

Fourth Revision Final Draft Title VI Program

July 2025

LADACIN Network, Inc.

1703 Kneeley Blvd.

Wanamassa, New Jersey 07712

www.ladacin.org

Contact: Celeste Smith, Associate Executive Director

732-493-5900

Celeste.smith@ladacin.org

Title VI Notice to the Public

LADACIN Network operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964, as amended. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint in writing to LADACIN Network. To file a complaint, or for more information on LADACIN Network's obligations under Title VI write to:

Celeste Smith, Associate Executive Director, LADACIN Network - 1703 Kneeley Blvd., Wanamassa, New Jersey 07712 or you may visit our website at www.ladacin.org.

Or

Title VI Program Coordinator East Building, 5th Floor – TCR U.S. Department of Transportation Federal Transit Administration, Office of Civil Rights 1200 New Jersey Avenue, SE Washington, DC 2059

If information is needed in another language, contact 732-493-5900.

Posted in each vehicle, LADACIN Network's website www.ladacin.org, and on Bulletin Boards in each day program:

LADACIN Network, Inc. opera sus programas y servicios sin importar raza, color u origen nacional según el Título VI o la Ley de Derechos Civiles de 1964, y sus enmiendas. Cualquier persona que cree que ha sido agraviada por una práctica de discriminación ilegal bajo el Título VI puede presentar una queja por escrito a LADACIN Network. Para presentar una queja o para recibir más información sobre las obligaciones de LADACIN Network bajo el Título VI escriba a:

Celeste Smith, Associate Executive Director, 1703 Kneeley Blvd., Wanamassa, NJ 07712 Or visit www.ladacin.org

Title VI Program Coordinator East Building, 5th Floor – TCR U.S. Department of Transportation Federal Transit Administration, Office of Civil Rights 1200 New Jersey Avenue, SE Washington, DC 20590

Si necesita información en otro idioma, contacte al 609-748-2081.

Publicado en cada vehículo, en el sitio web de LADACIN Network www.ladacin.org y en los tablones de anuncios de cada programa diuron.

Title VI Complaint Procedure

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by LADACIN Network, Inc. may file a Title VI complaint by completing and submitting LADACIN Network's Title VI complaint form. LADACIN Network investigates complaints received no more than 180 days after the alleged incident. LADACIN will process complaints that are complete.

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

LADACIN Network has ten days to investigate the complaint. If more information is needed to resolve the case, LADACIN may contact the complainant. The complainant has 10 business days from the date of the letter to send the 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 within 10 business days, LADACIN can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, LADACIN 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 interview(s) regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, they have 10 days after the date of the letter or the LOF to do so.

The person making the complaint 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

Título VI Procedimiento de quejas

Cualquier persona que cree que ha sido discriminada en base a raza, color u origen nacional por LADACIN Network puede presentar una queja de Título VI completando y presentando el formulario de queja de Título VI de LADACIN.

Las quejas pueden presentarse hasta 180 días después del presunto incidente.

Una vez que se recibe la queja, LADACIN la revisará para determinar si tenemos jurisdicción, y notificaremos a la persona que presenta la queja si será investigada.

LADACIN tiene diez días para investigar la queja, y puede contactar a la persona que presenta la queja para obtener información adicional. Después de la revisión, si se determina que hubo una infracción, se notificará a la persona que presenta la queja del tipo de acción a tomar, como acción disciplinaria, entrenamiento adicional, etc.

La persona que presenta la queja puede además presentar una queja directamente a la Administración Federal de Tránsito en

FTA Office of Civil Rights
1200 New Jersey Avenue, SE
Washington, DC 20590

Title VI Complaint Form**Date** _____

Note: The following information is needed to assist in processing your complaint.

A. Complainant's information:

Name: _____

Address: _____

City/State/Zip Code: _____

Telephone Number (Home/Cell): _____

Telephone Number (Work): _____

Email Address: _____

Accessible Format Requirements? (Select One or More)

- Large Print
- TDD
- Audio Tape
- Other

B. Person discriminated against (if someone other than complainant):

Name: _____

Address: _____

City/State/Zip Code: _____

Telephone Number (Home/Cell): _____

Telephone Number (Work): _____

Email Address: _____

Relationship to 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

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

Race Color National Origin

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

Date: _____

Date: _____

Date: _____

Date: _____

Date: _____

E. Please describe the alleged discrimination. Explain what happened and whom you believe was responsible. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If additional space is needed, add a sheet of paper.

F. 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): _____

Email Address: _____

G. Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Signature _____ Date _____

Attachments: Yes _____ No _____

H. Submit form and any additional information to:

Celeste Smith, Associate Executive Director

LADACIN Network, Inc.

1703 Kneeley Blvd, Wanamassa, NJ 07712

csmith@ladacin.org

Título VI Formulario de queja

Nota: la siguiente información es necesaria para asistir en el procesamiento de su queja.

A. Información del denunciante:

Nombre: _____

Dirección: _____

Ciudad/Estado/Código postal: _____

Número de teléfono (Hogar): _____

Número de teléfono (Trabajo): _____

Email: _____

¿Requisitos de formato accesible? (Seleccione uno o más)

- Letra grande
- TDD
- Grabación

B. Persona discriminada (si es diferente al denunciante):

Nombre: _____

Dirección: _____

Ciudad/Estado/Código postal: _____

Número de teléfono (Hogar): _____

Número de teléfono (Trabajo): _____

Email: _____

Relación con la persona por la que se presenta una queja: _____

Por favor explique por qué presenta una queja por un tercero: _____

Por favor confirme que usted ha obtenido permiso de la parte agraviada si está presentando la queja en nombre de un tercero.

- Sí
 No

C. ¿Cuál de los siguientes describe mejor la razón por la que usted cree se discriminó?

Raza Color Origen nacional

D. ¿En qué fecha(s) se realizó la presunta discriminación?

Fecha: _____

Fecha: _____

Fecha: _____

Fecha: _____

Fecha: _____

E. Por favor describa la presunta discriminación. Explique qué sucedió y quién cree fue responsable. Describa todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la(s) persona(s) que discriminaron contra usted (si se conoce) además de los nombres e información de contacto de testigos. Si necesita espacio adicional, agregue una hoja. _____

F. ¿Ha presentado esta queja con cualquier otra agencia federal, estatal o local, o con cualquier otra corte federal o estatal? Liste todas lo que apliquen.

Agencia federal _____

Corte federal _____

Agencia estatal _____

Corte estatal _____

Agencia local _____

Si marcó arriba, por favor brinde información sobre la persona de contacto en la agencia/corte donde presentó su queja.

Nombre: _____

Cargo: _____

Dirección: _____

Ciudad/Estado/Código postal: _____

Número de teléfono (Hogar): _____

Número de teléfono (Trabajo): _____

Email: _____

G. Por favor firme abajo. Usted puede adjuntar cualquier material escrito u otra información que piense que es relevante a su queja.

Firma _____ Fecha _____

Adjunto: Sí _____ No _____

H. Presente el formulario y cualquier información adicional a:

Celeste Smith, Associate Executive Director

LADACIN Network, Inc

1703 Kneeley Blvd. Wanamassa, NJ 07712

Csmith@ladacin.org

Transit-Related Title VI Investigations, Complaints and Lawsuits

As of 7/1/25, no on-going investigations, complaints or lawsuits

There have been no investigations, complaints or lawsuits regarding Title VI and LADACIN Network's transportation program.

	Date	Summary	Status	Actions
Investigations				
1.				
2.				
Lawsuits				
1.				
2				
Complaints				
1.				
2				

LADACIN Network, Inc.

Title VI - Public Participation Plan – Fourth revision

LADACIN Network, Inc. complies with Federal Transit Law 49 United States Code (USC) Chapter 53, Section 5307 (d) (1) (l) by utilizing Public Participation Plan #2 (Non-Profits) In addition, the following public outreach and participation plan meets the requirements to engage minority and limited English proficient (LEP) populations. LADACIN's plan includes constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others. LADACIN complies with requirements that meet the Title VI requirement including: the public notice to apply for New Jersey Transit for FTA assistance and participation in the public transit-human services transportation coordinated plan development. This Agency fully complies with all rules and regulations imposed by funding agencies. These rules and regulations are accepted freely for the benefit of our clients.

LADACIN Network, Inc. employs several means to communicate to the general public regarding the activities it performs including LEP (limited-English proficient), minority populations and other constituencies that are traditionally underserved. Communication activities may focus on different mediums depending on the program or population affected. These include:

Public Information and Notifications such as county meetings, advisory committees, passenger surveys, marketing efforts such as booths at county events and workshops, and presentations to service and other organizations are utilized to inform the public about LADACIN's transportation services.

LADACIN Network, Inc. publishes notices, brochures and posters regarding LADACIN's services including how the public can obtain information and make comments. Notice methods include:

- Website updates www.ladacin.org
- Brochures and flyers
- On bus posters

LADACIN Network, Inc. is a private non-profit agency. LADACIN Network has a volunteer Board of Trustees. Meetings of its Board are not public.

LADACIN Network, Inc. has been an active participant in the monthly County Transportation Advisory Board for Seniors, Veterans, and the Disabled and NJ Cost Meetings. These meetings are held at the discretion of the County.

The LADACIN families will be notified via website and letter sent to client and/or parents/guardians. In collaboration with the Monmouth and Ocean County program, LADACIN Network, Inc. will recommend public participation in Monmouth and Ocean County's Transportation Council meetings and use such public council meetings as a forum for gathering public input regarding any fare changes or major service changes.

Title VI

Language Assistance Plan (LAP)

LADACIN Network is a non-profit Agency providing an array of services and programs to adults with cerebral palsy and other multiple physical and developmental disabilities. All adults are referred to our Agency through the NJ Division of Developmental Disabilities. All of our transportation is for our own clients, and there is no charge at any time for providing this service.

Although, 100% of our clients speak English; their ability to articulate the language is difficult. Many clients use some form of sign language, eye movement, or augmentative communication. LADACIN Network has on staff Augmentative and Alternative Communication Specialists. These AAC specialists provide evaluations and training services to both the individual and staff. If there is difficulty communicating due to Limited English Proficiency, the Agency has several Spanish translators available on staff. Drivers (and all other staff) may use Google Translate if it is needed.

LADACIN Network is "filling a gap" in an otherwise lean service offered by the Monmouth and Ocean County Transportation. Transportation for adults with multiple and severe physical disabilities in these counties are not readily available and/or accessible outside of our Agency. In order to provide social, educational, community integration, recreation, and medical services to this population, transportation is an integral component of our operation. Without our Agency's transportation options, our clients would possibly be forced to remain at home and not receive the services and opportunities they need. Existing services in the community cannot meet all the needs of our clients (majority of the clients use wheelchairs) due to requests late in the day, evening, and weekend requests. Adult clients and families

would agree that the transportation of their self/child to and from program is a significant part of their own/child's program. Program transportation allows many family members to get to and from work on time and gives them the freedom to complete other daily living responsibilities. The clients of LADACIN Network, most who are senior citizens and/or individuals with disabilities, must depend almost entirely upon this organization for all their transportation needs. Local transit and taxi service providing accessible vehicles are non-existent in these areas and few social service agencies offer transportation services to senior citizens and/or individuals with disabilities.

We are sub-recipients through Monmouth and Ocean County of funds from the Federal Transit Administration. Through this funding we have been honored to receive several lift equipped - accessible vehicles. The only riders we have are our clients. They become riders after being referred to our program by the NJ Division of Developmental Disabilities, the intake meeting is completed, and all medical information is submitted. While we offer service throughout Monmouth and Ocean County, including communities which have pockets of Limited English Proficiency residents, the DDD case managers and Support Coordinators, who refer clients to us, are aware of our free transportation for clients.

Language concerns are addressed by our Coordinators at the time of referral. A translator will be provided at Intake if needed. The client, family, coordinator, social worker, transportation manager and instructor discuss program and transportation needs during this meeting. The driver and staff are encouraged to use Google Translate if it is needed.

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).

LADACIN Network uses information obtained in a Four-Factor Analysis to determine if the specific language services provided are appropriate. This analysis helps LADACIN Network, Inc. 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 LADACIN Network, Inc.
- 2) The frequency with which LEP persons come into contact with LADACIN Network, Inc.
- 3) The nature and importance of LADACIN Network, Inc. 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.

Description of the Limited English Proficient Populations Served

Factor 1:

English as a Second Language in New Jersey – Source New Jersey Long Range Transportation Plan 2030

The significant number of immigrants attracted to New Jersey as a place to live and work also means that many New Jersey residents either do not speak English or do not speak it well. Not surprisingly, the most common language after English in New Jersey was Spanish or Spanish Creole Demographic Analysis of the Top 10 Languages Spoken at Home Other than English in New Jersey are: 1. Spanish 36.2% 2. Filipino, Tagalog 3.5% 3. Chinese 3.4% 4. Hindi 3.3% 5. Korean 3.3% 6. Gujarathi 3.2% 7. Portuguese 2.7% 8. Arabic 2.5% 9. Polish 2.1% 10. Russian 1.9%

LADACIN Network, Inc., serves about 200 individuals in both Monmouth and Ocean County. 54% of our clients reside in Monmouth County and 46% reside in Ocean County. Monmouth County is the fifth most populated county in New Jersey. Monmouth County's population is 639,941 and Ocean County is 666,265 according to 2023 census. Ocean County is the fastest growing county in NJ, increasing by 4.3%.

In Monmouth County about 11-13% of the population (of any race) self- identifies as Hispanic. In two cities of Monmouth County, Freehold and Long Branch, there is an especially high ratio of Hispanic residents, 68.72% identify as white alone; 8-10% as Black or African American alone; 5-6% as Asian alone; 9-10% as two or more races; 11-13% as Hispanic & Latino (any race)

In Ocean County 12.9% of the population (of any race) self- identifies as Hispanic & Latino. In two cities in Ocean County, Lakewood and South Toms River there is an especially high ratio of Hispanic residents, 71% identify as White alone; 10.3% as Black and African American alone; 10.1% as two or more races; 67.6% as White alone not Hispanic or Latino; 17.2% as foreign-born persons.

In 2025 the estimate of persons living with disabilities in Monmouth County was 90,000-95,000 or 14-15% of the county total population. In Ocean County there were 100,000- 105,000 or 15-16% of the county's total population. The higher number of older adults living in Ocean County contributes to these disability rates (NJ State Health Assessment Data and Census Data). Using these numbers, about 1.5% of the Monmouth County population and 1.7% of Ocean County population could potentially receive services from LADACIN Network each year. 95% of the persons served by LADACIN's transportation services qualify as having limited English proficiency based on their disability. In the 65+ years LADACIN Network has been in operation, as advocates for all individuals with intellectual, developmental and physical disabilities, language has never been a barrier to obtaining service.

<https://statisticalatlas.com/county/New-Jersey/Ocean-County/Race-and-Ethnicity>

Factor 2: The frequency with which LEP Persons come into contact with LADACIN Network, Inc.

It is infrequent that LEP persons come into contact with LADACIN Network, Inc. Our target service recipients are individuals with disabilities who require accessible transportation services. Service recipients have communication disorders that are not uncommon in individuals with intellectual and developmental disabilities.

Annually, LADACIN Network surveys its consumers regarding service satisfaction, including those who utilize our transportation services. All staff, including those who are assigned to drive, complete annual satisfaction surveys. All surveys are compiled, analyzed for areas that may need change or improvements, and included in the Agency's annual report.

Major points of contact with our consumers is face- to-face. Consumers or their representatives can contact LADACIN Network, Inc. by calling the main number at 732-493-5900. Our operators would transfer an individual's call to our transportation department. It is also possible to contact us via email by clicking the email link on the LADACIN Network website home page, www.LADACIN.org

Factor 3: The nature and importance of LADACIN Network, Inc. activities, programs, and services to people's lives.

A recent survey of people who use a Medicaid funded transportation service found that 53% had missed important medical or mental health appointments because the transportation service arrived late. Those surveyed (30%) also indicated that safety was not a priority because the drivers talked on their cell phones and texted while driving. Seatbelts were also broken and missing. One third of those people in the survey reported the drivers and other employees did not treat them in an "appropriate and respectful manner". 52% received no response or resolution to their complaints and 25% stopped using the service entirely. This transportation service was used by several of LADACIN's clients because the service provides lift equipped vehicles, however, may stopped using for the same reasons identified above (2022 MHANJ Transportation Survey).

<http://www.nj.CAHPS> annual survey

LADACIN Network is "filling a gap" in an otherwise lean service offered by Monmouth and Ocean County Transportation. Transportation for adults with multiple and severe physical disabilities in these counties is not readily available and/or accessible outside of our Agency. In order to provide social, educational, community integration, recreation, and medical services to this population, transportation is an integral component of our operation. Without our Agency's transportation options, our clients would possibly be forced to remain at home and not receive the services and opportunities they need. Existing services in the community cannot meet all the needs of our clients (majority of the clients use wheelchairs) due to location, requests late in the day, evening, and weekend requests. Adult clients and families would agree that the transportation of their self/child to and from program is a significant part of their self/child's program. Program transportation allows many family members to get to and from work on time and gives them the freedom to complete other daily living responsibilities. The clients of LADACIN Network, most who are senior citizens and/or individuals with disabilities, must depend almost entirely upon this organization for all their transportation needs.

Another updated study showed that Access Link only operates $\frac{3}{4}$ of a mile from fixed routes, leaving the disabled community at a disadvantage. This is another example of how LADACIN Network is "filling the gaps in service" - by providing demand response transportation for those clients seeking services in the community or at LADACIN Network.

Our program is very much a participant in the coordinated transportation plan. We meet the needs of any LEP client by providing the appropriate translation services via a translator, Google Translate, and by offering critical documents in Spanish, which is the language (if any other than English) most often used by LEP persons in our service area.

We participate with Monmouth and Ocean County in their public transportation meetings, at which the public and all stakeholders are invited. We have done so for many years.

We participate in community events at which we talk about the transportation program. We note at each meeting that we provide transportation to clients referred to our program. This is communicated to case managers and support coordinators. They in turn advised individuals/families of our services when it comes time to choose a program.

Training- LADACIN Staff

The LADACIN Network staff at all levels are aware of the need to reach out and provide information to LEP persons who rely on the transit services of LADACIN programs. In order to ensure that new staff members understand this need, specific training is included in their onboarding with the Agency. LADACIN Network supports a culture that is diverse and inclusive.

LADACIN Network supports a well-trained professional staff. The highest standards are established and adhered to for the education, training and treatment of the participants and the staff. Since 2015, the Title VI Notice was added to the Agency transportation training curriculum. This training is done upon hire and annually thereafter.

All staff receive training in Client Rights and Responsibilities via an Agency-wide new staff orientation and periodic staff in-services. Staff knowledge of Clients' Rights and Responsibilities is assessed in the annual performance evaluation. Staff trainings are documented and are recorded in each staff members electronic file in the Agency Human Resource data base.

Factor 4 Resources and Costs for LEP Outreach: The Agency has a designated Transportation Policy and Procedure which is annually reviewed, revised and updated as necessary and approved by the Board of Trustees.

LADACIN Network values the LEP populations' needs. LADACIN Network provides notice to the LEP populations on our Agency website (www.ladacin.org) and marketing materials, such as quarterly newsletters and brochures where appropriate. LADACIN has vital documents which are translated into Spanish and can be translated into other languages as requested. LADACIN has several bilingual individuals on staff and also has a working relationship with an Agency who provides translation as well as interpretation services. LADACIN Network not only looks to service the LEP community but those individuals who present with severe expressive communication impairments. Although LADACIN does not primarily fill in the gap for those who identify as LEP, LADACIN is open to assisting anyone to find the correct resources to satisfy their needs.

LADACIN is a member of the Brookdale Community College Consortium for Adult Education. The consortium is comprised of 6 Agencies, most of which address the needs of those with LEP. The consortium is funded by a Federal Grant which is designed to support the needs of those seeking Adult Basic Education, ESL education and assistance and assistance for those who are seeking a General Education Diploma (GED). As a member of this consortium, the services that LADACIN has to offer is available for referrals and use of their LEP populations.

LADACIN participates with Monmouth and Ocean County in their public transportation meetings and is a member of NJ Cost to which the public and all stakeholders are invited. Our services are well known throughout both counties and if needed, are called upon to assist whenever possible.

We participate in community events and job fairs at which our transportation program is well known and advertised. As a non-profit Agency with limited funding, the cost of marketing all of LADACIN services is challenging. LADACIN is committed to providing outreach, information and services to the LEP individuals and anyone who may be appropriate for our services.

TABLE DEPICTING MINORTY REPRESENTATION ON DECISION-MAKING BODIES

Body	Caucasian	Latino	African American
BOARD OF TRUSTEES (13)	12	0	1

Achieving diversity on LADACIN Network's volunteer board is a challenging and essential task. LADACIN continually recruits new board memberships by attending local community organizations that reflect the diversity in the community. We also regularly meet with our members/service recipients, parents/guardians, and stakeholders to cultivate their interest in serving on our board.

Board of Trustees

LADACIN Network, Inc.

Authorization Resolution

The Board of Trustees of LADACIN Network, Inc. hereby approve the Title VI Policy Statement and Plan in order to meet Title VI federal requirements.

The Executive Director, in her capacity, will serve as the Title VI Officer and is authorized to revise and update the plan as necessary.

This authorization was approved as part of the regular business meeting of the Board of Trustees, held on September 29, 2025



President, Board of Trustees



Secretary, Board of Trustees