsuits have been filed against ACC Rides Transportation Services

## **List of Transit-Related Title VI Investigations, Complaints, and Lawsuits**

ACC Senior Services has not been involved in any transportation-related Title VI investigations, lawsuits or complaints.

### **ACC Senior Services List of Investigations, Lawsuits, and Complaints**

Type of Process	Date	Summary (including basis of complaint)	Status	Action(s) Taken
Investigations				
1. None				
2.				
Lawsuits				
1. None				
2.				
Complaints				
1. None				
2.				

## **PROGRAM OVERSIGHT**

### **ACC Lifelong Learning Community Services Committee**

The ACC Lifelong Learning Community Services Committee (LLSC) is a committee of the ACC Board of Directors. The LLSC comprises ACC Board members, volunteers with ACC Rides, and community volunteers. It meets bi-monthly to provide oversight of all of ACC's community-based programs, including ACC Rides.

### **Membership of Non-Elected Committees and Councils**

ACC Board of Directors, Committees, and Councils membership is comprised of volunteer community members. The members are selected in accordance with ACC

Senior Services policies and procedures. None are elected to the committees and councils by the public.

### **ACC Transportation Advisory Council**

The ACC Transportation Advisory Council is a volunteer workgroup that includes leaders and stakeholders representing different community organizations and transportation providers. This group meets as needed for problem solving, outreach, volunteer recruitment, and review of operations when necessary. They provide guidance on planning and implementation of transportation needs in the community including exploring different avenues to keep older adults independent. They advise ACC Rides on funding opportunities and reviews grant proposals that address transportation needs of elders. The Council also reviews quality improvement feedback reports based on participants' responses to a brief questionnaire.

### **RACIAL BOARD BREAKDOWN**

There are currently 12 Board members on the ACC Board of Directors. The racial breakdown of the members is as follows:

67% Asian, 17% Caucasian, 8% African American, and 8% Pacific Islander

### **LANGUAGE ASSISTANCE IMPLEMENTATION PLAN**

#### **Identifying Limited English Proficiency Individuals**

Predominant languages spoken by Limited English Proficiency (LEP) clients are Cantonese, Mandarin, Japanese, Hmong, and Mien. However, most of the clients that are served by the ACC Rides are English language proficient.

While there is a substantial minority population in the service area, no funds are allocated to language translation. ACC Rides does, however, have systems in place to provide access to non-English speaking populations.

#### **Providing Services**

While ACC Rides does not currently have an on-going need for professional language assistance services, on-site staff and volunteers fluent in Cantonese, Mandarin, Japanese, Hmong, Mien, Tagalog, Thai, Vietnamese, and Korean, and provide translation services as needed. ACC Senior Services Center phone directory is in English, Cantonese, and Korean. ACC participants who speak Hmong are given cell phone contact numbers of Hmong-speaking staff.

Flyers advertising ACC Rides are in English, Chinese, Japanese, Hmong, Mien, Lao, Vietnamese, Tagalog, and Spanish.

Due to the low literacy rate of many of the ACC Rides participants, most documents are also translated orally to participants.

### **Communicating Availability of Language Assistance**

Individuals who are referred to ACC Rides are assigned to a staff or volunteer to provide one-on-one guidance in their preferred language. Office reception volunteers can also offer translation services to guests and clients' family members as appropriate.

### **Monitoring Services**

ACC Senior Services tracks and observes our processes to ensure compliance with Title VI. Satisfaction Surveys for the program offer an opportunity for participants and their care givers to provide input or suggest additional services. To date, translation services have not been requested.

The Title VI Plan will also be evaluated and updated every three years.

### **Employee Training**

ACC Rides conducts In-Service trainings for staff and volunteers that include Customer Service and Language Assistance training.

ACC Rides encourages interest and education amongst staff and volunteers in learning to increase effective communicate with program participants.

## **Safe Harbor Provision**

The Federal Transit Authority Circular 4702.1B states:

*"DOT has adopted DOJ's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.*

*These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. A recipient may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures. For example, a recipient may determine that a large number of persons in that language group have low literacy skills in their native language and therefore require oral interpretation. In such cases, background documentation regarding the determination shall be provided to FTA in the Title VI Program."*

As previously stated, ACC Rides serves mostly individuals that are English language proficient. Program documents are generally verbally translated by staff or volunteers as needed.

## **Purpose of the Language Assistance Plan**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. One critical concern addressed by Title VI is the language barrier that LEP persons face with respect to accessing information about and using transit service.

Transit operators must ensure that this group has adequate access to the organization's programs and activities, including public participation opportunities.

Executive Order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency," forbids funding recipients from "restricting an individual in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service, financial aid, or other benefit under the program," or from "utilize[ing] criteria or methods of administration which have the effect of subjecting individuals to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program as respects to individuals of a particular race, color, or national origin."

FTA Circular 4702.1B was developed by the Federal Transit Administration (FTA) and details the administrative and reporting requirements for recipients of FTA financial assistance to comply with Title VI and related executive orders including on LEP.

The United States Department of Transportation (DOT) published guidance that directed its recipients to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for LEP customers. ACC Senior Services Language Assistance Plan includes a four factor analysis and implementation plan that complies with the requirements of DOT LEP guidance.

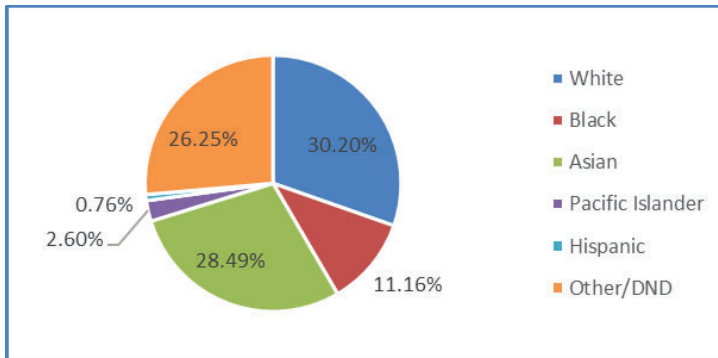
#### **Four Factor Analysis**

**Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by ACC Rides Transportation Services Program.** ACC Senior Services hold a unique position in regards to meeting the Title VI requirements. As a sub-recipient of FTA 5310 Grant funding, the organization's focus is primarily to transport adults 60 years old and over where current public transit options are insufficient or do not exist. Eligible program participants or "riders" must reside in the 10 zip code serve (95811, 95814, 95816, 95817, 95818, 95820, 95822, 95823, 95824, 95828, 95831, 95832, and 95758 City of Elk Grove), seniors residing in the Delta Area of Hood Franklin, Courtland, Locke, and Walnut Grove. ACC Rides does not offer transportation to the general public other than in situations involving a coordinated plan with funding agencies and collaborations efforts with other transportation agencies. Therefore, analysis of public demographic data does not represent actual populations served by ACC Rides Transportation Service.

Total Population of 13 zip codes and ACC Service Area	454,977	
White	170,202	37.41%
Black or African American	59,468	13.07%
American Indian and Alaska Native	3,188	0.70%
Asian	103,746	22.80%
Native Hawaiian and Other Pacific Islander	10,067	2.21%
Hispanic or Latino	130,810	28.75%

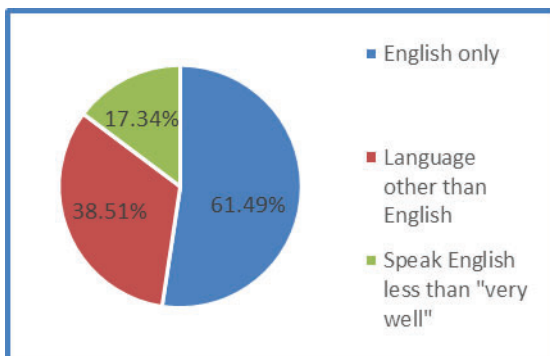
**Historical Analysis of LEP Persons Served by ACC Rides:** ACC Rides has served and is currently serving 3,924 individuals. Of that total, 28.49% are Asian, 30.2% are Caucasian, 0.76% are Hispanic, 11.16% are African American, and 26.25% are other /did not declare.

### ACC Rides Client Ethnicity

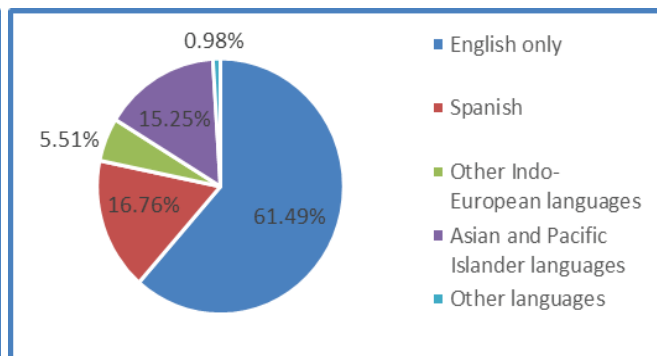


**American Community Survey:** The U.S. Census Bureau 2017-2021 American Community Survey (ACS) "*Social Characteristics in the United States*" estimates that of the 1,493,148 Sacramento County Residents, 197,478 states that they speak English less than "very well". Of the same total number of County residents, 479,946 speak languages other than English; such as 184,152 speak Spanish; 138,434 speak other Indo-European languages; 141,492 speak Asian or Pacific Islander; and 15,868 speak other languages.

### ACC Rides Clients Ethnicity



### Sacramento Language Composition



Translation of vital documents into a native language is ineffective because staff and volunteers are always available to assist in verbal translation of Cantonese, Mandarin, Japanese, Hmong, Vietnamese, Tagalog, Lao, Korean, Thai, and Spanish, and other languages. No clients were underserved due to language barriers.

**Factor 2:** The frequency with which LEP persons come into contact with the program. ACC Senior Services volunteer Office Coordinators answer phone and in- person inquiries Monday through Friday. The volunteers have indicated that inquirers are predominately English speakers and seldom needed help to answer clients' inquiries.

**Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives.** The primary purpose of the ACC Senior Services programs is to provide resources and direct services for older adults. ACC Rides is one of the services offered Monday through Friday to bring seniors to congregate meals sites and community programs, attend medical appointments, complete life-saving treatments like dialysis and chemotherapy, go grocery shopping and run other errands. The overall goal of the program is to help seniors remain independent in their homes and communities.

**Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.** The ACC Senior Services operating budget does not have a specific line item for providing language access and outreach. Outreach expenses as they relate to LEP populations are split among several programs. The cost for translation of documents is minimal and has not been quantified.

The budget for ACC Rides, which provides services through the FTA 5310 grant, is a small fraction of the organization's budget. Specific outreach to LEP populations has not been conducted as we do not have a reasonably significant number of LEP persons needing translated materials.

## **LIMITED ENGLISH PROFICIENCY**

### **Outreach Efforts**

In order to engage minority and limited English proficient seniors and family care givers, ACC participates in many outreach events throughout the year, including Buddhist Church festival, Chinese Community Church festival, Filipino Fiesta, YMCA Senior Fair, and many more. ACC Rides flyers advertising the program are available in different languages, including Chinese, Japanese, Hmong, Mien, Lao, Vietnamese, Tagalog, English, and Spanish. Translators for different languages are available at the outreach events and upon request during normal business hours.

ACC Rides employs several drivers, and has volunteer dispatchers who speak other languages in addition to English. Many ACC Rides volunteers are also bilingual or multilingual.

Locations Where Title VI Notice Is Posted:

<b>Location Name</b>	<b>Address</b>	<b>City</b>
ACC Senior Services Center	7334 Park City Drive	Sacramento
ACC Greenhaven Terrace	1180 Corporate Way	Sacramento
ACC Care Center	7801 Rush River Drive	Sacramento
ACC vehicles (20)	7334 Park City Drive	Sacramento
ACC Maple Tree Village	18 Kado Court	Sacramento

The Title VI notice and program information is also provided on ACC Senior Services' website at [www.accsv.org](http://www.accsv.org).





## **ACC Rides Transportation Services**



### **We can help you get there...**

ACC Senior Services offers an array of services to help seniors in our community maintain their independence. ACC Rides provides door-to-door transportation services for older adults within our service area. Our service is provided by a team of dedicated and trained volunteers and staff using a fleet of wheelchair accessible vehicles. Transportation services can include trips to medical appointments, shopping, outings, and other personal errands.

This program is supported and made possible by: Agency on Aging Area 4, Caltrans, SACOG, Paratransit, Inc., Ann Land & Bertha Henschel Foundation, ITNAmerica, client contributions, and donations from the community.

**ACC Rides appreciates  
your continued support.**

*\* No one is denied service due to inability to contribute.*



## HOW TO USE THE SERVICE

A completed Rider Information Form is required before using the service.

## VOLUNTEERS HELP US GET YOU THERE

Staff members work alongside a large pool of dedicated volunteers. If you are interested in becoming a volunteer for ACC Rides, please contact the ACC Rides Program Coordinator at (916)394-6399 ext. 333 or [rides@accsv.org](mailto:rides@accsv.org)

## WE HAVE YOU COVERED

Our staff and volunteers speak Cantonese, Mandarin, Korean, Vietnamese, Japanese, Hmong, Tagalog and Spanish. ACC Rides serves anyone in ZIP Codes 95811, 95814, 95816, 95817, 95818, 95820, 95822, 95823, 95824, 95828, 95831, 95832 and 95758. We also serve part of the Delta Region: Walnut Grove, Locke, Courtland & Hood-Franklin.

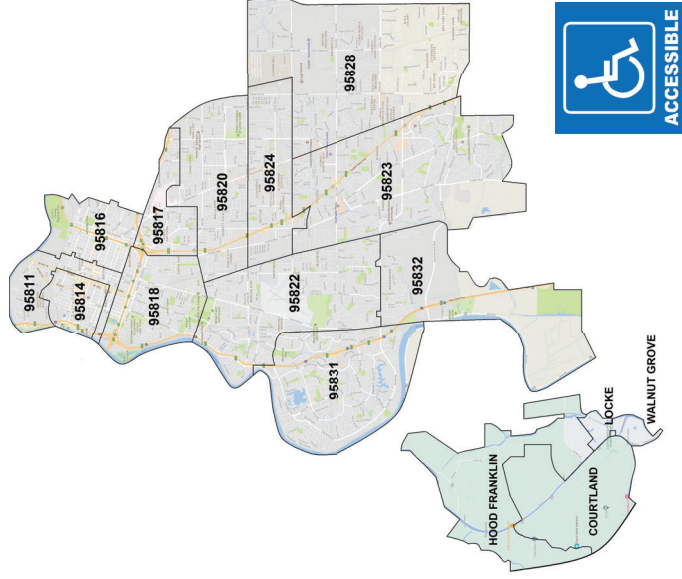


7334 Park City Drive  
Sacramento, CA 95831  
Phone: (916) 393-7433  
Fax: (916) 393-9128  
Email: [rides@accsv.org](mailto:rides@accsv.org)

**[accsv.org](http://accsv.org)**

[facebook.com/accsv](https://facebook.com/accsv)

We serve the following zip code areas in Sacramento, Elk Grove, and part of the Delta Region (Walnut Grove, Locke, Courtland and Hood-Franklin).



**Leave the driving to us and we'll get you to where you want to go.**

ACC Rides can take you to medical appointments, shopping trips, errands, field trips and more.

ACC Rides can help get you to the following Meals on Wheels café sites:

- Sam Pannell Community Center
- Sacramento Japanese United Methodist Church
- Buddhist Church of Sacramento
- Eskaton Jefferson Manor
- Fruitridge Community Center

**ACC Senior Services**  
7334 Park City Drive  
Sacramento, CA 95831

Phone: (916) 393-9026 ext. 333  
Fax: (916) 393-9128  
Email: [rides@accsv.org](mailto:rides@accsv.org)



**accsv.org**  
[facebook.com/accsv](https://facebook.com/accsv)



**ACC Rides**  
**Transportation**  
**Services**

**acc**  
SENIOR  
SERVICES

We can help get you there...



...and get you back home safely



## WHO WE ARE

ACC Senior Services is a non-profit organization that promotes the general welfare and enhances the quality of life for our community by identifying, developing and providing culturally sensitive health and social services for older adults. ACC Rides Transportation Services is one of many programs provided by ACC Senior Services.

ACC Rides is made possible in part with support from the following organizations:

- Agency on Aging Area 4
- Caltrans
- SACOG
- Paratransit, Inc.
- Ann Land and Bertha Henschel Memorial Fund
- ITNAmerica



Donations from the community sustain this program and all of ACC. Riders support the program by making contributions for their rides.

## HOW TO SCHEDULE A RIDE

ACC Rides provides door-to-door transportation service for older adults living in Sacramento. Our service is provided using a fleet of wheelchair accessible buses and minivans, and sedans.

To make an appointment please register first with ACC Rides. You will need to have the name and address of the destination ready when calling to schedule your ride.



For more information, contact  
ACC Rides Transportation:  
(916) 393-9026 ext. 333

### **We speak...**

Cantonese, Vietnamese,  
Mandarin, Japanese, Hmong,  
Tagalog and Spanish.

No one is denied service due  
to inability to contribute.

## VOLUNTEERS HELP US GET YOU THERE

ACC Rides is run by staff members working alongside a large pool of dedicated volunteers. We will help get you to where you want to go.

You can help give back to the community by volunteering.

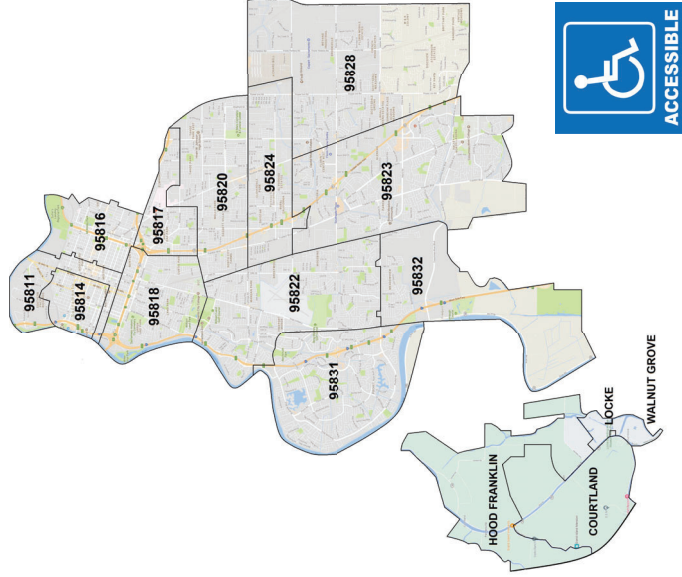
Positions include:

- Drivers
- Driver's assistants
- Dispatchers
- Office help



If you are interested in becoming a volunteer for ACC Rides, please contact the ACC Program Coordinator at (916) 393-9026 ext. 333 or [rides@accsv.org](mailto:rides@accsv.org)

Atendemos las siguientes áreas de código postal en Sacramento, Elk Grove y parte de la Región Delta (Walnut Grove, Locke, Courtland and Hood-Franklin).



### Nos deja conducir y lo llevaremos a donde quiera ir.

ACC Rides lo puede llevar a citas médicas, viajes de compras, recados, excursiones y más.

ACC Rides puede ayudarlo a llegar a los siguientes sitios de Meals on Wheels Cafe:

- Sam Pannell Community Center
- Sacramento Japanese United Methodist Church
- Buddhist Church of Sacramento
- Eskaton Jefferson Manor
- Fruitridge Community Center

ACC Senior Services  
7334 Park City Drive  
Sacramento, CA 95831

Phone: (916) 393-9026 ext. 333  
Fax: (916) 393-9128  
Email: [rides@accsv.org](mailto:rides@accsv.org)



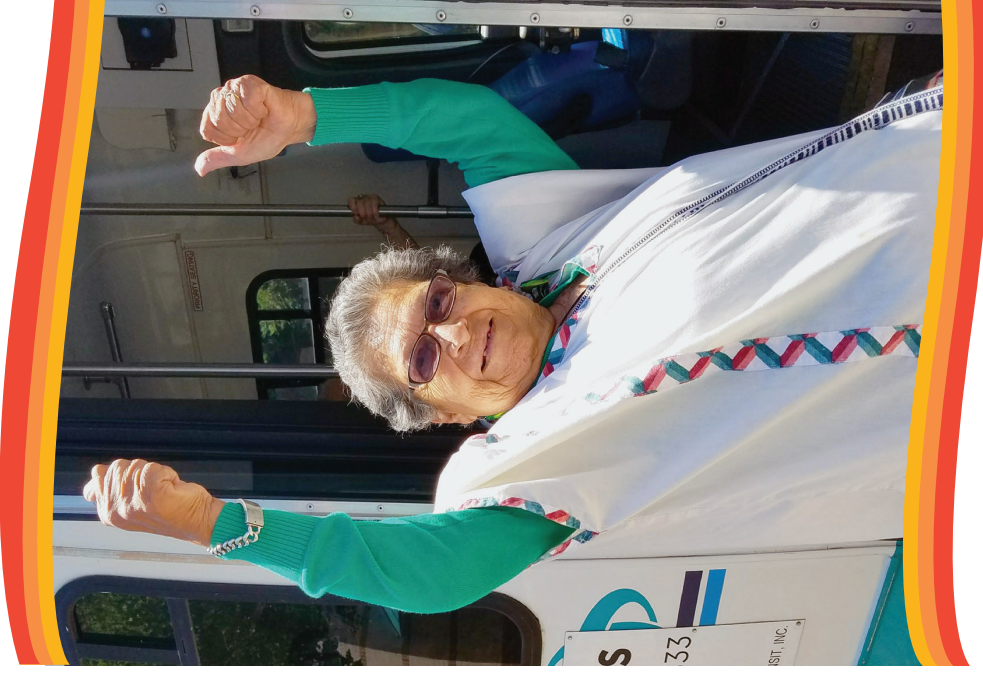
[accsv.org](http://accsv.org)  
[facebook.com/accsv](https://facebook.com/accsv)



# ACC Rides

## Transportation Services

Podemos ayudarlo a llegar...



...y volver a casa de forma segura



## Quienes Somos

ACC Senior Services es una organización sin fines de lucro que promueve el bienestar general y mejora la calidad de vida de nuestra comunidad identificando, desarrollando y brindando servicios sociales y de salud culturalmente sensibles para adultos mayores. ACC Rides Transportation Services es uno de los muchos programas provistos por ACC Senior Services.

ACC Rides es posible en parte con el apoyo de las siguientes organizaciones:

- Agency on Aging Area 4
- Caltrans
- SACOG
- Paratransit, Inc.
- Ann Land and Bertha Henschel Memorial Fund
- ITNAmerica



Las donaciones de la comunidad sostienen este y todos los programas de ACC.

## Cómo Programar Un Viaje

ACC Rides ofrece un servicio de transporte de puerta a puerta para adultos mayores que viven en Sacramento. Nuestro servicio se brinda utilizando una flota de autobuses, minivans y sedanes accesibles para sillas de ruedas.

Para hacer una cita, regístrese primero en ACC Rides. Deberá tener listo el nombre y la dirección del destino cuando llame para programar su viaje.



Para obtener más información, comuníquese con ACC Rides Transportation: (916) 393-9026 ext. 333

### Hablamos...

Cantonés, Vietnamita, Mandirina, Japonés, Hmong, Tagalo y Español.

A nadie se le niega el servicio debido a la imposibilidad de contribuir.

## Los Voluntarios Nos Ayudan A Llegar A Su Destino

ACC Rides es administrado por miembros del personal que trabajan junto a un gran grupo de voluntarios dedicados. Lo ayudaremos a llegar a donde desea ir. Usted puede ayudar a retribuir a la comunidad mediante el voluntariado.

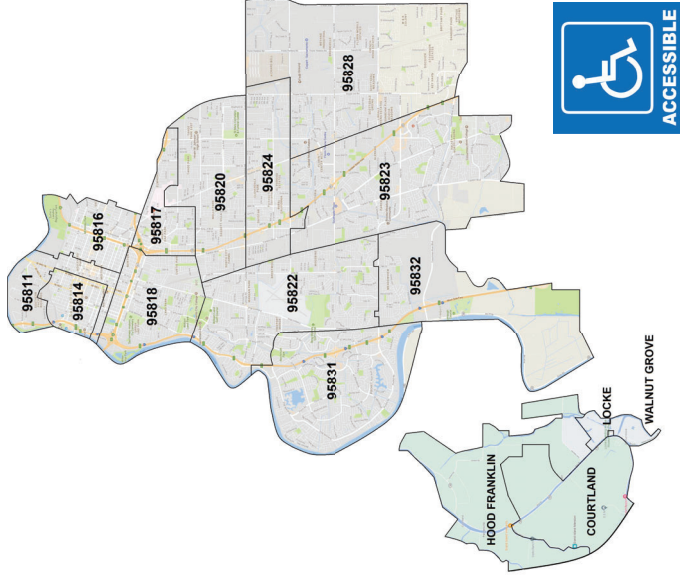
Las posiciones incluyen:

- Controladores
- Asistentes de conductor
- Despachadores
- Ayuda de oficina



Si usted está interesado en convertirse en voluntario de ACC Rides, comuníquese con el coordinador de programa de ACC en ( 916) 393-9026 ext. 333 [rides@accsv.org](mailto:rides@accsv.org).

サクラメント、エルクグローブ、デルタ地域（ウォルナットグローブ、ロック、コートランド、フッド - フランクリン）の一部には、以下の郵便番号エリアがあります。



私たちに運転を残すと、私たちはあなたが行きたいところにあなたを得るでしょう。

ACC Rides は、医療アポイントメント、ショッピング旅行、用事、フイールドトリップなどをお楽しみいただけます。ACC Ridesでは、次のMeals on Wheelsカフェサイトにアクセスできます：

- Sam Pannell Community Center
- Sacramento Japanese United Methodist Church
- Buddhist Church of Sacramento
- Eskaton Jefferson Manor
- Fruitridge Community Center

ACC Senior Services  
7334 Park City Drive  
Sacramento, CA 95831

Phone: (916) 393-9026 ext. 333  
Fax: (916) 393-9128  
Email: [rides@accsv.org](mailto:rides@accsv.org)



[accsv.org](http://accsv.org)

[facebook.com/accsv](https://facebook.com/accsv)



# ACC Rides

## Transportation Services

acc  
SENIOR SERVICES

私たちはそこにあなたを得ることができます...



... あなたを安全に帰宅させる



## 誰が私たち

ACC高齢者サービスは、高齢者のための文化的に敏感な保健および社会サービスを特定、開発、提供することによって、一般福祉を促進し、地域社会の生活の質を向上させる非営利団体です。ACC Rides Transportation Services は、ACC Senior Servicesが提供する多くのプログラムの1つです。

ACC Rides ライドは、次の組織のサポートの一部で可能になりました。

- Agency on Aging Area 4
- Caltrans
- SACOG
- Paratransit, Inc.
- Ann Land and Bertha Henschel Memorial Fund
- ITNAmerica



コミュニティからの寄付は、このプログラムとACCのすべてを支えています。

## 乗り換えをスケジュールする方法

ACC Ridesは、サクラメントに住む高齢者のためのドア・ツー・ドア輸送サービスを提供しています。当社のサービスは、車いすアクセス可能なバスとミニバンとセダンの艦隊を使用して提供されています。

予約をするにはまずACC Ridesに登録してください。乗車予定を呼び出すときは、目的地の名前と住所を準備しておく必要があります。



詳細はお問い合わせください  
ACC乗り物交通機関：  
(916) 393-9026内線333

私たちは話す...  
広東語、ベトナム語、中国語、日本語、モンゴル語、タガログ語、スペイン語です。

貢献できないことを理由にサービスが拒否されることはありません。

## ボランティアはあなたがそこにいるのを助けます

ACC Ridesは、専用のボランティアの大きなプールと一緒に働くスタッフによって運営されています。私たちはあなたが行きたいところにあなたを連れて行くのを手伝います。

ボランティアで地域社会に還元するのを手助けすることができます。

ポジションには以下が含まれます：

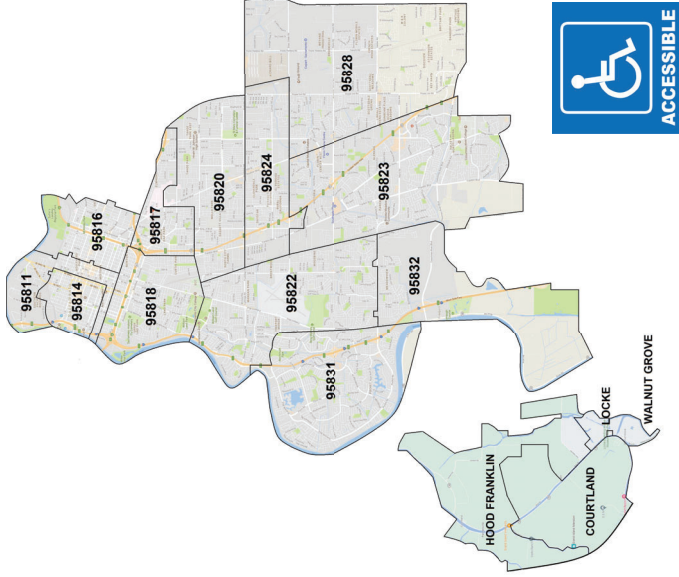
- ドライバ
- ドライバーのアシスタント
- デイスパッチャ
- オフィスヘルプ



ボランティアの詳細 については、電話 (916) 393-9026 x 333 またはメール [rides@accsv.org](mailto:rides@accsv.org) でお問い合わせください。



我們為沙加緬度 (Sacramento)、埃爾克格羅夫 (Elk Grove) 和三角洲部份地域 (Walnut Grove, Locke, Courtland 和 Hood-Franklin) 等郵區提供交通接送服務。



讓我們開車接送您到您想去的地方。

ACC Rides可以帶您去醫療診所、購物、辦事、銀行和上課等等。

ACC Rides還可以送您到以下Meals on Wheels 的用餐地點。

- Sam Pannell Community Center
- Sacramento Japanese United Methodist Church
- Buddhist Church of Sacramento
- Eskaton Jefferson Manor
- Fruitridge Community Center

ACC Senior Services  
7334 Park City Drive  
Sacramento, CA 95831

Phone: (916) 393-9026 ext. 333  
Fax: (916) 393-9128  
Email: [rides@accsv.org](mailto:rides@accsv.org)



[accsv.org](http://accsv.org)

[facebook.com/accsv](https://facebook.com/accsv)



# ACC Rides

## Transportation Services

我們可以協助您到達目的地 .....



.....然後，送您安全回家。

## 簡介

亞洲社區中心 (ACC Senior Services) 是一個非牟利機構，為長者提供多元化的健康和社會服務。我們的宗旨是促進社會整體的福祉、及提高社區的生活素質。ACC Rides是亞洲社區中心提供的其中服務項目之一。

ACC Rides接受以下組織及基金的援助：

- Agency on Aging Area 4
- Caltrans
- SACOG
- Paratransit, Inc.
- Ann Land and Bertha Henschel Memorial Fund
- ITNAmerica



此外，來自社區各方的捐款讓ACC Rides和亞洲社區中心繼續提供所有服務項目。

## 如何預約交通接送服務？

ACC Rides為居住在沙加緬度 (Sacramento) 地區的長者提供專門接送。我們使用巴士、小型客貨車、和可以接載使用輪椅的轎車提供交通接送服務。

預約前，請事先準備好目的地的名稱和地址，然後聯絡ACC Rides辦理登記和預約服務。如需要更多資訊，請致電 (916) 393-9026，分機：333。



如需更多信息，請聯繫 ACC Rides Transportation: (916) 393-9026 分機號 333

我們說...

廣東話、越南語、普通話、日語、苗族、他加祿語和西班牙語

沒有人因為無法貢獻而被拒絕服務。

## 義工隨時為您提供幫助。

ACC Rides是由一群熱心的員工和義工組成，諳國語、粵語、越南語、日語、苗族語、菲律賓語和西班牙語，協助長者安全到達目的地。乘客不會因為無法付款而被拒絕服務。

有興趣人士可以通過各種義工活動回饋社區，工作範圍包括：

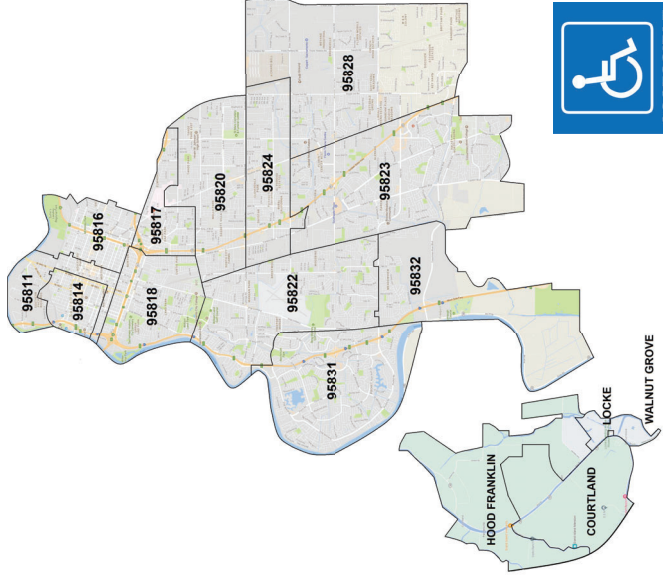
1. 駕駛員
2. 駕駛員助理
3. 交通調度員
4. 辦公室助理



如果您有興趣成為 ACC Rides 的志願者，請致電 (916) 393-9026 分機 333 或發送電子郵件至 [rides@accsv.org](mailto:rides@accsv.org) 聯繫 ACC 計劃協調員



Chúng tôi phục vụ các khu vực như là Sacramento, Elk Grove, và một số vùng của Delta (như là Walnut Grove, Locke, Courtland và Hood-Franklin).



**Hãy yên tâm khi chúng tôi lái xe và chúng tôi sẽ đưa bạn đến nơi mà bạn muốn.**

ACC Rides có thể đưa bạn đến các điểm hẹn y tế, các chuyến đi mua sắm, việc vặt, chuyến đi chơi và hơn thế nữa.

ACC Rides có thể giúp đưa bạn đến với Meals on Wheels (chương trình ăn trưa miễn phí cho những người lớn tuổi trên 60 tuổi):

- Sam Pannell Community Center
- Sacramento Japanese United Methodist Church
- Buddhist Church of Sacramento
- Eskaton Jefferson Manor
- Fruitridge Community Center

ACC Senior Services  
7334 Park City Drive  
Sacramento, CA 95831

Phone: (916) 393-9026 ext. 333  
Fax: (916) 393-9128  
Email: [rides@accsv.org](mailto:rides@accsv.org)



**accsv.org**

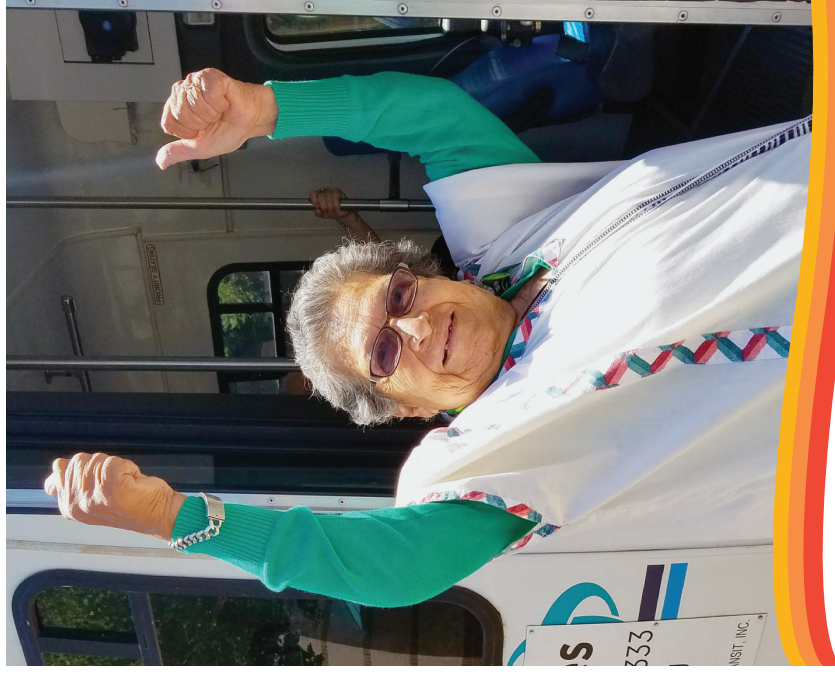
[facebook.com/accsv](https://facebook.com/accsv)



# ACC Rides

## Transportation Services

Chúng tôi giúp bạn đến nơi bạn muốn...



... và đưa bạn về nhà an toàn.

## CHÚNG TÔI LÀ AI

ACC Senior Services là một tổ chức phi lợi nhuận quảng bá phúc lợi chung và nâng cao chất lượng cuộc sống cho cộng đồng của chúng tôi bằng cách xác định, phát triển và cung cấp các dịch vụ xã hội, văn hóa và sức khỏe cho người lớn tuổi.

ACC Rides Transportation Services là một trong nhiều chương trình do ACC Senior Services cung cấp.

ACC Rides được duy trì bởi sự hỗ trợ của các tổ chức như là:

- Agency on Aging Area 4
- Caltrans
- SACOG
- Paratransit, Inc.
- Ann Land and Bertha Henschel Memorial Fund
- ITNAmerica

Đóng góp từ cộng đồng và tất cả ACC.



Bạn có thể giúp chương trình này bằng cách đóng góp khi bạn đi xe với ACC Rides.

## CÁCH ĐĂNG KÝ ACC RIDES:

ACC Rides cung cấp dịch vụ vận chuyển tận nhà cho người lớn tuổi sống ở Sacramento. Dịch vụ của chúng tôi được cung cấp bằng cách sử dụng một đội xe buýt và xe nhỏ có thể chở xe lần và xe sedan.

Để đăng ký cuộc hẹn, vui lòng đăng ký trước với chúng tôi. Bạn cần phải có sẵn tên và địa chỉ của các điểm đến trước khi gọi điện thoại để lên lịch cho chuyến đi của bạn.



Để biết thêm thông tin, xin liên lạc:  
(916) 393-9026 ext. 333

## CHÚNG TÔI CÓ THỂ NÓI:

Tiếng Quảng Đông, Tiếng Việt, Tiếng Quan Thoại, Tiếng Nhật, Tiếng Hmong, Tiếng Tagalog và cả Tiếng Tây Ban Nha.

không ai bị từ chối phục vụ do không có khả năng đóng góp.

## NGƯỜI TÌNH NGUYỆN SẼ GIÚP CHÚNG TÔI ĐÓN BẠN:

ACC Rides được điều hành bởi các nhân viên cùng với một nhóm lớn các tình nguyện viên luôn tận tụy. Chúng tôi sẽ giúp bạn đến nơi mà bạn muốn đến.

Bạn có thể giúp lại cho cộng đồng bằng cách tình nguyện:

Vị trí bao gồm:

- Lái xe
- Trợ lý lái xe
- Điều phối viên
- Trợ giúp văn phòng



Nếu bạn muốn trở thành tình nguyện viên cho ACC Rides, hãy gọi (916) 393-9026 ext. 333 hoặc email [rides@accsv.org](mailto:rides@accsv.org).



## **EQUITY ANALYSIS STATEMENT**

ACC Rides does not have transit-related facilities.

## **PUBLIC PARTICIPATION**

Public participation is the process through which stakeholders can partake directly in ACC Senior Services' decision-making, and express their concerns, desires, and values. It is the mission of this organization *"to promote the general welfare and to enhance the quality of life for our community by identifying, developing, and providing culturally sensitive, health and social services for older adults"*. At every opportunity through prescribed methods, the organization will solicit input from stakeholders in order to best support persons served without creating disproportionately high and adverse human health or environmental impacts on older adults, minority and/or low-income populations.

The ACC Board of Directors and LLCSC members are all members of the Sacramento community. They provide oversight of ACC Rides, as well as all other ACC Senior Services community-based programs and services.

ACC Rides conducts Annual Satisfaction Surveys with program participants, volunteers, and stakeholders of the organization to determine levels of satisfaction and gain input regarding unmet needs.

ACC Senior Services conducts four major annual fundraising events to connect with the community and to support ACC programs and services. These events are publicized at [www.accsv.org](http://www.accsv.org) and through press releases to various media outlets and flyers.

## **AGENCY COLLABORATION**

Collaborative partners include Paratransit Inc., Agency on Aging Area 4, Meals on Wheels by ACC, and Sacramento Area Council of Governments, Ann Land and Bertha Henschel Memorial Foundation, ITNAmerica.

Collaborative partners of ACC include API Family Caregiver Services, a network whose members include the City of Sacramento's Triple R Adult Day Program, Del Oro Caregiver Resource Center, Sutter Health's PACE Program, El Hogar, Yolo Hospice, Eskaton, Alzheimer's Association, Meals on Wheels by ACC, Sacramento Residents Advisory Board, RiderShip for the Masses, ARI - Asian Resources, Inc., American Association of Retired Persons (ARRP), UC Davis Trauma Program, UC Davis Breaking Barriers Students, My Sister's House, The Center (Sierra Health), Resources for Independent Living (RIL), Sacramento Region Community Foundation (SRCF), Sacramento Senior Safety Collaboration (ABA, Florin, Sac JACL, OCA, UCD JASS, Congresswomen Doris Matsui's Office, and Society for the Blind), Sacramento State Ethics Studied Department, Dignity Health, Lao Family Community Development (LFCD), Hmong Young & Parent United (HYPU), and Lu Mein Community Services.

**OUTREACH EVENTS (LIST OF REGULAR RIDES- AND OTHER PROGRAM-RELATED OUTREACH EVENTS)**

Annual Food Bazaar  
Annual July 4th Pocket Parade  
Annual Senior Day in the Park  
Annual South Sacramento Festival  
California Capitol Region East & West Health Fair  
Celebrating Hmong Heritage  
Chinese Community Church Fall Food Festival Sacramento Buddhist Church  
Community Health & Resource Fair  
Del Oro Annual Cruise Around the World  
Elk Grove Senior Center Senior Fair  
Filipino Fiesta of Sacramento  
Hmong in Northern California: Celebrating Hmong Exhibit  
Lu Mien Community Services  
Lu Mien Senior Night  
Lunar New Year Celebration  
My Sister's House Run for a Safe Haven  
National Night Out  
Sacramento Chinese New Year Celebration  
Stanford Settlement Senior Health & Information Fair Alzheimer's Association  
Annual Conference  
St. Anthony's Senior Resource Fair  
Vietnamese Cares Sac Pacific Outreach Health Fair  
Walk to End Alzheimer's  
YMCA Aging Well Fair

## **Board of Directors Approval of ACC Senior Services Title VI Program**

A RESOLUTION OF THE ACC SENIOR SERVICES BOARD OF DIRECTORS AUTHORIZING THE TITLE VI COMPLIANCE PLAN FOR THE AGENCY.

WHEREAS, ACC Senior Services desires to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients,"

WHEREAS, the Board of Directors wishes to authorize approval of the compliance plan developed by staff to comply with necessary provisions of the Civil Rights Act,

NOW, THEREFORE BE IT RESOLVED, by the Board of Directors of ACC Senior Services as follows:

1. The President and Chief Executive Officer are authorized to implement the components of the plan in order to meet Federal requirements.
2. The President and Chief Executive Officer are authorized to implement policies that may be necessary to comply with subsequent revisions or interpretations to the Civil Rights Act.

PASSED AND ADOPTED by the Board of Directors of ACC Senior Services, State of California, on this February 27, 2023.

  
**Tim Corcoran**  
**Vice Chair**