

# **Title VI Plan**

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## **MOHAVE COUNTY ASSOCIATION FOR RETARDED CITIZENS 2021**

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# Title VI Plan Table of Contents

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Title VI Plan Cover Page.....	1
Title VI Plan Table of Contents .....	2
Executive Summary .....	3
Non Discrimination Notice to the Public .....	4
Non Discrimination Notice to the Public - Spanish .....	5
Non Discrimination ADA/Title VI Complaint Procedures .....	6
Discrimination ADA/Title VI Complaint Form.....	8
Discrimination ADA/Title VI Investigations, Complaints, and Lawsuits .....	10
Public Participation Plan.....	11
Limited English Proficiency Plan .....	14
Non-elected Committees Membership Table .....	21
Monitoring for Subrecipient Title VI Compliance.....	22
Title VI Equity Analysis.....	23
Fixed Route Transit Provider Analysis .....	24
Organizational Chart.....	25
Board Approval for the Title VI Plan.....	26

# Executive Summary

Mohave County Arc is a private, nonprofit organization dedicated to providing teaching and support to individuals with intellectual and developmental disabilities in Kingman / Golden Valley.

First conceived in 1970 as “Kingman Arc”, by a group of parents who wanted to provide life options for their adult children with disabilities, Mohave County Arc now proudly serves over 40 individuals per year.

Our mission is to facilitate growth for people with disabilities through choice, experience, guidance, and respect. We are here to help them gain knowledge in workshops, gardening, employment training, baking, sewing, and education.

We are licensed and funded primarily by the State of Arizona Department of Economic Security Division of Developmental Disabilities (DES/DDD). At the State & National level, we proudly partner with The Arc of Arizona and Arc of the United States. We have been a 5310 grantee since 2008 with ADOT Transportation as well, it has helped us transport our clients to and from our program daily.

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

- 5310
- 5311
- Other (please explain) \_\_\_\_\_

## Type of Funding Requests? (Check all that apply)

- Vehicle Funds
- Operating Funds
- Other (please explain) Preventative Maintenance \_\_\_\_\_

## Is your agency receiving direct funds from FTA?

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

# Non Discrimination Notice to the Public

## Notifying the Public of Rights Under Title VI and ADA Mohave County Association for Retarded Citizens

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

For more information on the **Mohave County Association for Retarded Citizens's** civil rights program, and the procedures to file a complaint, contact **Ashley Baud, Adm. Asst., 928-757-1758, email mcarc\_ashley@yahoo.com**; or visit our administrative office at **2050 Airway Avenue Kingman, AZ 86409**. For more information, visit **mohavecountyar.org**.

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

If information is needed in another language, contact **928-757-1758**. \*Para información en Español llame: **Michael Suchowierski, 928-757-1758**

# Non Discrimination Notice to the Public - Spanish

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## Aviso Público Sobre los Derechos Bajo el Título VI Y ADA Mohave County Association for Retarded Citizens

**Mohave County Association for Retarded Citizens** (*y sus subcontratistas, si cualquiera*) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964, Sección 504 de la Ley de Rehabilitación de 1973 y La Ley de ciudadanos Americanos con Discapacidades de 1990 (ADA). El nivel y la calidad de servicios de transporte serán proveídos sin consideración a su raza, color, país de origen, o discapacidad.

Para obtener más información sobre el programa de Derechos Civiles de **Mohave County Association for Retarded Citizens**, y los procedimientos para presentar una queja, contacte **Ashley Baud, Adm. Asst. 928-757-1758**, o visite nuestra oficina administrativa en **2050 Airway Avenue Kingman, AZ 86409**. Para obtener más información, visite **[mohavecountyarcs.org](http://mohavecountyarcs.org)**

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

The above notice is posted in the following locations: **Posted in the hallway at 2050 Airway Avenue Kingman, AZ 86409** and on our website: *[mohavecountyarcs.org](http://mohavecountyarcs.org)*

# Non Discrimination ADA/Title VI Complaint Procedures

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

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

- (7) **Mohave County Association for Retarded Citizens** will notify the ADOT Civil Rights Office of ALL Discrimination complaints within 72 hours via telephone at 602-712-8946; or email at [civilrightsoffice@azdot.gov](mailto:civilrightsoffice@azdot.gov).
- (8) **Mohave County Association for Retarded Citizens** has 90 business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 90 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 90 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
- (9) After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Discrimination violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.
- (10) A copy of either the closure letter or LOF must be also be submitted to ADOT within **72** hours of that decision. Letters may be submitted by hardcopy or email.
- (11) A complainant dissatisfied with **Mohave County Association for Retarded Citizens** decision may file a complaint with the Arizona Department of Transportation (**ADOT**) or the Federal Transit Administration (**FTA**) offices of Civil Rights: **ADOT**: ATTN ADA/Title VI Program Coordinator 206 S. 17<sup>TH</sup> Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA**: Attention Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (12) A copy of these procedures can be found online at: **mohavecountyarc.org**.

If information is needed in another language, contact **928-757-1758**. \*Para información en Español llame: **Michael Suchowierski, 928-757-1758**

# Discrimination ADA/Title VI Complaint Form

<b>Section I:</b>		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
<b>Section II:</b>		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes*	<input type="checkbox"/> No
<i>*If you answered "yes" to this question, go to <b>Section III</b>.</i>		
If not, please supply the name and relationship of the person for whom you are complaining.		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>Section III:</b>		
I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin <input type="checkbox"/> Disability
Date of Alleged Discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		
_____		
_____		
_____		
<b>Section VI:</b>		
Have you previously filed a Discrimination Complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

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

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**Section V:**

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes       No

If yes, check all that apply:

Federal Agency: \_\_\_\_\_

Federal Court: \_\_\_\_\_       State Agency: \_\_\_\_\_

State Court : \_\_\_\_\_       Local Agency: \_\_\_\_\_

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

**Section VI:**

Name of agency complaint is against:

Name of person complaint is against:

Title:

Location:

Telephone Number (if available):

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

Your signature and date are **required** below:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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

**Mohave County Association for Retarded Citizens**

**Ashley Baud, Adm. Asst.**

**2050 Airway Avenue Kingman, AZ 86409**

**928-757-1758**

**mcarc\_ashley@yahoo.com**

A copy of this form can be found at our location: 2050 Airway Avenue Kingman, AZ 86409.

If information is needed in another language, contact 928-757-1758. \*Para información en Español llame: Michael Suchowierski, 928-757-1758.

# Discrimination ADA/Title VI Investigations, Complaints, and Lawsuits

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

**Mohave County Association for Retarded Citizens** has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in **2020**.

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

# Public Participation Plan

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**Mohave County Association for Retarded Citizens** is engaging the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public will be invited to participate in the process whether through public meetings or surveys.

As an agency receiving federal financial assistance, **Mohave County Association for Retarded Citizens** made the following community outreach efforts and activities to engage minority and Limited English Proficient populations since the last Title VI Plan submittal to ADOT CRO.

- Revised and Expanded the distribution of agency brochures
- Posted the Nondiscrimination Public Notices to the following locations:
  - Hallway of agency
- Hosted an information booth at a community event (February 19, 2020)

**Mohave County Association for Retarded Citizens** will make the following community outreach efforts for the **upcoming year**:

- Expand the distribution of agency brochures
- Post the Nondiscrimination Public Notices to the following locations:
  - Hallway of agency
- During COVID-19 we are doing more Virtual Outreach working with ARC of United States; Arc of Arizona advocating for our members Rights.
- Webinars to improve our ability to work with the Developmentally Disabled Clients
- Host an information booth at a community event
  - Special Needs Resource Fair – annually
  - Scarecrow Festival – annually
  - Christmas Parade of Lights – annually
  - Kingman Chamber of Commerce Ribbon Cuttings / Networking – quarterly



**SUB-CONTRACTING AVAILABLE**

One of the programs we offer is Job Skills training. This program allows our members to acquire employment skills to further their individual growth. We have sub- contracting time available to teach these employment skills. The ARC of Mohave County will partner with businesses within our community to learn these skills.



**Let us benefit your company by doing sub-contracting with you!**

We can complete small tasks such as; light assembly, parts packing/ separating, and pack & ship that will help:

- ✓ Eliminate/ Reduce over time
- ✓ Reduce overhead cost and improve profits
- ✓ Free up your workers for high priority jobs

All services can be performed within our facility.

Services include Pickup and Delivery as well as rush orders.

All services are billed to you Net 30.

Please ask about our existing partnerships to learn more.

**HOW CAN I HELP THE MCARC?**

We can only achieve these goals with the support of generous donations from businesses and individuals in our community. As ALWAYS, your donation stays here in Kingman to benefit our members.

Donation pick up service for your clothing and household goods is available by calling 757-1758; donations of a vehicle- car, truck, R.V.s or boats are also accepted.

All donations are tax deductible. \*



**The Arc  
of Mohave County**

For people with intellectual and developmental disabilities

2050 Airway AVE.  
Kingman, AZ 86409

**Help Us Help Them!**

For more information, please contact:

**Mike Suchowierski,  
Executive Director  
The ARC of Mohave County  
Kingman, AZ  
928-757-1758**



Visit our Website @  
[Mohavecountycastle@yahoo.com](mailto:Mohavecountycastle@yahoo.com)



**We are the ARC of Mohave County**

We here at The Arc are looking for Area Business Organizations to partner with us on an exciting new program.

There are many developmentally disabled individuals in our community who do not qualify for State funded training. Due to more adjusted State guidelines to qualify, they are left out. Typically, these are people who are at a higher functioning level.

We are initiating an employment training program for them. Since this will be funded by us; we are in need of partners to help with the cost of their training. Job training can be directed towards filling your business needs or general training to gain employment in our community.

Please consider helping them achieve their important goal of being accepted into our towns workforce and become a contributing member of society.

**GROUP SUPPORT EMPLOYMENT PROGRAM**

One of the programs we provide is the Group Support Employment Program (GSE program). The goal of the GSE program is to train the individual to work at a business within our community. Our trained job coaches work with our members to teach and develop job skills. Members receive training on jobs through subcontracting from our community business partners here in our facility through can labeling and our Bag of Rags program. In addition, we also train for future work projects. Our program participants work in our Thrift Store learning the cash register, display skills, and customer service. We expose the participants to a variety of work to further define their individual abilities and to further their development.

We are looking to partner with local businesses to help us train members in house and provide them with the knowledge and resources to continue with employment without support.



**Training to include:**

- Light Assembly
- Landscaping
- Parts Packing
- Handyman
- Cashier
- Food Service
- Stocker
- Retail
- Food Handlers Certification
- Janitorial

**Job Specific training is available upon request\***

**SPONSORSHIP**

Weekly Sponsorship benefits to include:

\$50.00 Advertise your business on our social media and within store.

\$150.00 Advertise your business on social media, helping hands plaque.

\$300.00 Advertise your business on social media, helping hands plaque, 6-month newspaper mention.



# Limited English Proficiency Plan

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

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

- 1) The number or proportion of LEP persons eligible in the **Mohave County Association for Retarded Citizens** service area who may be served or likely to encounter by **Mohave County Association for Retarded Citizens** program, activities, or services;

Table: ACSDTSY2015.B16001

Label	Golden Valley CDP, Arizona		Kingman city, Arizona	
	Estimate	Margin of Error	Estimate	Margin of Error
Total:	8,719	±733	26,628	±317
Speak only English	8,333	±745	24,556	±578
Spanish or Spanish Creole:	252	±182	1,541	±433
Speak English "very well"	78	±59	1,204	±355
Speak English less than "very well"	174	±178	337	±156
French (incl. Patois, Cajun):	0	±17	12	±19
Speak English "very well"	0	±17	12	±19
Speak English less than "very well"	0	±17	0	±23
French Creole:	0	±17	0	±23
Speak English "very well"	0	±17	0	±23
Speak English less than "very well"	0	±17	0	±23
Italian:	0	±17	0	±23
Speak English "very well"	0	±17	0	±23
Speak English less than "very well"	0	±17	0	±23
Portuguese or Portuguese Creole:	0	±17	0	±23
Speak English "very well"	0	±17	0	±23
Speak English less than "very well"	0	±17	0	±23
German:	21	±34	38	±43
Speak English "very well"	21	±34	38	±43
Speak English less than "very well"	0	±17	0	±23
Yiddish:	0	±17	0	±23
Speak English "very well"	0	±17	0	±23

Table: ACSDT5Y2015.B16001

Label	Golden Valley CDP, Arizona		Kingman city, Arizona	
	Estimate	Margin of Error	Estimate	Margin of Error
Speak English less than "very well"	0	±17	0	±23
Other West Germanic languages:	0	±17	12	±18
Speak English "very well"	0	±17	12	±18
Speak English less than "very well"	0	±17	0	±23
Scandinavian languages:	0	±17	0	±23
Speak English "very well"	0	±17	0	±23
Speak English less than "very well"	0	±17	0	±23
Greek:	0	±17	83	±133
Speak English "very well"	0	±17	83	±133
Speak English less than "very well"	0	±17	0	±23
Russian:	0	±17	0	±23
Speak English "very well"	0	±17	0	±23
Speak English less than "very well"	0	±17	0	±23
Polish:	0	±17	46	±57
Speak English "very well"	0	±17	46	±57
Speak English less than "very well"	0	±17	0	±23
Serbo-Croatian:	0	±17	0	±23
Speak English "very well"	0	±17	0	±23
Speak English less than "very well"	0	±17	0	±23
Other Slavic languages:	0	±17	0	±23
Speak English "very well"	0	±17	0	±23

Table: ACSDT5Y2015.B16001

Label	Golden Valley CDP, Arizona		Kingman city, Arizona	
	Estimate	Margin of Error	Estimate	Margin of Error
Speak English less than "very well"	0	±17	0	±23
Armenian:	0	±17	0	±23
Speak English "very well"	0	±17	0	±23
Speak English less than "very well"	0	±17	0	±23
Persian:	0	±17	0	±23
Speak English "very well"	0	±17	0	±23
Speak English less than "very well"	0	±17	0	±23
Gujarati:	0	±17	0	±23
Speak English "very well"	0	±17	0	±23
Speak English less than "very well"	0	±17	0	±23
Hindi:	0	±17	0	±23
Speak English "very well"	0	±17	0	±23
Speak English less than "very well"	0	±17	0	±23
Urdu:	0	±17	0	±23
Speak English "very well"	0	±17	0	±23
Speak English less than "very well"	0	±17	0	±23
Other Indic languages:	0	±17	0	±23
Speak English "very well"	0	±17	0	±23
Speak English less than "very well"	0	±17	0	±23
Other Indo-European languages:	16	±25	0	±23
Speak English "very well"	16	±25	0	±23

Table: ACSDT5Y2015.B16001

Label	Golden Valley CDP, Arizona		Kingman city, Arizona	
	Estimate	Margin of Error	Estimate	Margin of Error
Speak English less than "very well"	0	±17	0	±23
Chinese:	0	±17	36	±36
Speak English "very well"	0	±17	24	±37
Speak English less than "very well"	0	±17	12	±23
Japanese:	14	±22	18	±30
Speak English "very well"	0	±17	0	±23
Speak English less than "very well"	14	±22	18	±30
Korean:	0	±17	0	±23
Speak English "very well"	0	±17	0	±23
Speak English less than "very well"	0	±17	0	±23
Mon-Khmer, Cambodian:	0	±17	16	±25
Speak English "very well"	0	±17	16	±25
Speak English less than "very well"	0	±17	0	±23
Hmong:	0	±17	0	±23
Speak English "very well"	0	±17	0	±23
Speak English less than "very well"	0	±17	0	±23
Thai:	0	±17	0	±23
Speak English "very well"	0	±17	0	±23
Speak English less than "very well"	0	±17	0	±23
Laotian:	0	±17	0	±23
Speak English "very well"	0	±17	0	±23
Speak English less than "very well"	0	±17	0	±23

Table: ACSDT5Y2015.B16001

Label	Golden Valley CDP, Arizona		Kingman city, Arizona	
	Estimate	Margin of Error	Estimate	Margin of Error
Vietnamese:	0	±17	0	±23
Speak English "very well"	0	±17	0	±23
Speak English less than "very well"	0	±17	0	±23
Other Asian languages:	0	±17	0	±23
Speak English "very well"	0	±17	0	±23
Speak English less than "very well"	0	±17	0	±23
Tagalog:	53	±63	162	±140
Speak English "very well"	53	±63	62	±79
Speak English less than "very well"	0	±17	100	±93
Other Pacific Island languages:	0	±17	32	±38
Speak English "very well"	0	±17	32	±38
Speak English less than "very well"	0	±17	0	±23
Navajo:	15	±27	28	±45
Speak English "very well"	15	±27	0	±23
Speak English less than "very well"	0	±17	28	±45
Other Native North American languages:	15	±26	11	±17
Speak English "very well"	15	±26	11	±17
Speak English less than "very well"	0	±17	0	±23
Hungarian:	0	±17	13	±20
Speak English "very well"	0	±17	13	±20
Speak English less than "very well"	0	±17	0	±23
Arabic:	0	±17	24	±29

Table: ACSDTSY2015.B16001

Label	Golden Valley CDP, Arizona		Kingman city, Arizona	
	Estimate	Margin of Error	Estimate	Margin of Error
Speak English "very well"	0	±17	24	±29
Speak English less than "very well"	0	±17	0	±23
Hebrew:	0	±17	0	±23
Speak English "very well"	0	±17	0	±23
Speak English less than "very well"	0	±17	0	±23
African languages:	0	±17	0	±23
Speak English "very well"	0	±17	0	±23
Speak English less than "very well"	0	±17	0	±23
Other and unspecified languages:	0	±17	0	±23
Speak English "very well"	0	±17	0	±23
Speak English less than "very well"	0	±17	0	±23

- 2) The frequency with which LEP individuals come in contact with an **Mohave County Association for Retarded Citizens** services;

**Mohave County Association for Retarded Citizens’s** staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons for **2020** . **Mohave County Association for Retarded Citizens** averages **0**contacts per **year**.

- 3) The nature and importance of the program, activities or services provided by the Mohave County Association for Retarded Citizens to the LEP population; Transportation is vital to a community and directly affects the lives of those living in the service area. Our transportation services are only client based, not public. If a LEP person was unable to utilize our transportation it may adversely affect his or her ability to obtain access to the employment and/or day treatment programs at our facilities. This would not be life-threatening although it would still have a negative impact on their life-enhancing experiences.
- 4) The resources available to Mohave County Association for Retarded Citizens and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

A statement in (Spanish) will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested. Language Line will be used for interpretation. Costs incurred by the agency are: printing, advertising, interpretation and/or translation fees, and staff hours associated with Title VI efforts to adhere to language assistance measures.

**Safe Harbor Provision for written translations**

**Mohave County Association for Retarded Citizens** complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

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

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

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

1) **Mohave County Association for Retarded Citizens** provides language assistance services through the below methods:

- Staff is provided a list of what written and oral language assistance products and methods the agency has implemented and how agency staff can obtain those services.
- Instructions are provided to customer service staff and other **Mohave County Association for Retarded Citizens** staff who regularly take phone calls from the general public on how to respond to an LEP caller.
- Use of "I Speak" cards.

2) **Mohave County Association for Retarded Citizens** has a process to ensure the competency of interpreters and translation service through the following methods:

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

3) **Mohave County Association for Retarded Citizens** provides notice to LEP persons about the availability of language assistance through the following methods:

- Posting signs in intake areas
- Statements in outreach documents that language services are available from the agency.

4) **Mohave County Association for Retarded Citizens** monitors, evaluates and updates the LEP plan through the following process:

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

5) **Mohave County Association for Retarded Citizens** trains employees to know their obligations to provide meaningful access to information and services for LEP persons and all employees in public contact positions will be properly trained to work effectively with in-person and telephone interpreters. **Mohave County Association for Retarded Citizens** will implement processes for training of staff through the following procedures:

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

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

# Non Discrimination Notice to the Public - Spanish

## Aviso Público Sobre los Derechos Bajo el Título VI Y ADA Mohave County Association for Retarded Citizens

**Mohave County Association for Retarded Citizens** (y sus subcontratistas, si cualquiera) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964, Sección 504 de la Ley de Rehabilitación de 1973 y La Ley de ciudadanos Americanos con Discapacidades de 1990 (ADA). El nivel y la calidad de servicios de transporte serán proveídos sin consideración a su raza, color, país de origen, o discapacidad.

Para obtener más información sobre el programa de Derechos Civiles de **Mohave County Association for Retarded Citizens**, y los procedimientos para presentar una queja, contacte **Ashley Baud, Adm. Asst. 928-757-1758**, o visite nuestra oficina administrativa en **2050 Airway Avenue Kingman, AZ 86409**. Para obtener más información, visite **[mohavecountyarc.org](http://mohavecountyarc.org)**

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

The above notice is posted in the following locations: **Posted in the hallway at 2050 Airway Avenue Kingman, AZ 86409** and on our website: **[mohavecountyarc.org](http://mohavecountyarc.org)**

# Non-elected Committees Membership Table

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

**Mohave County Association for Retarded Citizens** does not select the membership of any transit-related committees, planning boards, or advisory councils.

# Monitoring for Subrecipient Title VI Compliance

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

**Mohave County Association for Retarded Citizens** does not monitor subrecipients for Title VI compliance because it doesn't have any FTA subrecipients.

# Title VI Equity Analysis

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

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

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

**The Mohave County Association for Retarded Citizens has no current or anticipated plans to develop new transit facilities covered by these requirements.**

# Fixed Route Transit Provider Analysis

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

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

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

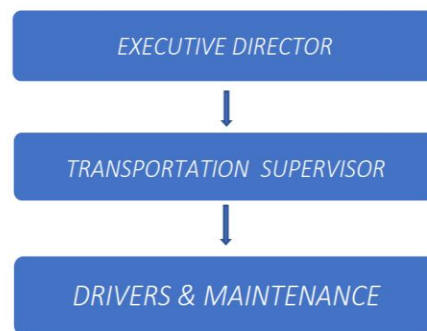
**Mohave County Association for Retarded Citizens** is not a Fixed Route Transit Provider

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# Organizational Chart

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MCARC  
ORGANIZATIONAL CHART  
TRANSPORTATION SECTION



# Board Approval for the Title VI Plan

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