

## **NORTHSHORE SENIOR CENTER**

**POLICY TITLE:** Title VI

**PURPOSE:** To ensure that Northshore Transportation Program complies with FTA Circular 4702.1a which requires organizations receiving federal funds to take measures to ensure that there is no discrimination against persons on the grounds of race, color, or national origin in the provisions of their service.

### **GUIDELINES**

#### **Identification of how Northshore Senior Center notifies beneficiaries of Transportation Program services of their rights under Title VI**

1. Northshore includes a statement on all pages of our agency website stating:  
“Discrimination is prohibited in all programs and activities. No one shall be excluded on the basis of race, color, national origin, sex, age, religion, creed, or disability.”
2. Transportation Program Notices in English and Spanish are placed in all program vehicles. These notices detail the complaint process and include a statement that states:  
“We do not discriminate against persons on the grounds of race, color, national origin, sex, gender, religion, creed or disability in the provision of our service.”
3. The Transportation Program will ensure that statements notifying the public of our prohibition against discrimination in service are included in any widely distributed documents that go to the public, including marketing materials, rider surveys, and memorandums of understanding.

#### **Complaints policy and procedures that include the tracking of Title VI complaints**

The Transportation Program has a comment/complaint process in place that establishes a documented set of policies and procedures on how the program handles all complaints. This process is posted in all vehicles and on the Transportation website in both English and Spanish. This includes complaints that allege discrimination based on race, color or national origin, and includes an appeals process and a process for the tracking of all complaints.

#### **Transportation Programs**

Northshore Senior Center’s Transportation Program provides accessible, affordable, user-friendly transportation for King and Snohomish County seniors 55 years of age and older, people with disabilities, and Medicaid clients. In 2016 37,073 one way rides were provided by Northshore Transportation. The program receives funding from King County Metro, Washington State Department of Transportation, the Puget Sound Regional Council, Hopelink, suburban city grants, and private donations. Northshore strives to provide a seamless transportation system that will provide a quality ride for our shared clients.

The Transportation Program understands that appropriate transportation services are critical for people with limited proficiency in English to access life sustaining and life enriching activities in King and Snohomish County. They need and deserve transportation options that preserve dignity, maximize independence, and provide access to the full range of activities that contribute to their quality of life. The Transportation program subscribes to The American Red Cross Language Bank. This service helps to facilitate access to our program for limited-English speaking riders. In addition, Medicaid clients may qualify for assistance through DSHS, and staff and volunteers are utilized who speak Spanish, French, Arabic and other languages to assist these individuals. Transportation brochures are available in English and Spanish as is information on the Transportation website, noting that interpreter services are available

The Transportation Program Manager actively participates in the King County Mobility Coalition. The Coalition brings together individuals and organizations to share information; assess the needs of the local community and current transportation network; provide recommendations to improve the system; and educate decision-makers, community groups, and the general public. The Northshore Senior Center's Outreach Committee strives to educate special needs individuals about the services and activities the organization provides, and to educate them as to the organization's transportation options available. Transportation program staff also provides information about and referral to other providers, including Hopelink, Hyde Shuttle, Metro, DART, SNOTRAC and Catholic Community Services.

For more information or if you have questions regarding Northshore Senior Center's Title VI policy, please contact:

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