

CAREGIVER VOLUNTEERS OF CENTRAL JERSEY
TITLE VI PLAN
2024

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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- DISCRIMINATION 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 201 Hooper Avenue, 1st Floor, N. Ste., Toms River NJ 08753 or visit our website at 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 5th 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) 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 beneficiarios

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 201 Hooper Avenue, 1st Fl., N. Ste, Toms River NJ 08753 o visite nuestro sitio web en 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) 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 201 Hooper Avenue, First Floor, North Suite, Toms River NJ during 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
201 Hooper Ave., 1st Fl., N. Ste
Toms River, NJ 08753
Attn: Volunteer Manager

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

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.

NEED SPANISH TRANSLATION

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 CAREGIVERS 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 201 Hooper Avenue, First Floor, North Suite, 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:

Caregiver Volunteers of Central Jersey
201 Hooper Ave, 1st Fl., N. Ste
Toms River, NJ 08753
Attn: Volunteer Manager

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 (CVCJ) 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) 732-2273 ext 202 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:

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

Other: _____

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

Date: _____

Date: _____

Date: _____

Please as clearly as possible what happened? Provide the name(s) of witnesses and others involved in the alleged discrimination. (Attach additional sheets if necessary and provide a copy of written material pertaining to your case.)

SIGNATURE

DATE

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? List all that apply.

Federal Agency _____
Federal Court _____
State Agency _____
State Court _____
Local Agency _____

If you have checked above, please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____
Title: _____
Address: _____
City/State/Zip Code: _____
Telephone Number (Home): _____
Telephone Number (Work): _____

Note: *The laws enforced by this department prohibit retaliation or intimidation against anyone because that individual has either taken action or participated in action to secure rights protected by these laws. If you experience retaliation or intimidation separate from the discrimination alleged in this complaint or if you have questions regarding the completion of this form, please contact:*

*Caregiver Volunteers of Central Jersey
201 Hooper Ave, 1st Fl. N. Ste
Toms River, NJ 08753
Email: info@caregivervolunteers.org*

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 202 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:

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

Otros: _____

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

Fecha: _____

Fecha: _____

Fecha: _____

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

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

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

Public Participation Plan

Caregiver Volunteers of Central Jersey (CVCJ) Public Participation Plan

The Federal Transit Administration (FTA) requires that the Title VI program includes a Public Participation Plan with a specific outreach component designed to engage minority, low-income, disabled, and limited English proficient (LEP) populations. CVCJ's Public Participation Plan is dedicated to ensuring these underserved communities have equitable and meaningful opportunities for participation in the organization's decision-making processes.

Public Participation Element

Are Board meetings open to the public? Currently, Board meetings are not open to the general public. However, CVCJ actively engages the public through alternative outreach methods.

Publicizing Board Meetings: Although Board meetings are closed, CVCJ proactively gathers public input through direct community engagement, including presentations and meetings with congregations, senior communities, and groups serving LEP populations.

Location of Board Meetings: Board meetings are held quarterly at the main CVCJ office located at: 201 Hooper Avenue, 1st Floor, North Suite, Toms River, NJ 08753 & via Zoom

Accessibility: The Board meeting location is fully accessible to persons with disabilities, providing appropriate accommodations as necessary upon request.

Transportation Availability: CVCJ's primary service is volunteer-based transportation to medical appointments and essential services. While regular transportation service does not specifically cover board meeting attendance, individuals requiring transport for participation in related activities can request accommodations through our volunteer network in advance.

Additional Efforts to Ensure Attendance: CVCJ ensures stakeholders, clients, and transportation riders have ample opportunities to provide input through alternative forums, community presentations, and targeted outreach efforts, ensuring accessibility and inclusivity.

Funding Participation and Public Comments: CVCJ receives partial funding through NJ Transit, local municipalities, Donations and county support. Interested parties can comment on the budget and service proposals through publicized notifications, community forums, or direct communication with organizational leadership. Notification methods include:

- Direct communication via phone or mail.
- Public postings in the CVCJ lobby.
- Updates via the CVCJ website (www.caregivervolunteers.org).
- Press releases and newsletters.
- Social media platforms (Facebook and Instagram).

Additional Outreach Efforts

Transportation Advisory Committees: CV CJ regularly participates in advisory meetings, including those with the Ocean County Office of Senior Services Project Directors, to facilitate continuous improvement and public engagement.

Soliciting Comments on Service Changes: CV CJ actively solicits feedback through community outreach, surveys, and presentations, particularly targeting seniors, minority groups, and LEP populations, to ensure services remain relevant and accessible.

Passenger Surveys: Regular satisfaction and needs-assessment surveys are distributed among service recipients to collect data and feedback for ongoing service improvement.

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 elderly 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 in 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	2.32
Italian	1,879	.003
Monmouth County		
Spanish	19,509	7.7
Indo European	21,303	8.4
Asian and Pacific Island	8,736	3.5

**New Jersey Department Of Health/2023 - www-doh.nj.gov New Jersey State Health Assessment Data*

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 provide 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.

Providing Language Assistance for Relevant Programs, Activities and Services

Caregiver Volunteers has a bilingual outreach coordinator, we also have an additional bilingual staff member, there to help our bilingual callers at all times 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 (CVCJ) staff and volunteers at all levels recognize the importance of providing services to Limited English Proficiency (LEP) persons who rely on the transportation and other programs offered by the organization. To ensure that both staff and volunteers are adequately prepared to meet the needs of LEP individuals, CVCJ will implement the following training measures:

- **Orientation and Initial Training:** All new staff and volunteers will receive training on the importance of serving LEP persons and the steps CVCJ takes to ensure accessibility. This training will include specific strategies for effectively communicating with LEP individuals and the use of translation resources.
- **Ongoing Annual Training:** Staff and volunteers with potential interaction with LEP persons (including drivers, dispatchers, program coordinators, and customer service personnel) will participate in an annual training session focused on serving LEP individuals.
- **Training Materials:** CVCJ's Training Coordinator will research and implement resources to enhance the training experience, such as videos, handouts, and presentations. These materials will align with DOT guidelines and best practices for engaging with LEP populations.
- **Training Records and Evaluation:**
 - Agendas for all training sessions will be provided in advance to participants.
 - Attendance will be documented via sign-in sheets, and certificates of completion will be distributed to those who complete the training.
 - Feedback from participants will be collected to continually improve training programs.
- **Refresher Training:** To ensure that staff and volunteers maintain a strong understanding of LEP needs, refresher training sessions will be conducted every year.

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 LAP 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 training. 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

4. Resources 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.

5. Tracking, Surveys, & Reporting

- **LEP Activity Tracking Tools:**
All LEP activities will be logged and kept on file. Salesforce is used as the primary platform for documenting LEP activities. This includes logging:
 - Translation services and distribution records.
 - Interpretation sessions with details like dates, times, and interpreter information.
 - Feedback from LEP receivers and volunteers.
 - These logs are regularly reviewed to identify trends and ensure compliance with federal and agency standards.
- **Documenting LEP Interactions:**
Every interaction with LEP receivers or volunteers is documented in Salesforce. These interactions are specifically tagged as LEP activities, enabling detailed reporting and analysis of our outreach and support efforts.

- This includes interpretation sessions, bilingual support provided by staff, and distribution of translated materials during meetings or visits.
- **Documentation and Review:**
 - Translated materials are logged and tagged in Salesforce as LEP activities for tracking and reporting purposes.
 - Records of translations, including copies of translated documents and contracts with translation services, are maintained for compliance and reporting.
 - Staff are made aware of the availability and use of translated documents during monthly company meetings, fostering agency-wide awareness of our LEP efforts.
- **Surveys**
 - CVCJ regularly conducts surveys through email, phone, and mailings to gather feedback and improve services. When necessary, bilingual staff provide support to ensure that Limited English Proficient (LEP) participants can fully engage in the process.
 - All survey activities are documented using the government program SAMS. Additionally, all receivers are entered into the system, and their ethnicity is recorded. This allows CVCJ to generate regular reports to analyze the ethnic composition of the populations we serve, ensuring our programs meet the diverse needs of our community.

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

Body	Caucasian	Latino	African American	Asian	Native American
BOARD OF DIRECTORS	90%	%	10%	%	%

Achieving diversity 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.

