

CAREGIVER VOLUNTEERS OF CENTRAL JERSEY  
TITLE VI PLAN  
2020

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## STATEMENT OF POLICY

Caregiver Volunteers of Central Jersey (CVCJ) is governed by its Board of Directors. Caregiver Volunteers of Central Jersey is an interfaith nonprofit agency dedicated to providing free supportive services to the frail elderly and the home-bound, enabling them to live independently and with dignity in their own homes. Our most utilized service is transport to medical appointments by one of our trained volunteers.

CVCJ is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities - the delivery of equitable and accessible transportation services. CVCJ recognizes its responsibilities to the communities in which it operates and to the society it serves. It is CVCJ's policy to utilize its best efforts to assure that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its volunteer transportation program service delivery.

Toward this end, it is CVCJ's objective to:

- A. Ensure that the level and quality of volunteer transportation program is provided without regard to race, color, or national origin;
- B. Promote the full and fair participation of all affected populations in transportation decision making;
- D. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
- E. Ensure meaningful access to programs and activities by persons with limited English proficiency.

The responsibility for carrying out CVCJ's commitment to this program has been delegated to CVCJ's Executive Director by the Board of Directors. The Executive Director is responsible for the day-to-day operations and will receive and investigate Title VI complaints which come through the complaint procedure. However, all managers, employees and volunteers share in the responsibility for making CVCJ's Title VI Program a success.

## **NON- DESCRMINATION POLICY**

### **Notice to Beneficiaries**

Caregiver Volunteers of Central Jersey is committed to ensuring that no person is excluded from, or denied the benefits of, our services on the basis of race, creed, color, or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended. Any person who believes that they have, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin, may file a complaint in writing to Caregiver Volunteers of Central Jersey. To file a complaint, or for more information under CVCJ's obligations under Title VI write to the Manager of Volunteers at 67 Route 37 West, Riverwood 2 Ste 201, Toms River NJ 08755 or visit our website at [www.caregivervolunteers.org](http://www.caregivervolunteers.org). Transportation services provided by this agency are in 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 by writing to Title VI Program Coordinator, East Building 5<sup>th</sup> Floor- TCR, US Department of Transportation, Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Ave, SE, Washington, DC 20590. A complaint must be filed within 180 days of the alleged discrimination.

Our Title VI Notice to Beneficiaries will be posted on our website ([www.caregivervolunteers.org](http://www.caregivervolunteers.org)) under the Transportation Program tab, the Main Office of our agency as well as all Volunteer Vehicles, when transporting a receiver to a medical appointment.

### **Aviso a los beneficiaries**

Caregiver Volunteers of Central Jersey se compromete a garantizar que ninguna persona sea excluida o se le nieguen los beneficios de nuestros servicios por motivos de raza, credo, color u origen nacional, según lo protege el Título VI de la Ley de Derechos Civiles de 1964, como enmendado. Cualquier persona que crea que, individualmente o como miembro de una clase específica de personas, ha sido objeto de discriminación por motivos de raza, color u origen nacional, puede presentar una queja por escrito a Caregiver Volunteers of Central Jersey. Para presentar una queja o para obtener más información bajo las obligaciones de CVCJ según el Título VI, escriba al Gerente de Voluntarios en 67 Route 37 West, Riverwood 2 Ste 201, Toms River NJ 08755 o visite nuestro sitio web en [www.caregivervolunteers.org](http://www.caregivervolunteers.org). Los servicios de transporte proporcionados por esta agencia se financian en parte a través de fondos federales recibidos a través de NJ Transit y, como individuo, usted también tiene derecho a presentar su queja bajo el Título VI escribiendo al Coordinador del Programa del Título VI, Edificio East 5th Floor-TCR, Departamento de EE. UU. of Transportation, Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Ave, SE, Washington, DC 20590. Se debe presentar una queja dentro de los 180 días de la supuesta discriminación.

Nuestro Aviso del Título VI a los Beneficiarios se publicará en nuestro sitio web ([www.caregivervolunteers.org](http://www.caregivervolunteers.org)) en la pestaña Programa de transporte, la Oficina principal de nuestra agencia, así como todos los Vehículos voluntarios, al transportar un receptor a una cita médica.

## **COMPLAINT PROCEDURES**

Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with CAREGIVER VOLUNTEERS OF CENTRAL JERSEY within 180 days from the date of the alleged discrimination.

Complaints may be filed with CAREGIVER VOLUNTEERS OF CENTRAL JERSEY, and NJ Transit or with the U.S. Department of Transportation.

### Filing a Complaint with CAREGIVER VOLUNTEERS OF CENTRAL JERSEY:

- In Person: Complaints may be filed with CAREGIVER VOLUNTEERS OF CENTRAL JERSEY in person at 67 Route 37 West, Riverwood Plaza 2 Ste 201, Toms River NJ 08755 during the hours of 9:00-3:00.
- By Mail: Complaints may be filed with CAREGIVER VOLUNTEERS OF CENTRAL JERSEY in writing and may be addressed to:

CAREGIVER VOLUNTEERS OF CENTRAL JERSEY  
67 Route 37 West  
Riverwood Plaza 2 Ste 201  
Toms River, NJ 08755  
Attn: Colleen Sweeney

If information is needed in another language, contact (732) 505-2273 EXT 213  
Si se necesita información en otro idioma, el contacto (732) 505-2273 EXT 213

### Filing a Complaint with the U.S. Department of Transportation

A complainant may file a Title VI complaint with the U.S. Department of Transportation by contacting the Department at:

U.S. Department of Transportation  
Federal Transit Administration's Office of Civil Rights  
1760 Market Street, Suite 500  
Philadelphia, PA 19103-4124

### What Happens to My Title VI Complaint filed with CAREGIVER VOLUNTEERS OF CENTRAL JERSEY?

Once a complaint is received, it will be investigated. In instances where additional information is needed, the complainant will be contacted in writing. Failure of the complainant to provide the requested information within 10 days may result in the administrative closure of the complaint or a delay in complaint resolution.

Based upon receipt of all the information required, the Executive Director will investigate a Title VI complaint within 90 days of receipt. The Executive Director will prepare a draft written response and will make the final determination and approve the final response to the complainant, including notifying the complainant of his/her right to file a complaint externally. 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 volunteer, or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 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.

### **PROCEDIMIENTOS DE RECLAMACIÓN**

Cualquier persona que crea que ha sido objeto de discriminación en virtud del Título VI por motivos de raza, color u origen nacional puede presentar una queja de Título VI ante los VOLUNTARIOS DEL CUIDADOR DE JERSEY CENTRAL. dentro de los 180 días a partir de la fecha de la supuesta discriminación.

Las quejas pueden presentarse ante VOLUNTARIOS CAREGIVOS DE JERSEY CENTRAL y NJ Transit o ante el Departamento de Transporte de EE. UU.

#### Presentación de una queja ante VOLUNTARIOS DEL CUIDADOR DE JERSEY CENTRAL.

- En persona: Las quejas pueden presentarse ante VOLUNTARIOS DEL CUIDADOR DE JERSEY CENTRAL en persona en 67 Route 37 West, Riverwood Plaza 2 Ste 201, Toms River NJ durante las 9: 00-3: 00.
- Por correo: las quejas pueden presentarse por escrito a los VOLUNTARIOS DEL CUIDADOR DE JERSEY CENTRAL y pueden dirigirse a:

VOLUNTARIOS DEL CUIDADOR JERSEY CENTRAL  
67 Ruta 37 Oeste  
Riverwood Plaza 2 Ste 201  
Toms River, NJ 08755  
A la atención de: Colleen Sweeney

Presentar una queja ante el Departamento de Transporte de EE. UU.

Un demandante puede presentar una queja de Título VI ante el Departamento de Transporte de los EE. UU. Comunicándose con el Departamento al:

Departamento de transporte de EE. UU.  
Oficina de Derechos Civiles de la Administración Federal de Tránsito 1760 Market Street, Suite 500  
Filadelfia, PA 19103-4124

## ¿Qué sucede con mi queja del Título VI presentada ante VOLUNTARIOS DEL CUIDADOR DE JERSEY CENTRAL?

Una vez que se recibe una queja, se investigará. En los casos en que se necesite información adicional, se contactará al demandante por escrito. Si el demandante no proporciona la información solicitada dentro de los 10 días puede resultar en el cierre administrativo de la queja o un retraso en la resolución de la queja.

Con base en la recepción de toda la información requerida, el Director Ejecutivo investigará una queja del Título VI dentro de los 90 días posteriores a la recepción. El Director Ejecutivo preparará un borrador de respuesta por escrito y tomará la determinación final y aprobará la respuesta final al demandante, incluida la notificación al demandante de su derecho a presentar una queja externamente.

Después de que el investigador revise la queja, él / ella emitirá una de dos cartas al demandante: una carta de cierre o una carta de hallazgo (LOF). Una carta de cierre resume las acusaciones y establece que no hubo una violación del Título VI y que el caso se cerrará. Un LOF resume las acusaciones y las entrevistas sobre el presunto incidente, y explica si ocurrirá alguna acción disciplinaria, capacitación adicional del voluntario u otra acción. Si el demandante desea apelar la decisión, tiene 30 días después de la fecha de la carta o el LOF para hacerlo.

Una persona también puede presentar una queja directamente ante la Administración Federal de Tránsito, en la Oficina de Derechos Civiles de la FTA, 1200 New Jersey Avenue SE, Washington, DC 20590.

## TITLE VI- COMPLAINT FORM

Title VI of the Civil Rights Act of 1964 states that, “No person in the United States shall on the basis of race, color, or national origin, be excluded from participation in, be denied the benefit of, or otherwise be submitted to discrimination in any program, service, or activity receiving federal financial assistance.”

This form may be used to file a complaint with Caregiver Volunteers of Central Jersey (CV CJ) for alleged violations of Title VI of the Civil Rights Act of 1964. **If you need assistance completing this form due to a physical impairment or other reasons, please contact us by phone at (732) 505-2273 ext 205 or via FAX (732) 505-9945.**

**Only the complainant or the complainant’s designated representative should complete this form.**

NAME			DATE	
STREET ADDRESS				
CITY			STATE	ZIP CODE
HOME PHONE #	WORK PHONE #	FAX #	EMAIL	

**Individual(s) discriminated against, if different from above (use additional page(s) if necessary):**

NAME			DATE	
STREET ADDRESS				
CITY			STATE	ZIP CODE
HOME PHONE #	WORK PHONE #	FAX #	EMAIL	

PLEASE EXPLAIN YOUR RELATIONSHIP TO THE INDIVIDUAL(S) INDICATED ABOVE

**Please explain why you have filed for a third party:**

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**Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party**       Yes     No

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

Race     Color     National Origin     Disability

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

**On what date(s) did the alleged discrimination take place?**



## TÍTULO VI-FORMA DE QUEJA

Título VI de la Ley de Derechos Civiles de 1964 establece que "Ninguna persona en los Estados Unidos será sobre la base de raza, color u origen nacional, ser excluida de participar en, ser negado el beneficio de, o de otra manera se presentará a la discriminación en cualquier programa, servicio o actividad que reciba asistencia financiera federal".

Este formulario puede ser utilizado para presentar una queja ante la parálisis VOLUNTARIOS DEL CUIDADOR DE JERSEY CENTRAL por presuntas violaciones del Título VI de la Ley de Derechos Civiles de 1964. Si necesita ayuda para completar este formulario debido a un impedimento físico o por otras razones, póngase en contacto con nosotros por teléfono en (732) 505-2273 ext 213 vía fax (732) 505-9445.

**Sólo el reclamante o el representante designado por el demandante debe completar este formulario.**

NOMBRE			FECHA
DIRECCIÓN			
CIUDAD		ESTADO	CÓDIGO POSTAL
TELEFONO DE CASA #	TELÉFONO DE TRABAJO #	FAX #	Correo electrónico

**Persona (s) discriminado, si es diferente del anterior (utilización página adicional (s) si es necesario):**

NOMBRE			FECHA
DIRECCIÓN			
CIUDAD		ESTADO	CÓDIGO POSTAL
TELEFONO DE CASA #	TELÉFONO DE TRABAJO #	FAX #	Correo electrónico

**POR FAVOR EXPLIQUE SU RELACIÓN CON LA PERSONA (S) INDICA ARRIBA**

**Por favor, explique por qué tiene campo por un tercero:**

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**Por favor, confirma que ha obtenido el permiso de la parte perjudicada, si usted está presentando en nombre de un tercero**  Si  No

¿Cuál de las siguientes opciones describe mejor la razón por la que cree que la discriminación se llevó a cabo?

Race color  Origen Nacional de  Discapacidad

Otros: \_\_\_\_\_

¿En qué fecha (s) ocurrió la supuesta discriminación ocurrió?

**Fecha:** \_\_\_\_\_

**Fecha:** \_\_\_\_\_

**Fecha:** \_\_\_\_\_



**LIST OF TRANSIT RELATED TITLE VI INVESTIGATIONS,  
COMPLAINTS & LAWSUITS**

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

At this time CAREGIVER VOLUNTEERS OF CENTRAL JERSEY does not have nor have we had any investigations, or complaints.

## **PUBLIC PARTICIPATION PLAN**

Established in 1993, Caregiver Volunteers of Central Jersey, a 501(c)(3), is an interfaith nonprofit agency dedicated to providing free supportive services to the frail elderly and the home-bound over 60 years of age, enabling them to live independently and with dignity in their own homes.

Caregiver Volunteers of Central Jersey provides service to many municipalities throughout Ocean and Monmouth Counties. All volunteers attend an orientation class and undergo a criminal background check before they are matched to provide a service.

We offer solutions to the homebound elderly, which allows them to remain independent in their own homes for as long as possible. We are funded through grants and donations from the families we assist and our generous community.

Currently there are over 1,200 volunteers assisting over 2,000 senior citizens in Ocean and Monmouth County. These dedicated and giving volunteers are recruited from over 60 local congregations from all faiths that make up our Coalition; residents of Adult Retirement Communities and during educational presentations throughout the communities we serve.

Ocean and Monmouth Counties rank number one and six respectively in the state with the highest percentages of population in the 60+ age category. Caregiver Volunteers of Central Jersey provides a safety net and a connection to the outside world for those seniors we serve.

### **Purposes of this Plan**

Public participation is the process through which stakeholders can partake directly in agency decision-making, and express their concerns, desires, and values. It is the mission of this agency to "help individuals to safely age in place in good health and to live their lives with dignity and joy." At every opportunity through prescribed methods the agency will solicit input from stakeholders in order to best support persons served without creating disproportionately high and adverse human health or environmental effects on minority and/or low-income populations.

CAREGIVER VOLUNTEERS OF CENTRAL JERSEY complies with Federal Transit Law 49 United States Code (USC) Chapter 53, Section 5307 (d)(1)(I) by developing a locally written process for soliciting and considering public comment carrying out a major service reduction. In addition, the following public outreach and participation plan meets the requirements of U.S. DOT Order 5610.2(a), Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, FTA C 4703.1 Environmental Justice.

CAREGIVER VOLUNTEERS OF CENTRAL JERSEY employs several means to communicate to the general public regarding the activities it performs including LEP (Limited-English Proficient) and minority populations. Vital documents are translated into the required language. Documents can be obtained by contacting the Multi-Cultural Outreach Coordinator. The communication activities may focus in different mediums depending on the program or population affected. These include but are not limited to:

## **Public Information and Notifications**

CAREGIVER VOLUNTEERS OF CENTRAL JERSEY publish notices, the notices for public input are posted 30 days in advance so the public has time to consider proposals and make comments. The notice methods include but are not limited to:

- Customer Notification via call, or mail.
- Signs Posted at main Office  
(67 Route 37 West, Riverwood Plaza 2 Ste 201, Toms River NJ)
- Website links and articles

## **Summary of Outreach Efforts**

The following is a summary of outreach efforts conducted by CAREGIVER VOLUNTEERS OF CENTRAL JERSEY as they relate to Title VI requirements under the Public Participation Plan. Many of our activities are conducted in partnership or ad hoc outreach with other service organizations and nonprofit agencies within the community.

## **Public Meeting Forums**

CAREGIVER VOLUNTEERS OF CENTRAL JERSEY'S Board Meetings are not open to the public. CAREGIVER VOLUNTEERS OF CENTRAL JERSEY through the Multi-Cultural Outreach program elicits public input for the transportation program through regular meetings with congregational and community contacts, identify specific LEP individuals and groups and their areas of need and disseminate brochures at non-traditional locations such as ethnic grocery stores, laundry centers, dry cleaners. Additionally the Multi-Cultural Outreach Coordinator makes group presentations to English as a Second Language Classes, at Spanish speaking and other congregations attended by minority populations, and at low income housing facilities.

To foster accessibility and communication between diverse constituencies and service providers for LEP individuals, CAREGIVER VOLUNTEERS OF CENTRAL JERSEY identifies, trains and meets with *Key Community Advocates* who will problem solve for the members of the community they represent.

The Executive Director and Program staff attend Ocean County Office of Senior Services Project Directors' Meetings to include important program information and agency updates for publication in *Latino Unidos de Nueva Jersey*.

## **Website**

CAREGIVER VOLUNTEERS OF CENTRAL JERSEY 's website provides information on the medical transportation services and any meetings that will be scheduled for the public's input. Any changes in service, such as weather anomalies, volunteers shortages, or holiday hours, are made available on the site. CAREGIVER VOLUNTEERS OF CENTRAL JERSEY press releases and customer newsletters are published on the site. The Multi-Cultural Outreach Coordinator translates all program announcements into Spanish for publication on the site.

## **Outreach to Community Groups**

The Multi-Cultural Outreach Coordinator plans, organizes, directs and coordinates the program. This includes locating, training and overseeing individual community advocates within the cultural communities, establishing goals and objectives, identifying unaddressed needs, and promoting outreach. A major component of the position is to cultivate on-going relationships with community service providers to maintain current program information and referral. Our Multicultural Outreach Volunteer(s) help improve and maintain a high quality of life for those who are experiencing a social, physical or mental need and to do so within the context of the ethnic community. The volunteer's duties are to:

- Respect and complement the caregiving patterns and services already in use by the individual.
- Serve from one's own life experience and faith context.
- Provide support, assistance, education and referral
- To serve as translator for LEP individuals when necessary

## **CAREGIVER VOLUNTEERS OF CENTRAL JERSEY ASSISTANCE PLAN**

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

Caregiver Volunteers of Central Jersey uses trained volunteers to transport elder and frail individuals from their residence to medical appointments and therapy services and back to their residence.

This document has been prepared to conform to the Limited English Proficiency (LEP) requirements identified in the U.S. Department of Transportation's implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency." This document is also consistent with Title VI of the Civil Rights Act of 1964 and the U.S. Department of Justice's guidelines on self-assessment, which are contained in the Language Access Assessment and Planning Tool for Federally Conducted and Federally Assisted Programs (May 2011).

Caregiver Volunteers of Central Jersey uses information obtained in a Four Factor Analysis to determine if the specific language services provided are appropriate. This analysis helps Caregiver Volunteers of Central Jersey communicate effectively with persons with LEP or low-literacy. The Four Factor Analysis considers the following components:

- 1) The number or portion of LEP persons eligible to be served or likely to be encountered by Caregiver Volunteers of Central Jersey.
- 2) The frequency with which LEP persons come into contact with Caregiver Volunteers of Central Jersey.
- 3) The nature and importance of Caregiver Volunteers of Central Jersey activities, programs and services to people's lives.
- 4) The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

The following sections describe the application and results of the four-factor analysis for Caregiver Volunteers of Central Jersey.

### 1. Description of the Limited English Proficient Population(s) Served

The Caregiver Volunteers of Central Jersey transportation program serves 54 municipalities Ocean and Monmouth County.

Info about the distribution of Limited English Proficiency in Ocean Monmouth Counties.

Table 1: Languages at the County Level

Language Spoken	Number that speak English Less than very well (est)	% that speak English less than very well (est)
Ocean County		
Spanish or Spanish Creole	14,100	2.61
Italian	1,879	.003
Monmouth County		
Spanish	1,506	7.2
Indo European	1,318	6.3
Asian and Pacific Island	607	2.9

### 2. Frequency of Use by the Limited English Proficient Populations

Individuals with limited English proficiency inquire about use and are affected by service that Caregiver Volunteers of Central Jersey provides on a very limited basis and represents about 6% of the clients we serve.

Our supportive services include transportation to and from medical and therapy appointments. Individuals with limited English proficiency also come into contact with Caregiver Volunteers of Central Jersey by calling the program staff directly and using the website. A significant part of the development of Caregiver Volunteers’ Language Assistance Plan is the assessment of major points of contact, which include, but are not necessarily limited to, the following:

- ◆ Transport to and from medical appointments by a trained volunteer
- ◆ Communication with Program staff
- ◆ Printed outreach materials
- ◆ Website

### 3. Nature and importance of service provided

CVCJ provides supportive services to seniors at no cost regardless of their incomes. The agency recruits volunteers from businesses, congregations, community organizations and other agencies to provide direct services to the seniors they serve. All services are culturally sensitive, linguistically appropriate and provided at no cost. Caregiver Volunteers of Central Jersey provides vital assistance to the elderly, disabled, veterans and those who care for them, which allows individuals

to remain independent in their own homes and live with dignity and joy. Access to medical care by volunteers using their own cars and gas, through our transportation program is part of the vital assistance needed to help the elderly and frail age in place.

#### **4. Providing Language Assistance for Relevant Programs, Activities and Services**

Caregiver Volunteers has a bilingual outreach coordinator, we also have an additional bilingual staff member, to help our bilingual callers at all times when our office is open. Caregiver Volunteers of Central Jersey provides a number of publications in both English and Spanish.

##### **Training Caregiver Volunteers of Central Jersey Staff and Volunteers**

Caregiver Volunteers of Central Jersey staff and volunteers at all levels are aware of the need to reach out and provide information to LEP persons who rely on the volunteer transportation program Caregiver Volunteers of Central Jersey provides. In order to ensure that new staff and volunteer members understand this need, supplemental training will be provided as part of Caregiver Volunteers of Central Jersey employee and volunteer training programs.

##### **Providing Notice to Limited English Proficient Persons**

As a matter of policy, all vital documents related to Caregiver Volunteers of Central Jersey services are printed in English and Spanish. While Caregiver Volunteers of Central Jersey has the greatest capabilities to assist LEP persons who speak Spanish, there may be instances when activities will necessitate the provision of information and notices in languages other than English or Spanish. For example, if activities conducted affect a community in which there is a large population of LEP individuals who speak other Indo-European languages or Asian languages, Caregiver Volunteers of Central Jersey may rely on other county resources for translation services.

##### **Outcomes - Monitoring, Evaluating and Updating the Plan**

Caregiver Volunteers of Central Jersey conducts annual client surveys. To ensure this LEP will continue to be implemented successfully, Caregiver Volunteers of Central Jersey will develop a plan to evaluate all information received from surveys, meetings, outreach efforts, staff contact and trainings. The staff will review the plan annually for updates as needed, while also developing new concepts for implementation in the next plan. The committee will monitor the following statistics, at minimum:

- ◆ Statistics kept on LEP contacts
- ◆ Annual review of local Census data
- ◆ Ongoing collaboration with community partners
- ◆ Effectiveness and usage of written translated documents
- ◆ Assessment of the Civil Rights Act Title VI Program

##### **Resources and Costs for LEP Outreach**

Following the Four Factor Analysis, Caregiver Volunteers of Central Jersey concluded that there are currently extensive outreach materials for the languages spoken by persons with Limited English Proficiency in the service area. Based on all aspects of the Four Factor Analysis, the availability of interpreters is sufficient to meet the needs of the LEP population. The current translation of vital documents into Spanish and the availability of interpreters are sufficient to meet the needs of the Spanish-speaking LEP population. Caregiver Volunteers of Central Jersey will continue to apply its monitoring process to ensure accessibility of services and information to the LEP population.

**TABLE DEPICTING MINORITY REPRESENTATION ON  
DECISION-MAKING BODIES**

<b>Body</b>	<b>Caucasian</b>	<b>Latino</b>	<b>African American</b>	<b>Asian</b>	<b>Native American</b>
BOARD OF DIRECTORS	90%	%	10%	%	%

Achieving diversity on Caregiver Volunteers of Central Jersey’s volunteer board is a challenging and essential task.

We continually recruit new board memberships by attending local community organizations that reflect the diversity in the community. We also regularly meet with our service recipients, coalition members and community partners to see if they have any interest in serving on our board.

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

Caregiver Volunteers of Central Jersey does not have a non-elected transit related advisory council at this time.

## **BOARD RESOLUTION**

TO BE OBTAINED BY JULY 2020