

***Federal Transit Administration
Title VI Program***

South Shore Community Action Council, Inc.

Board Approved September 2025

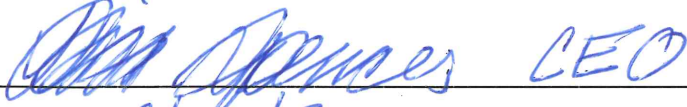
(Plan expires 3 years from date approved by the governing board)

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Section 1: Title VI Plan Approval & Compliance Requirements

Title VI Plan Adopted on: September 24, 2025
Adopted by: SSCAC Board of Directors

Signature(s):  CEO

Approval Date: 9/24/25

Annual Certifications and Assurances

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with Title VI regulations. This requirement shall be fulfilled when the applicant/recipient submits its annual certifications and assurances. Primary recipients will collect Title VI assurances from subrecipients prior to passing through FTA funds.

South Shore Community Action Council will remain in compliance with this requirement by annual submission of certifications and assurances as required by the Massachusetts Department of Transportation (MassDOT).

The date of last submission of these certifications and assurances (at the time of this Plan's approval) is: **November 8, 2024**

Section 2: Title VI Policy Statement

As a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the Massachusetts Department of Transportation (MassDOT), South Shore Community Action Council will comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), the U.S. Department of Transportation implementing regulations, FTA Circular 4702.1B, and MassDOT Public Transportation requirements as specified in Master Grant Agreement, and State Management Plan. South Shore Community Action Council operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act.

Section 3: Title VI and ADA Notice to the Public

South Shore Community Action Council's Notice to the Public is as follows:

Notifying the Public of Rights Under Title VI and ADA

South Shore Community Action Council

Title VI of the Civil Rights Act of 1964, as amended, and the Americans with Disabilities Act (ADA) prohibit discrimination on the basis of race, color, national origin (including limited English proficiency), or disability for programs and activities receiving federal financial assistance.

Any person who believes him/herself or any specific class of persons, to be subjected to discrimination prohibited by Title VI (race, color, national origin (including limited English proficiency)) or the ADA (disability) may him/herself or his/her representative file a written complaint with SSCAC, Inc. A complaint must be filed no later than 180 days after the date of the alleged discrimination, unless the time for filing is extended by SSCAC, Inc.

If you feel you have been discriminated against in transit services, please download the appropriate complaint form and mail the completed form to the address below.

Download SSCAC Title VI Complaint Form (PDF)

[Click Here to Download the SSCAC Title VI Complaint Form](#)

Download SSCAC ADA Complaint Form (PDF)

[Click Here to Download the SSCAC ADA Complaint Form](#)

If you require additional assistance, a form in another language or alternate accessible format, please call (508) 747-7575 Ext. 6230.

For more information about SSCAC's Title VI Plan, email SSCAC at news@sscac.org.

South Shore Community Action Council's Notice to the Public is posted on SSCAC's website, inside transit vehicles, and in the public areas of SSCAC's offices and childcare centers at the following addresses:

- 71 Obery St., Plymouth
- 196 South Meadow Rd., Plymouth

- 832 Webster St., Marshfield
- 979 Falmouth Rd., Apt B1, Hyannis
- 367 Route 28W, West Yarmouth
- 2 Knowles Ave., East Wareham

Section 4: Title VI Complaint Procedure

South Shore Community Action Council's Title VI Complaint Procedure is made available in the following locations:

- Agency website – www.sscac.org/transportation
- Hard copy in the central office
- Agency Title VI Plan

To file a complaint, a program participant or prospective program participant or their representative may file a written complaint with SSCAC.

SSCAC's Title VI Complaint Form and ADA Complaint Form can be accessed and downloaded from SSCAC's website.

A program participant or prospective program participant or their representative may call SSCAC to request a mailed copy of SSCAC's Title VI Complaint Form and/or ADA Complaint Form.

A complaint must be filed no later than 180 days after the date of the alleged discrimination, unless the time for filing is extended by SSCAC.

The complainant must mail or deliver the completed form to:

South Shore Community Action Council
ATTN: TITLE VI/ADA PROGRAM
71 Obery Street
Plymouth, MA 02360

A person may also file a complaint directly with the: MassDOT Office of Diversity and Civil Rights,
10 Park Plaza, Suite 3800, Boston, MA 02116

Or

Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building,
1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, a complainant or complainant's representative may contact
508-747-7575 x6230

Once the complaint is received, SSCAC will review it to determine if SSCAC has jurisdiction. If so, a copy of the Title VI complaint will be forwarded to MassDOT within ten (10) business days of receipt.

The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by SSCAC.

SSCAC will begin investigating the complaint within thirty (30) business days of determining its jurisdiction.

SSCAC may contact the complainant to request further information if needed. The complainant has ten (10) business days from the date of the letter to send requested information to SSCAC. If SSCAC is not contacted by the complainant or does not receive the additional information within ten (10) business days, the SSCAC will administratively close the case. SSCAC will notify MassDOT and the complainant in writing of the administrative closure of the case.

After the investigator reviews the complaint, SSCAC will issue either a closure letter or a letter of finding (LOF) to the complainant. A closure letter will summarize the allegations and state that there was not a Title VI violation and the case will be closed. A letter of finding (LOF) will summarize the allegations and investigation of the alleged incident, and will explain whether any disciplinary, remedial, or other action will occur.

If the complainant wishes to appeal the decision, it must initially direct the appeal to SSCAC in writing within fifteen (15) business days of the closure letter or the letter of finding. If the complainant has outstanding concern following its appeal to SSCAC, he/she may direct their appeal to the state MassDOT or FTA.

Section 5: Title VI Complaint Form

SSCAC, Inc. | 71 Obery Street | Plymouth MA 02360 | (508) 747-7575
Title VI Complaint Form

Title VI of the 1964 Civil Rights Act requires that "No person in the United States shall, on the ground 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 financial assistance."

If you feel you have been discriminated against in transit services, please provide the following information in order to assist us in processing your complaint.

Name: _____

Address: _____

Telephone Numbers: (Home) _____ (Work) _____ (Cell) _____

Email Address: _____

Do you need documents related to processing this complaint in an Accessible Format?

Large Print _____ Audio tape _____ TDD _____ Other _____

Please indicate why you believe the alleged discrimination occurred:

_____ Race

_____ Color

_____ National Origin

_____ Other: _____

Are you filing this complaint on your own behalf?

Yes _____ No _____

If not, please supply the name and relationship of the person for whom you are complaining:

Please explain why you have filed for a third party.

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.

Yes _____ No _____

Have you previously filed a Title VI complaint with MassDOT?

Yes _____ No _____

Have you filed this complaint with any of the following agencies?

☐ Transit Provider
☐ U.S. Department of Transportation
☐ Department of Justice
☐ Equal Employment Opportunity Commission
☐ Other: _____

Have you filed a lawsuit regarding this complaint?

Yes ☐ No ☐

If yes, please provide a copy of the complaint form.

[Note: However, if your case has gone to court on the same issues, we defer to the decision of the court.]

Name of organization or agency complaint is against:

Contact person: _____ Title: _____

Telephone number: _____

Please describe your complaint. You should include specific details such as names, dates, times, route numbers, 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.

May we release your identity to the transit provider?

Yes ☐ No ☐

Please sign here: _____

Date: _____

[Note We cannot accept your complaint without a signature.]

Please send your completed form to:

SSCAC, Inc.
ATTN: Title VI Program
71 Obery Street
Plymouth MA 02360

Section 6: Transit Related Title VI Investigation, Complaint and/or Lawsuit Log

South Shore Community Action Council maintains a list or log of all Title VI investigations, complaints and lawsuits, pertaining to its transit-related activities.

Check One:

 X

There have been no investigations, complaints and/or lawsuits filed against SSCAC since the last plan submission.

 There have been investigations, complaints and/or lawsuits filed against SSCAC. *See list below. Attach additional information as needed.*

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigation(s)				
Lawsuit(s)				
Complaint(s)				

Section 7: Public Participation Plan

To promote inclusive public participation, South Shore Community Action Council employs the following strategies, as appropriate:

- Conduct a comprehensive agency-wide community needs assessment every 3 years, including 1st person input from current clients, low-income community members, stakeholders, and SSCAC Board members collected via survey, focus groups, and interviews in multiple languages
- Solicit client satisfaction input on a program-by-program basis and schedule, as well as an agency-wide every 3 years
- Use social media and mass email distribution in addition to other resources as a way to gain public involvement
- Use radio, television or newspaper ads
- Expand traditional outreach methods by participating in community outreach events and resource fairs, as well as outreach through community centers, libraries, community-based organizations, faith-based institutions, etc.

Public Outreach Activities

A sampling of the public outreach and involvement activities conducted by South Shore Community Action Council since the last Title VI Program submission are summarized in the table below.

Event Date or Recurring Event Frequency	SSCAC Program / Department	Activity	Communication Method (Public notice, posters, social media)
Annual – Spring	South Shore Early Education	Parent/Caregiver Satisfaction Survey	Paper survey; Bloomz app
Post-activity / Ongoing	South Shore Family Network	Parent/Caregiver Satisfaction Survey	Paper survey
Quarterly	Transportation	Satisfaction Survey	Distributed by contractors
Triennial	Agencywide	Client Satisfaction Survey	Paper survey; Online survey distributed via eblast and social media; English, Spanish, Brazilian Portuguese, Haitian Creole
Triennial	Agencywide	Community Needs Assessment Survey	Paper survey; Online survey distributed via eblast and social media; English; English, Spanish, Brazilian Portuguese, Haitian Creole; distributed via eblast and on social media
5/2025	Consumer Aid	Community Presentation – Program Overview	In-person presentation at low-income housing in Plymouth
4/2025	Food Resources	Community Presentation – Agency and Program Overview	In-person presentation at faith based group in Duxbury
3/2025	Home Energy Assistance	Social Media Posts – Application Outreach	Facebook
2/2025	Home Energy Assistance and Energy Conservation	Social Media Posts – Application Outreach and Status Update Procedures	Facebook
2/2025	South Shore Family Network	Social Media Post – Early Childhood Fair Outreach	Facebook
8/2024	Food Resources	Public Access TV (PACtv) Feature	Profile of mobile pantry on local public access tv
6/2024	Transportation	Social Media Post – Careers that Matter	Facebook

Section 8: Language Assistance Plan

SOUTH SHORE COMMUNITY ACTION COUNCIL, INC. LANGUAGE ACCESS PLAN FY2025

I. Introduction and Purpose

South Shore Community Action Council, Inc. (SSCAC) has prepared this Language Access Plan ("LAP"), which defines the actions to be taken by SSCAC to ensure meaningful access to its programs, activities, and services on the part of persons who have limited English proficiency ("LEP"). A person with LEP is someone who does not speak English as their primary language and who has limited ability to read, write, speak, or understand English.

II. Background and Policy Statement

Federal law, pursuant to Title VI of the Civil Rights Act of 1964, requires recipients and sub-recipients of federal financial assistance to take reasonable steps to ensure meaningful access to their programs and activities by persons with LEP, and such steps include creating a LAP.

The Massachusetts Executive Office of Housing and Livable Communities ("EOHLC") also requires that entities administering EOHLC programs create and implement a LAP in order to meaningfully serve the persons with LEP that they encounter.

It is the policy of SSCAC to take reasonable steps to provide persons with LEP timely and meaningful access to SSCAC programs, activities, and services.

In determining what steps are reasonable to ensure meaningful access for persons with LEP, SSCAC consults this LAP, considers the totality of the circumstances, and balances the following four factors (also known as the four-factor analysis):

- 1) The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or SSCAC;
- 2) The frequency with which LEP persons come in contact with SSCAC and its programs, activities, or services;
- 3) The nature and importance of the program, activity, or service provided by SSCAC; and
- 4) The resources available to SSCAC and costs.

III. Description of Agency Programs

South Shore Early Education

SSCAC's South Shore Early Education (SSEE) preschool services include Head Start, Massachusetts Department of Early Education and Care Income Eligible Child Care, Supportive Child Care, and Homeless Child Care. South Shore Early Education also serves children who attend with a childcare voucher and private pay. SSEE provides childcare for infants and toddlers at our Marshfield and Plymouth childcare locations. Home-based infant/toddler care is provided through our Marshfield, Plymouth, and Wareham

locations. Preschool services are provided at our 6 childcare locations in Plymouth, Marshfield, Wareham, Hyannis, and West Yarmouth. South Shore Early Education offers bus transportation to/from school, meals and snacks, health and dental screenings, social services, parenting support and education, and extended day care for working parents. All sites are licensed by the MA Department of Early Education and Care and have attained accreditation from the National Association for the Education of Young Children (NAEYC).

Home Energy Assistance

SSCAC's Home Energy Assistance Program helps pay for home heating fuel and utilities for families with incomes up to 60% of the State Median Income. Fuel assistance benefit levels are based upon household poverty level and are established by the Commonwealth of Massachusetts's fuel assistance plan each year. SSCAC makes payments on behalf of Home Energy Assistance clients directly to energy vendors. SSCAC uses three intake offices in Plymouth, Mashpee, and Martha's Vineyard in addition to a network of 59 local volunteer intake sites to accept applications throughout the South Shore, Cape Cod, and the Islands.

SSCAC's Home Energy Assistance program also administers funds for supplemental energy assistance programs that help pay for home heating fuel and utilities. Each of these programs provides additional fuel assistance benefits to fuel assistance clients who meet eligibility requirements set forth by each funding source.

HEARTWAP

The HEARTWAP program is one of several energy assistance programs offered by SSCAC to help reduce the high cost of home heating for low-income individuals and families through a range of no-cost energy conservation services. HEARTWAP staff conduct home heating system inspections and audits, then subcontract with heating system repair vendors to repair or replace inefficient home heating systems making home heating more efficient, safe, and affordable. The HEARTWAP program leverages private utility funding to maximize household energy efficient installations and conservation measures.

Weatherization

SSCAC's Weatherization program works with local subcontractors to make the homes of low income people more energy efficient, thereby permanently reducing household energy bills. Weatherization staff conducts home energy audits and subcontract with local vendors to provide weatherization measures such as insulation or air sealing. Like the HEARTWAP program, the Weatherization program also leverages private utility funding.

Appliance Management Program (AMPS)

Funded by private utilities, SSCAC's Appliance Management Program (AMPS) provides low income households with energy usage audits and energy conservation measures such as refrigerator replacements or installation of energy efficient light bulbs.

Transportation

SSCAC's Transportation Program provides handicap accessible transportation services for the elderly, disabled, and eligible school children paid for by third-party reimbursement for municipalities and other human service agencies, including Old Colony Elderly Services, adult day health care facilities, hospitals, medical centers, rehabilitation facilities, and doctors' offices.

Food Resources

SSCAC's Food Resources Program aims to get more nutritious food to greater numbers of hungry Plymouth County residents in the most cost-effective way. The Program operates SSCAC's Food Distribution Center which serves as the hub for the collection, storage, and distribution of nearly a half million pounds of food throughout Plymouth County each year. The Center provides member food assistance programs with both perishable and non-perishable foods - all free of charge. The food assistance programs then distribute to food insecure people residing in a 25-town area of Plymouth County. These Center members include pantries, shelters, local farmers, Councils on Aging, Boys & Girls Clubs, Head Starts, low-income housing developments and more. The Program also distributes food directly to individuals and families completing intake for other SSCAC programs, families enrolled in our Early Education program, and also through collaboration with the Plymouth Family Resource Center.

Emergency Assistance and Financial Stability

SSCAC's Emergency Assistance and Stability typically helps low-income households with rent, mortgage, utility bills, or other household necessities. SSCAC provides information, resource referrals, case management, and direct vendor payments to the mortgage lender, landlord, or utility company on behalf of eligible households. Clients can also work with SSCAC's Case Managers to come up a plan for increasing financial stability and engage financial coaching. SSCAC's ability to provide Emergency Assistance depends upon the availability of funding.

Volunteer Income Tax Assistance (VITA) program

Participants in SSCAC's Volunteer Income Tax Assistance (VITA) program maximize their refunds with the assistance of volunteer income tax preparers who identify and file for all credits available to the taxpayers. This free service saves taxpayers money in the fees they would otherwise pay to have their taxes prepared and also maximizes their refunds.

South Shore Family Network

The South Shore Family Network offers a range of early literacy and family support services including parent-child literacy and STEM playgroups, a Family Support Resource Directory, and parenting workshops for residents in 11 South Shore towns.

Consumer Aid Program

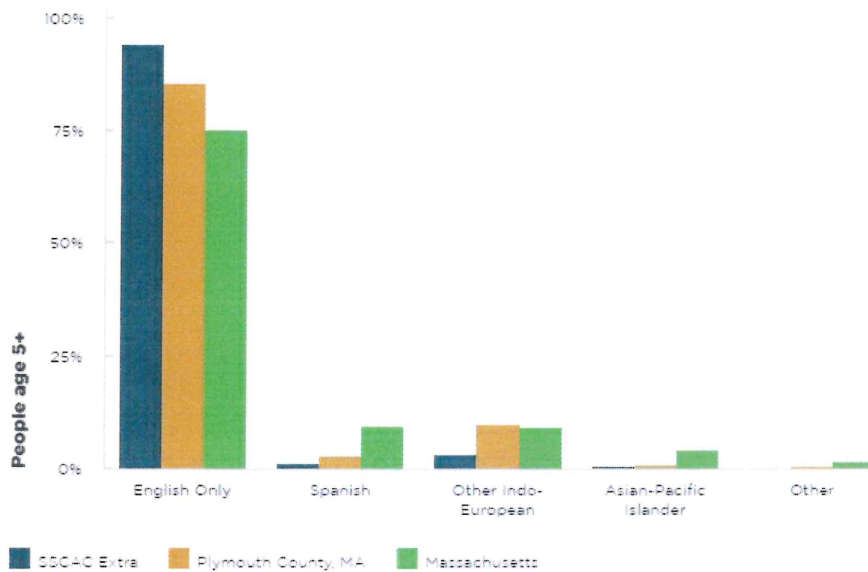
SSCAC's Consumer Aid program provides area residents with consumer education and an alternative to court resolution of their consumer complaints.

IV. Assessment of LEP Populations

SSCAC collects demographic information about the residents in its 11 incorporating towns on an annual basis, every three years through its Community Action Planning process, and as needed. SSCAC's Director of Planning and Development works with the Chief Executive Officer, Program Directors, and Managers to collect and review service area race, ethnicity, and language data gathered from the US Census Bureau's decennial census and American Community Surveys, as well as SSCAC's own CSBG Annual Report data.

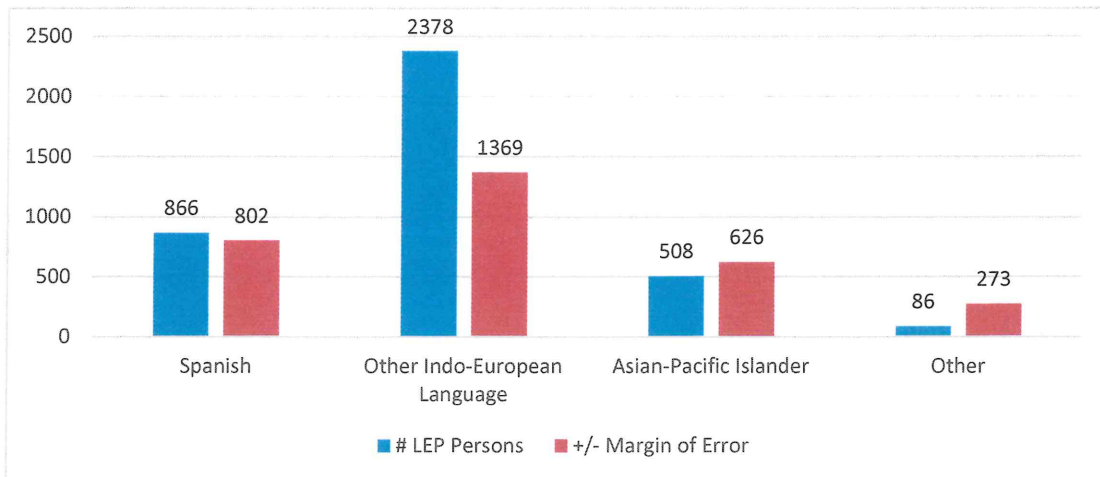
From the graph below, 94.4% of residents in SSCAC's primary service area speak English only at home, 1.2% speak Spanish, 3.4% speak an Other Indo-European language, and less than 1% speak an Asian-Pacific Islander language.

Language Spoken at Home



Sources: US Census Bureau ACS 5-year 2019-2023

According to the US Census Bureau's American Community Survey, no single language group in SSCAC's service area exceeds the Safe Harbor threshold of 1,000 LEP persons (i.e., individuals within a language group who speak English less than "very well"). While the "Other Indo-European" category exceeds 1,000 LEP persons, this category includes a multitude of language groups, and the ACS does not provide a breakdown of LEP persons within these groups. Further, given the small sample size of LEP persons within language groups in SSCAC's service area, the margins of error for the ACS data are substantial and, in some cases, exceed the count of LEP persons. Nonetheless, the ACS data provides the most current and comprehensive information about the languages spoken by residents of SSCAC's service area.



Source: US Census Bureau ACS 5-year 2019 – 2023

V. Assessment of Type, Nature, and Frequency of Programmatic Contacts

a. Type of program contacts between SSCAC and persons with LEP

Program contacts with people with LEP include: phone calls, walk-ins, in-person meetings/service delivery, and written communication. For the Transportation program, contacts are strictly client pick-up and drop-off.

b. Frequency of contacts between SSCAC and persons with LEP:

Agency Reception: 0-3 phone calls/week

Early Education: phone calls/in-person/written contact @ 60 hours/week

Fuel Assistance: 0-3 phone calls/week

c. Nature and importance of such contacts between SSCAC and persons with LEP:

Phone calls include calls for general program information, resource information and referral, client contact, scheduling, and case management. Given SSCAC's large geographic service area, phone contact is the predominant form of communication with applicants and clients. In-person meetings include intake and assessments, parent conferences/workshops/events/activities, home visits, and case management. In-person contacts with people with LEP are integral to service delivery. Written communication includes general program information, applications, intake and assessment documentation, service agreements and plans, and program evaluations/satisfaction surveys. Written communication is also important to service delivery.

VI. Assessment of Language Assistance Resources and Costs

a. Existing staff who are competent to accurately, effectively, and easily deliver assistance in another language; include the corresponding languages and type of assistance:

While SSCAC's Human Resources Manager is prohibited by state and federal law from making inquiries about job applicant race/ethnicity, SSCAC's Director of Planning and Development collects service area data on race, ethnicity, and language spoken at home and shares this with the Human Resources Manager.

SSCAC's job postings, employment application, Employee Handbook, and Personnel Policies clearly document the agency's status as an equal opportunity employer that does not discriminate in its hiring and personnel policies on the basis of race, color, national origin, religion, sex, age, sexual orientation, disability, military status, or any other characteristic protected from discrimination under state or federal law. SSCAC's Board of Directors reviews the agency's Personnel Policies as needed. Current versions are distributed to all senior staff.

SSCAC's South Shore Early Education program, Emergency Assistance program, and South Shore Family Network have bilingual staff who provide translation and interpretation services in Spanish, Brazilian Portuguese, and Haitian Creole. In the event that SSCAC does not have bilingual staff, other Program Directors hire an interpreter on a consultant basis, as needed.

b. Partnerships and community-based resources available to assist SSCAC in meeting different language needs:

SSCAC's Director of Planning and Development works with senior staff to identify culturally-based community organizations in the agency's geographic service area and/or within program areas. Where such culturally-based community organizations exist, senior staff outreach to those organizations for the purpose of collaboration, information sharing, cross-referral and outreach, and recruitment of translator/interpreter consultants. Where there are very few culturally-based community organizations on the South Shore, programs sometimes partner with agencies outside the agency service area for support and resources.

SSCAC's LIHEAP program can access Transperfect to provide telephone language interpreter services, subject to available resources, to facilitate processing of applications.

SSCAC's Consumer Aid program can access Lionbridge telephone language interpreter services.

Beth Israel Deaconess Lahey hospital has offered the assistance of its interpreters to its community partners on an as-needed basis.

c. SSCAC's budget plan for utilizing vendor services when needed; include cost estimates:

In FY25, SSCAC has budgeted \$101,600 agency wide in support of language access for its programs and services.

VII. Language Access Protocols

a. SSCAC language access protocols for providing over-the-phone, in-person, and other (e.g., internet or video) oral interpretation services:

Protocols include:

- Staff provides interpretation services, and/or

- Service provision is facilitated by third-party interpreter
 - ▶ Identify appropriate interpreter (existing contract with interpreter service provider, <http://www.mass.gov/eohhs/gov/departments/mcdhh/request-an-interpreter.html>, community partner (e.g., Beth Israel Deaconess - Plymouth), Transperfect, Lionbridge, etc.)
 - ▶ Procurement of multi-session interpreter services includes development of service agreement, credential verification, and purchase orders
 - ▶ Procurement of one-time interpreter services includes development of a purchase order, and credential verification
- TTY Interpreter Services (for hearing impaired clients)
- Video Phone: owned by participants (for hearing impaired clients)
- b. *SSCAC language access protocols for providing (written) translation services*
 - Staff provides translation service and/or
 - Translation service provided by third-party consultant
 - ▶ Procurement of multi-session translation services includes development of service agreement, credential verification, and purchase orders
 - ▶ Procurement of one-time translation services includes development of a purchase order, and credential verification
- c. *Identification and tracking of language assistance requests*
- d. *Preservation of timing-related rights and procedures for documenting the date and time of requests for interpretation or translation and the time taken to secure such services:*

Language assistance requests are tracked on a program-by-program basis through staff intake. SSCAC responses to language assistance requests are also tracked on a program-level basis. Costs of providing accessible services to clients with LEP are tracked through program-level budget/contract management.

In the event that SSCAC programs need to request assistance with interpretation and/or translation, appropriate notation of the date/time of the request for assistance is documented in the client file to ensure service eligibility is not compromised by the time taken to secure such services.

VIII. Vital Documents and Translation

Vital documents include:

- program brochures and other general informational materials
- application materials, consent forms, and participant agreements
- grievance, complaint, and appeal notices, forms, and procedures

Hard Copy Materials

Home Energy Assistance and South Shore Early Education Program brochures and the agency brochure are translated into Spanish and Brazilian Portuguese. Program Directors evaluate internal capacity to

determine if an agency staff person is available to translate program materials. In the event that no agency staff person is able to translate the materials, Program Directors work with community partners to identify a translator consultant to complete the project. Program Directors provide written content to the consultant. Upon receiving the translated content, Program Directors work with SSCAC's Marketing/Development Manager to design and print the translated materials. In the event that translation of hard copy materials is not feasible, program staff will seek out interpreter services to assist in facilitated intake/assessment and completion of paperwork.

Electronic Media

SSCAC's Marketing/Development Manager is responsible for uploading and designing updated content for the agency website and Facebook page. Program Directors provide written content to SSCAC's Marketing/Development Manager to design and upload to the website. SSCAC's website is configured with Google Translate® which enables translation of website content into Spanish and Portuguese.

Program materials are currently translated into Spanish and Portuguese/Brazilian Portuguese.

IX. Providing Notice to Persons with LEP

SSCAC posts and maintains signs in regularly encountered languages in waiting rooms that include: 1) right to free language assistance and 2) invitation to LEP clients/applicants to identify themselves as needing language assistance.

SSCAC uses an "I Speak" chart to notify clients/applicants of their right to free language assistance. These cards include the following languages: Spanish, Portuguese, and Haitian Creole, the languages predominantly spoken by clients with LEP.

X. Staff Training

In evaluating programmatic capacity to provide linguistically accessible services, SSCAC identifies staff training needs. Training is provided in-house, on a consultant basis, or by post-secondary educational institutions. Training topics include diversity, understanding cultural differences, accessing language assistance services, and working with dual language learners. Staff training needs are incorporated into individual staff members' annual work plans.

Information about staff participation in training is documented and collected by Program Directors and reported to SSCAC's Director of Planning and Development for reporting to the Chief Executive Officer, the Board of Directors, and the Department of Housing and Community Development.

XI. LEP Coordination and Complaint Procedures

Senior staff is responsible for responding to LEP-related issues and complaints. SSCAC's Director of Planning and Development collects data from senior staff to monitor community needs and provides annual reports to the Chief Executive Officer and Board of Directors.

XII. Monitoring and LAP Updates

SSCAC's Director of Planning and Development works with senior staff to monitor compliance with and determine updates for the Language Access Plan on an annual basis.

Portuguese	Eu falo português. Não posso comunicar-me bem em inglês. Por favor, providencie os serviços de um intérprete capacitado. Por lei, as instituições que recebem fundos federais (por exemplo: Medicaid ou Medicare) devem oferecer os serviços de um intérprete capacitado para os pacientes que não podem comunicar-se bem em inglês. Essa lei foi promulgada para garantir que todas as pessoas tenham igual acesso aos serviços públicos (i.e. hospitais e consultórios médicos, escolas, e entidades governamentais). Os serviços do intérprete são prestados sem custo algum para o paciente.
Spanish	Yo hablo español. No puedo comunicarme bien en inglés. Por favor, proporcióneme los servicios de un intérprete capacitado. Por ley, las instituciones que reciben fondos federales (por ejemplo: Medicaid o Medicare), tienen que ofrecer los servicios de un intérprete capacitado para los pacientes que no pueden comunicarse bien en Inglés. Esta ley es para ayudar a que todas las personas tengan igual acceso a los servicios de salud (i.e. a hospitales, consultorios médicos, escuelas y entidades gubernamentales). Los servicios del intérprete se prestan sin costo al paciente.
Haitian Creole	Se kreyòl ayisyen m'pale. M'pa ka pale anglè byen. Silvouplè banm yon ben entèpwèt. Dapre la lwa, tout enstitisyon, (tankoy Medikèd, Medikè,) ki resevwa fon ou byen layan nan men gouvènman federal oblije bay bon entèpwèt a tout pasyan ak kliyan ki pa pale anglè byen. Rezon-k fè yo etabli law sa-a se pou yo pa fè akenn diskriminasyon nan sèvis piblik yo (tankou nan lopital ak klinik, lekòl ak tout biro gouvènman yo). Epi sèvis entèpwèt la dwe gratis. Pasyan-an, oubyen kliyan-an pa gen yon peni pou-l peye.
Vietnamese	Tôi nói tiếng Việt. Tôi không thể nói thông thạo tiếng Anh. Xin cung cấp cho tôi một thông dịch viên có chất lượng. Theo luật, tất cả những cơ quan nhận tiền trợ cấp của chính phủ liên bang (như Medicaid, Medicare) phải cung cấp dịch vụ của một thông dịch viên chuyên nghiệp cho bệnh nhân hay khách hàng không nói thạo tiếng Anh. Luật này qui định: tất cả mọi người đều có quyền bình đẳng trong việc sử dụng những dịch vụ công cộng (như tại nhà thương và văn phòng bác sĩ, trường học, và những cơ quan của chính phủ). Dịch vụ của thông dịch viên phải được cung cấp miễn phí cho bệnh nhân hay khách hàng.
Arabic	أتكلم العربية .لايمكنني أن أتكلم الانجليزيه بشكل جيد .المرجو أن توفرولي مترجم مؤهل طبقاً للقانون، ان المؤسسات التي تتلقى الدعم المالي الف درالي (مثال: ميديكاد، ميديكير، و فودستامبس (يجب عليها أن تقدم للزبائن أو المرضى الذين لا يتقنون الإنجليزية خدمات مترجم مؤهل. يهدف هذا القانون إلى إعطاء الجميع فرص متساوية للاستفادة من الخدمات العامة) مثال: في المستشفيات و عيادات الأطباء، المدارس، والجهات الحكومية. (إن خدمات المترجم يجب أن تقدم مجاناً للزبون أو المريض

"I cannot communicate well in English. Please provide me with a qualified interpreter.

By law, the institutions that receive federal funds (i.e. Medicaid, Medicare) must provide the services of a qualified interpreter to patients/clients who are not fluent in English. This law is meant to provide all people with equal access to public services (i.e. at hospitals and doctors' offices, schools, and government entities). The interpreter's services must be provided at no cost to the patient/client."

Section 9: Minority Representation Information – NOT APPLICABLE

Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

A. Minority Representation Table

Not Applicable – SSCAC does not have non-elected transit-related boards, advisory councils or committees, or similar committees.

Table Depicting Membership of Board, Committees, Councils, Broken Down by Race

Body	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
Not Applicable						

B. Efforts to Encourage Minority Participation

Not Applicable – SSCAC does not have non-elected transit-related boards, advisory councils or committees, or similar committees.

Section 10: Providing Assistance to and Monitoring Subrecipients – NOT APPLICABLE

1. Does the agency provide or pass through federal funding to subrecipients?

☒ No, SSCAC's Transportation program does not have subrecipients.

☐ Yes. If yes, list the subrecipient names: (list subrecipient agency names and process for ensuring sub-recipient compliance with FTA Circular 4702.1B reporting requirements and Title VI)

Section 11: Title VI Equity Analysis for Facility Acquisition – NOT APPLICABLE

Title 49 CFR Part 21, Appendix C, Section (3)(iv) requires "the location of projects requiring land acquisition and the displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin." For purposes of this requirement, "facilities" does not include bus shelters, as they are considered transit amenities. It also does not include transit stations, power substations, or any other project evaluated by the National Environmental Policy Act (NEPA)

process. Facilities included in the provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc.

Has the agency built a facility? (check a response below)

☒ No, SSCAC has not built a facility for its Transportation program, nor has SSCAC built a facility since its last Title VI Program update in 2022.

☐ Yes, the agency has built a facility and completed a Title VI equity analysis to compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site. (Include at the end of the Title VI plan a copy of the Title VI equity analysis.)

Section 12: Fixed Route Transit Providers Service Standards and Policies – NOT APPLICABLE

FTA Circular 4702.1B, Chapter IV, Section 4: All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide.

South Shore Community Action Council:

☐ is a fixed route transit provider

☒ is **not** a fixed route transit provider

All Fixed Route Transit Providers must comply with:

- All requirements identified in Chapter III (General Requirements)
- Applicable requirements identified in Chapter IV (Requirements and Guidelines for Fixed Route Transit Providers) and set the following:
 - Service standards
 - Vehicle load for each mode
 - Vehicle headway for each mode
 - On time performance for each mode
 - Service availability for each mode
 - Service policies
 - Distribution of Transit Amenities for each mode
 - Vehicle Assignment for each mode

Transit Providers that operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000 or more people must, in addition to the requirements above, also submit:

- A demographic profile and analysis of the service area that includes demographic maps and charts and identification of the locations of minority populations in the aggregate;
- Data regarding customer demographics and travel patterns, collected from passenger surveys;

- Results of the monitoring program of service standards and policies and any action taken, including documentation (e.g., a resolution, copy of meeting minutes, or similar documentation) to verify the board's or governing entity or official(s)'s consideration, awareness, and approval of the monitoring results;
- A description of the public engagement process for setting the "major service change policy" and disparate impact policy;
- Results of equity analyses for any major service changes and/or fare changes implemented since the last Title VI Program submission; and
- A copy of board meeting minutes or a resolution demonstrating the board's or governing entity or official(s)'s consideration, awareness, and approval of the major service change policy, disparate impact policy, and/or any equity analyses for any service or fare changes.

South Shore Community Action Council:

☐ is a fixed route transit provider that operates 50 or more fixed route vehicles in peak service and is located in a large UZA and complies with the requirements above. The required information is included in the appendices of this Program.

☒ is **not** a fixed route transit provider that operates 50 or more fixed route vehicles in peak service and is located in a large UZA.