



**Workforce Development, Aging and Community Services
Title VI Civil Rights Program Policy**



TITLE VI PROGRAM

COUNTY OF LOS ANGELES
WORKFORCE DEVELOPMENT, AGING AND COMMUNITY SERVICES
3175 West Sixth Street, Los Angeles CA 90020
Tel: 213-738-2600



Workforce Development, Aging and Community Services Title VI Civil Rights Program Policy



The County of Los Angeles, Workforce Development, Aging and Community Services (WDACS) department administers a number of programs to help enrich the lives of constituents residing in Los Angeles County, including Adult Protective Services (APS), Area Agency on Aging (AAA), Workforce Innovation and Opportunity Act (WIOA), Dispute Resolution, Community & Senior Centers, and Human Relations Commission. To further complement its range of services, WDACS has formulated the New Freedom program, which seeks to expand access to public transportation through mobility management and door-to-door or door-through-door demand-response transit.

As a federal funding recipient, WDACS is committed to the requirements mandated by Title VI of the Civil Rights Act of 1964, which requires 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 any program or activity receiving federal assistance." As such, WDACS will implement and continuously re-evaluate its Title VI Program to ensure all services provided through the New Freedom program are operated in a nondiscriminatory manner.

Notice to the Public

In order to make WDACS program participants aware of its commitment to Title VI compliance, and to their right to file a complaint, WDACS will have present the statement below on the Department's website. All WDACS contractors providing services will be required to post the statement in client areas. The statement will also be posted in the lobbies of Los Angeles County Workforce Development, Aging and Community Services public access facilities.

Workforce Development, Aging and Community Services Notice of Civil Rights

The County of Los Angeles Workforce Development, Aging and Community Services (WDACS) department operates its programs and services without regard to race, color and/or national origin in accordance with Title VI of the Civil Rights Act. In addition to Title VI, WDACS prohibits discrimination based on sex, age, disability, religion, medical condition, gender or gender expression, marital status or sexual orientation. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice may file a complaint with WDACS. For more information on WDACS' Civil Rights program and procedures to file a complaint, please contact the Departmental Human Resources Manager at **(213) 738-2604**.

For transportation related issues, a complainant may file a complaint directly with the Federal Transit Administration by contacting the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Avenue SE, Washington, D.C. 20590.



Workforce Development, Aging and Community Services Title VI Civil Rights Program Policy



Discrimination Complaint Procedures

The following complaint procedures will be available on our program website www.newfreedom.lacounty.gov

Any person who believes that he or she has been discriminated against on the basis of race, color, national origin, sex, age, disability, religion, medical condition, marital status, and/or sexual orientation by Los Angeles County Workforce Development, Aging and Community Services or any of its contracted service providers may file a discrimination complaint by completing and submitting the WDACS Discrimination Complaint Form. WDACS will investigate complaints received no more than 60 days after the alleged incident. WDACS will only process complaints that are complete.

Once a complaint is received, WDACS will review it to determine if its office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated.

WDACS has 30 days to investigate the complaint. If more information is needed to resolve the case, WDACS may contact the complainant with a letter requesting additional information. The complainant has 15 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 by the 30th business day following the request, WDACS can administratively close the case. A case may also be closed if the complainant no longer wishes to pursue the complaint.

After the investigator reviews the complaint, he or she will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and the case will be closed. An LOF summarizes the allegations and the interviews regarding the incident, and explains whether any disciplinary, or other, action will occur. If the complainant wishes to appeal the decision, he or she will have 30 days after the date of the closure letter or the LOF to do so.

For transportation related issues, a complainant may file a complaint directly with the Federal Transit Administration by contacting the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Avenue SE, Washington, D.C. 20590.

If information is needed in another language, contact (213) 738-2604. (This portion will be provided in safe harbor languages as well.)



Workforce Development, Aging and Community Services Title VI Civil Rights Program Policy



Title VI Discrimination Complaint Form

The WDACS discrimination complaint form will be available on the WDACS New Freedom website or can be requested from the WDACS Departmental Human Resources Manager. Complaint forms will be available in English and Spanish. Anyone filing a complaint may request that the form be translated into another language. The WDACS discrimination complaint form can be found in **Appendix A**.

Active Investigations, Complaints, and Lawsuits

The Department of Justice and the FTA require all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations conducted by entities other than FTA; lawsuits; and complaints naming the recipient. This list shall include the date that the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to, the investigation, lawsuit, or complaint. WDACS will maintain a list of active investigations conducted by entities other than FTA; lawsuits; and complaints with regard to discrimination during the implementation of its specialized transportation program. At the writing of this report, **no** Title VI complaints of discrimination have been filed against WDACS. A template for this investigation list is referenced in **Appendix B**.

Public Participation Plan

WDACS has developed a public participation plan (PPP) to help guide the direction of its mobility management and transportation services. The plan provides a voice to the diverse population of Los Angeles County as the WDACS programs continue to evolve. WDACS found it important to consider public engagement from low-income, limited English proficient (LEP), and minority communities early in program development and continuously through the course of the program.

Public Hearings and Focus Groups

As a countywide provider of services, WDACS, in collaboration with the City of Los Angeles, conducts public hearings at multiple locations representing the Los Angeles County area on an annual basis. During these hearings, members of the public are able to share their concerns with WDACS about the needs in their individual communities. Transportation services for the elderly and disabled were identified as a priority for WDACS during several of these public forums. In an effort to make the hearings accessible to low-income, minority, and LEP communities they are held in County or City senior, community, or multipurpose facilities which are commonly accessible via public transportation. They are conducted in buildings that are compliant with the Americans



Workforce Development, Aging and Community Services Title VI Civil Rights Program Policy



with Disability Act (ADA) and hearing notices inform residents of a number to call 72 hours in advance to request reasonable accommodations for disability, including assistive devices. Residents are notified through bulletins in community centers, libraries, senior centers, AAA contractors, and through newspaper ads 2-3 weeks in advance of the scheduled event. These notices are written in English and Spanish.

Additionally, the County and City of Los Angeles' Area Agencies on Aging conduct focus groups at various senior centers for our California Department of Aging 4 year Area Plan, which garnered many of the same conclusions pertaining to the need for non-fixed route, on-demand transportation services.

WDACS considered the comments and suggestions received from these public platforms in the development of its programs. Public feedback is critical in designing a program that meets the needs of communities, increases the likelihood of use; and, expands access to vital services.

As the program progresses, WDACS will utilize future public hearings and focus groups to help tailor the program's response to the diverse and changing needs of LA County residents, improve service delivery, and address service gaps specific to specialized public transit.

Outreach

To date, WDACS has developed a New Freedom Program website (<http://newfreedom.lacounty.gov/>) as well as additional printed material (**Appendix C**).

- WDACS is committed to reaching a wide range of participants throughout the County by developing an outreach and referral campaign using different modes and media, such as posting of program flyers and information brochures in community and senior centers; social media; New Freedom Website; Toll free hotline
- Coordination for referrals from the Los Angeles County Aging & Adult Services Information & Referral hotline; and,
- Direct mail to WDACS' AAA providers for referral and distribution.

Continuous Improvement

WDACS' programs will continue to involve the public as it will solicit feedback through client satisfaction surveys designed to provide detailed information on improving service delivery. This, in addition to registration data, public hearings, and future focus groups.



Workforce Development, Aging and Community Services Title VI Civil Rights Program Policy



LANGUAGE ASSISTANCE PLAN

Purpose of the Language Assistance Plan

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. One critical concern addressed by Title VI is the language barrier that Limited English Proficiency (LEP) persons face with respect to accessing information about and using transit service. Transit operators must ensure that this group has adequate access to the agency's programs and activities, including public participation opportunities.

Executive Order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency," requires Federal agencies to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to provide those services so LEP persons can have meaningful access to them. It is expected that agency plans will provide for such meaningful access consistent with, and without unduly burdening, the fundamental mission of the agency.

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

The United States Department of Transportation (DOT) published guidance that directed its recipients to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for LEP customers. WDACS' language assistance plan (LAP) includes two sections. The first section consists of a four factor analysis and implementation plan that complies with the requirements of DOT LEP guidance. The second section of this document discusses the results of the Four-Factor Analysis and the implementation of the Language Assistance Plan.

4 Factor Analysis

In order to ensure program services are fully accessible by those persons of limited English proficiency (LEP), WDACS has implemented the findings of a '4 Factor Analysis' in creating a language accessibility plan. The 4 Factor Analysis is a localized view of resident needs considering:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by WDACS New Freedom Program;
2. The frequency with which LEP persons come into contact with WDACS New Freedom Program materials and service providers;



Workforce Development, Aging and Community Services Title VI Civil Rights Program Policy



3. The nature and importance of WDACS New Freedom in people’s lives; and,
4. The resources available to WDACS New Freedom for LEP outreach, as well as the costs associated with that outreach.

Factor 1 – The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.

WDACS provides services to residents across the County of Los Angeles. Thus its four factor analysis takes into account the language needs residents across the county’s total geographical area. WDACS used the 2015 American Community Survey 5-Year Estimate to determine the proportion of LEP residents within the County of Los Angeles, by home language. The table below shows residents who identified themselves as speaking English less than “very well.” It is categorized by the primary language of the resident. Percentages listed compare the proportion of the specific LEP group to the population of the county as a whole.

Los Angeles County		
		Speaks English Less Than Very Well
Total Number of People :	9,396,753	
Spanish or Spanish Creole:	1,627,354	17.32%
Chinese:	219,912	2.34%
Korean	110,976	1.18%
Armenian:	84,435	0.90%
Tagalog:	73,397	0.78%
Vietnamese:	48,582	0.52%
Persian:	30,929	0.33%
Japanese:	25,857	0.28%
Russian:	25,344	0.27%
Arabic:	17,109	0.18%
Mon-Khmer, Cambodian:	16,883	0.18%
Other Indic languages:	16,005	0.17%
Thai:	13,569	0.14%
Other Asian languages:	10,113	0.11%
Other Pacific Island languages:	9,563	0.10%
French (incl. Patois, Cajun):	6,384	0.07%
African languages:	5,668	0.06%
Hindi:	4,902	0.05%
Hebrew:	4,632	0.05%
Other Indo-European languages:	3,882	0.04%
Portuguese or Portuguese Creole:	3,160	0.03%



Workforce Development, Aging and Community Services Title VI Civil Rights Program Policy



Urdu:	3,110	0.03%
Italian:	2,867	0.03%
Gujarati:	2,714	0.03%
German:	2,538	0.03%
Other and unspecified languages:	2,393	0.03%
Other Slavic languages:	2,003	0.02%
Laotian:	1,602	0.02%
Greek:	1,545	0.02%
Serbo-Croatian:	1,520	0.02%
Polish:	1,502	0.02%
Hungarian:	1,452	0.02%
Other West Germanic languages:	785	0.01%
Scandinavian languages:	755	0.01%
French Creole:	419	0.004%
Hmong:	343	0.004%
Yiddish:	243	0.003%
Other Native North American languages:	105	0.001%
Navajo:	25	0.0003%

Source: American Community Survey 5-Year Estimate (2015)

This data indicates that an overwhelming portion of WDACS potential participant pool may need language assistance in Spanish (17.32%). LEP populations identifying Chinese (2.34%), Korean (1.88%) and Armenian (0.90 %) as their primary language may also represent a significant frequency of the WDACS New Freedom participant pool.

Factor 2 – The frequency with which LEP persons come into contact with the program.

WDACS collects language data for other programs it operates, including participants in Area Agency on Aging (AAA) and Adult Protective Service (APS) programs. Using enrolled participant intake data for these programs as a proxy, WDACS is able to indirectly project the frequency with which the New Freedom program will be in contact with LEP persons.

Area Agency on Aging

Primary Language of AAA Clients Served
FY 2016-17

Primary Language	Client Count	Percent of Total Client Count	Translation Needed	
			Yes	Percent of Total
American Sign Language	102	0.24%	10	0.02%
Arabic	59	0.14%	12	0.03%
Armenian	533	1.24%	352	0.82%



Workforce Development, Aging and Community Services Title VI Civil Rights Program Policy



Cambodian	117	0.27%	86	0.20%
Cantonese	645	1.50%	338	0.79%
Chinese	1,322	3.07%	336	0.78%
Declined to State	1,627	3.78%	16	0.04%
English	25,527	59.31%	340	0.79%
Farsi	72	0.17%	23	0.05%
French	14	0.03%	1	0.00%
Japanese	146	0.34%	51	0.12%
Korean	403	0.94%	203	0.47%
Laotian	22	0.05%	6	0.01%
Mandarin	426	0.99%	262	0.61%
Russian	295	0.69%	157	0.36%
Spanish	8,613	20.01%	4,488	10.43%
Tagalog	599	1.39%	41	0.10%
Thai	35	0.08%	4	0.01%
Vietnamese	119	0.28%	31	0.07%
Other	478	1.11%	93	0.22%
Missing	1,888	4.39%	15	0.03%
Total	43,042		6,865	

Analysis of the current participant base for Aging and Adult Service programs indicates that similar to the data from the 2015 American Community Survey 5-Year Estimate, Spanish speakers comprise the largest proportion (20.01 %) of AAA participants, with over half (10.43%) requesting translation services. Those with a primary language of Chinese make up the second largest portion of participants.

Adult Protective Services

Primary Language of Alleged Victims
FY 2016-17

Primary Language	Total Clients	Percent of Total
Arabic	28	0.08%
Armenian	199	0.54%
Chinese-Cantonese	108	0.29%
Chinese-Mandarin	139	0.38%



**Workforce Development, Aging and Community Services
Title VI Civil Rights Program Policy**



English	29,659	80.49%
Farsi	108	0.29%
Japanese	64	0.17%
Khmer (Cambodia)	26	0.07%
Korean	210	0.57%
Non-Verbal	202	0.55%
Russian	96	0.26%
Sign Language	35	0.09%
Spanish	3,830	10.39%
Tagalog	89	0.24%
Vietnamese	41	0.11%
Other	161	0.44%
Unknown	1,855	5.03%
Total	36,850	

Analysis of the current participant base for the Adult Protective Services indicates that Spanish speakers comprise the largest proportion (10.39%) of APS clients who speak a language other than English.

Factor 3 – The nature and importance of the program, activity, or service provided by the program to people’s lives.

WDACS’ program seeks to serve the public, which includes the frail elderly and disabled populations, in two ways: The first is in serving as a resource to link clients with the variety of options necessary to be well integrated with society. Mobility Management will accomplish this by coordinating transportation services for clients through a network of available resources. The second is through contracting with non-profits, private, and public agencies to provide much-needed support and transportation services. As the elder population continues to grow and as more residents are limited in their ability to drive, the ability to access these programs will increase in importance. As such, the ability for WDACS to make such services available to LEP populations will also continue to grow.

Factor 4 – The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

Across the department, WDACS has multi-lingual staff that is able to provide translation, including 70 bilingual APS Field Operations Social Workers. WDACS has also previously obtain agreements with vendors for translation services with Lazar Translation Services and Magus Corp who can provide documentation translation at a cost of approximately \$2,500 per page of document.

Language Accessibility Plan



Workforce Development, Aging and Community Services Title VI Civil Rights Program Policy



WDACS is committed to ensuring participants are able to access services regardless of their ability to speak English and has developed a plan based upon gathering participant information, providing language assistance, and staff development.

Language Assistance

Reflection on Factor 3 makes provision of language assistance to WDACS' participants very clear. Demographic data from the 2015 American Community Survey 5-Year Estimate as well as WDACS' AAA participant information (references Factors 1 and 2) clearly indicate that Spanish is a threshold language. As such, WDACS participants will be provided with the following in-language resources:

- Nearly all printed materials in English/Spanish.
- To the extent possible, staff and contract services providers with translation software on mobile devices.
- Vital Documents such as the Title VI Discrimination Complaint form in WDACS New Freedom public areas in Spanish.
- Vital Documents such as the Title VI Discrimination Complaint forms and procedures in Spanish, Chinese, Korean, Armenian, Vietnamese, Japanese, Russian, Cambodian, Thai, and Tagalog upon request.
- In-language phone assistance in other languages available depending on staff availability.
- Standard terms and conditions on all contracts states providers shall have multi-language staff capabilities

Individuals will be informed of these language assistance measures through a notice stating their availability in each language listed above. These notices will be available on the program website (<http://newfreedom.lacounty.gov/>).

In addition to the language assistance provisions above, WDACS New Freedom will also strive to hire staff to provide in-language phone assistance in Spanish as well as provide staff regularly interfacing with LEP participants with sensitivity training. WDACS New Freedom staff will also partner with APS Bilingual Social Workers for translation services as needed and available. WDACS New Freedom Website is also designed with Google Translation capabilities. WDACS has also included contractual language for all department contracts indicating providers shall have multi-language staff capabilities.

WDACS New Freedom will reassess the threshold every three years and make reasonable adjustments as updated data on language groups and participant information becomes available.



Workforce Development, Aging and Community Services Title VI Civil Rights Program Policy



Safe Harbor Provision

The FTA Circular 4702.1B states, “DOT has adopted DOJ’s Safe Harbor Provision, which outlines circumstances that can provide a “safe harbor” for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient’s written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

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

Although WDACS strives to adhere to the Safe Harbor Provision, WDACS’s operates from a limited budget, thus making it financially prohibitive to translate all vital documents that constitutes the lesser of 5% or 1,000 persons of the total population of persons eligible to be served or likely to encounter our transportation services. Given that, historically, the demographic served by WDACS falls primarily within the Spanish-speaking community, and the Notice to the Public, Discrimination Complaint Procedures and the Title VI Discrimination Complaint form are translated into Spanish. Additionally, upon request, WDACS will provide translation of these documents into Chinese, Korean, Armenian, Vietnamese, Japanese, Russian, Cambodian, Thai, and Tagalog.

Monitoring and Evaluation

To help better gauge the language needs of program participants, WDACS will gather and pre-analyze participant needs prior to providing service. The following delineates the steps that will be taken when a referral for a potential LEP client is received:



Workforce Development, Aging and Community Services Title VI Civil Rights Program Policy



1. WDACS receives referral for participant including demographic, primary language, and secondary language information.
2. If the client needs language assistance that is not readily available, a mobility management consultation and assessment is scheduled.
3. WDACS will coordinate language assistance at the consultation by either sending bilingual staff when possible or equipping the staff member with strategies in using translation applications such as mobile web conferencing, etc.
4. Participant language data will be logged for further program analysis and to ensure language assistance is provided to the participant in the future.

WDACS strives to have multi-language staff as well as contractually obligate service providers to have multi-language staff and capabilities. WDACS Compliance Division will verify service providers have multi-language staff and capabilities in place during their semi-annual monitoring visits. WDACS' Research and Statistics Section will collect language data for mobility management staff to further analyze. Primary language information is collected at time of application through the New Freedom database.

Staff Training

Current WDACS staff has been instrumental in developing the Language Assistance Plan and thus are very knowledgeable about the plan. Effective May of 2018, New Freedom staff will have undergone the Implicit Bias and Cultural Competency training, and the County Policy of Equity training. The Implicit Bias and Cultural Competency training aims to heighten awareness of issues related to diversity, such as perception, cultural differences, language, stereotyping, sexual orientation and biases. The County Policy Equity training is designed to help employees understand their rights to be free from discrimination, unlawful harassment, retaliation, and other inappropriate conduct. The goal is for this training to help promote more inclusive work and service environments.

Future staff will be required to read the Language Assistance Plan, will be directed on the procedures for helping services those with language assistance needs, and will be involved with future iterations of plan development.

Diagram of Non-Elected Officials

WDACS does not have an unelected committee or council, therefore this requirement does not apply.

Title VI Equity Analysis

WDACS did not use the New Freedom funds for the construction of a facility; therefore this requirement does not apply.



Workforce Development, Aging and Community Services Title VI Civil Rights Program Policy



Title VI Monitoring

The results of the ongoing monitoring of services standards can be obtained by contacting WDACS' Departmental Human Resources Manager.

Sub-Recipient Compliance

For transportation related programs, WDACS is contracted through Los Angeles County Metropolitan Transportation Authority (LACMTA).

Grants, Reviews and Certifications

WDACS has no pending applications for federal assistance. It has no open or pending FTA grants. WDACS has not had any Civil Rights Compliance Reviews in the past three years.

Contact

For additional information on WDACS Title VI Plan, please contact: The Departmental Human Resources Manager, Los Angeles County Workforce Development, Aging and Community Services, 3175 West 6th Street, Los Angeles, CA 90020, 213.738.2604.



Workforce Development, Aging and Community Services Title VI Civil Rights Program Policy





1. Appendix A – WDACS New Freedom Program Discrimination Complaint Form
2. Appendix B – WDACS New Freedom Program Complaint Log
3. Appendix C – WDACS New Freedom Program Flyer



Workforce Development, Aging and Community Services Title VI Civil Rights Program Policy



APPENDIX – A

	<p>County of Los Angeles – Workforce Development, Aging and Community Services DISCRIMINATION COMPLAINT FORM</p>	
SECTION I: COMPLAINANT INFORMATION		
First Name:		Last Name:
Home Phone:		Work/Cell Phone:
Current address:		
City:	State:	ZIP Code:
ACCESSIBLE FORMATS REQUIRED (CHECK ALL THAT APPLY)		
<input type="checkbox"/> Large Print <input type="checkbox"/> Audio Tape <input type="checkbox"/> TOD <input type="checkbox"/> Other (Specify):		
SECTION II: INFORMATION ON THIRD PARTY FILER		
Are you filing this complaint on your own behalf (please circle)? YES NO		
If you answered "YES" to the question above, go to Section IV. If you answered "NO" please supply the name and relationship of the person for whom you are complaining:		
First Name:		Last Name:
Please explain why you have filed for a third party.		
Please confirm that you have obtained permission of the aggrieved party if you are filing on behalf of a third party (please circle).		
YES NO		
SECTION III: COMPLAINT HISTORY		
Have you previously filed a discrimination complaint (please circle)? YES NO		
If yes, what was the complaint number?		Complaint number:
Please note: This information is needed for administrative purposes we will assign the same complaint number to the new complaint.		
Transit Provider:		
Department of Transportation:		
Department of Justice:		
Equal Employment Opportunity Commission:		
Other (be specific):		
Have you ever filed a lawsuit regarding your complaint (please circle)? YES NO		
Please note: This information is helpful for administrative tracking purposes. However, if litigation is pending regarding the same issue, we defer to the decision of the court.		
SECTION IV: DESCRIPTION OF DISCRIMINATION		
Which of the following best describes the reason you believe the discrimination took place? Was it because of your (please check all that apply):		
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/> Age <input type="checkbox"/> Gender or Gender Expression <input type="checkbox"/> Sex <input type="checkbox"/> Disability <input type="checkbox"/> Religion <input type="checkbox"/> Marital Status <input type="checkbox"/> Sexual Orientation <input type="checkbox"/> Medical Condition		
On a separate sheet please describe your complaint. You should include specific details such as name, dates, times, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint.		
This form continues on the back of this page or on the next sheet.		



Workforce Development, Aging and Community Services Title VI Civil Rights Program Policy



APPENDIX – A

SECTION V: RELEASE OF INFORMATION		
May we release a copy of your complaint to the transit provider (please circle)?	YES	NO
May we release your identity to the transit provider (please circle)?	YES	NO
SECTION VI: SIGNATURE		
Signature:		
Printed Name:		
Date:		
Note: We cannot accept your complaint without a signature.		

Please submit this form with attachments in person at the address below or mail the form to:
 Departmental Human Resources Manager
 WDACS
 3175 6th Street
 Los Angeles, CA 90020

Spanish Si usted necesita este formulario traducido, por favor contáctenos al (888)863-7411.

Chinese 如果您需要翻译此表格, 请联系我们 (888) 863-7411.

Korean 이 양식 번역 필요 하면, (888)863-7411 에 문의 하시기 바랍니다.

Vietnamese Nếu bạn cần mẫu đơn này dịch, xin vui lòng liên hệ với chúng tôi tại (888)863-7411.

Japanese このフォームの翻訳が必要な場合は、(888)863-7411 にお問い合わせください。

Russian Если вам нужна эта форма перевода, пожалуйста, свяжитесь с нами по (888)863-7411.

Thai ถ้าคุณต้องการแปลแบบฟอร์มนี้ โปรดติดต่อเราที่ (888)863-7411

Armenian եթե Ձեր գրքը անհայտ է, կապվե՛ք մեզ, խնդրում ենք կապվել (888) 863-7411 հեռախոսահամարով:

Tagalog Kung kailangan mo ang form na ito maisalin sa wikang tagalog, mangyaring makipag-ugnay sa amin sa (888)863-7411

Cambodian ប្រសិនបើអ្នកត្រូវការការបកប្រែទម្រង់នេះសូមទាក់ទងមកយើងផ្ទៃក្នុងលេខ (888) 863-7411



Workforce Development, Aging and Community Services Title VI Civil Rights Program Policy



APPENDIX – B



WDACS New Freedom Title VI Program Complaint Investigation Log



Type (Investigation, Lawsuit, Complaint)	Date	Summary of Complaint	Status	Action(s) Taken



Workforce Development, Aging and Community Services Title VI Civil Rights Program Policy



APPENDIX – C

WHO IS ELIGIBLE?

This program is available to anyone planning to travel within Los Angeles County; however, priority of service is reserved for individuals meeting the following criteria:

- Applicant is at least 60 years of age and/or
- Applicant is disabled

Program acceptance will be made on a first come first serve basis



WHERE CAN I GO?

Clients will be able to travel to any destination within Los Angeles County, including:

- Medical therapy and personal appointments;
- Grocery stores and other shopping destinations;
- Social and recreational events; worship services and other outings;
- Senior centers, recreation centers, and adult day programs;
- Employment, education, and volunteer sites.

HOW CAN I SELECT MY VOLUNTEER DRIVER?

Clients may select anyone they trust as a volunteer driver, such as a caregiver, neighbor, family member or friend.



1-888-863-7411

HOW DO I APPLY?

- Applicants may request a New Freedom application by e-mail at newfreedom@wdacs.lacounty.gov or complete the application through the New Freedom website at: <http://newfreedom.lacounty.gov>
- Applicants may also call the New Freedom hotline at (888) 863-7411 to speak to a mobility specialist who can provide assistance. Mobility specialists are available Monday thru Friday from 8 am to 5 pm.





Workforce Development, Aging and Community Services Title VI Civil Rights Program Policy



APPENDIX – C



County of Los Angeles Workforce Development, Aging and Community Services has been granted funding to provide transportation programs throughout Los Angeles County. The program goal is to enhance transportation services provided to older adults and persons with disabilities at no cost to eligible clients.

We are pleased to announce the New Freedom Volunteer Driver Mileage Reimbursement Program in which eligible clients have the opportunity to select and recruit Volunteer Drivers to provide rides to designated destinations. The drivers are then reimbursed through the program.



Hilda L. Solis
First District

Mark Ridley-Thomas
Second District

Sheila Kuehl
Third District

Janice Hahn
Fourth District

Kathryn Barger
Fifth District



NEW FREEDOM
KEEPING YOU ON THE MOVE

Provided by
Workforce Development
Aging and Community Services

Funded by
U.S Department of Transportation
Federal Transit Authority



Los Angeles County

**Workforce Development
Aging and
Community Services**

**Volunteer Driver Mileage
Reimbursement Program**



*Get where you need to go,
and maintain your
Independence, health and
well-being...*

1-888-863-7411

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