



**Community Partners in Caring  
TITLE VI of the Civil Rights Act of 1964**

**POLICY & ANNUAL REPORT OF ACTIVITIES**

**ORIGINAL PLAN ADOPTED AUGUST 22, 2014  
(Updated August 20, 2025)**

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## **I. Background**

Community Partners in Caring (CPC) operates its programs and services, including its volunteer driver program, in accordance with Title VI of the Civil Rights Act without regard to race, color, and national origin. In compliance with the Civil Rights Act, the following Title VI Policy (hereafter “Policy”) has been approved by the Community Partners in Caring Board of Directors and submitted to the Department of Transportation (DOT) Federal Transit Administration (FTA).

This Policy, which includes the rights of all clients and the procedures to file a discrimination claim, will be properly stored and displayed. A proper “Title VI Notice” will be posted in appropriate public areas, the agency website, and in the Community Partners in Caring office locations.

## **II. Title VI Notice to the Public of Rights Under Title VI & List of Posting Locations**

A Title VI Notice to the Public must be displayed to inform clients of their rights under Title VI. The following notice, in both English and Spanish, will be posted in appropriate public areas and the Community Partners in Caring website [www.partnersincaring.org](http://www.partnersincaring.org) (under the “About” tab), and in Community Partners in Caring office locations.

### **Notifying the Public of Rights Under Title VI Community Partners in Caring**

#### **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 participating in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”**

#### **Applicability**

As a recipient of federal financial assistance, Community Partners in Caring is subject to the regulations under Title VI and has established policies to maintain compliance with those regulations. It is against the policy of Community Partners in Caring to discriminate against an individual based on that person’s race, color or national origin. This policy applies to clients, volunteers, applicants for employment, and current employees.

#### **Additional Information or Filing a Discrimination Complaint**

A full description of Community Partners in Caring’s Title VI Complaint Procedures is available online at [www.partnersincaring.org](http://www.partnersincaring.org) (About tab), or at the CPC office location listed below. To speak with Community Partners in Caring’s Executive Director/Title VI Program Coordinator in person, or for additional information, telephone (805) 925-8000.

A discrimination complaint can be filed by an individual, a class, or by a third-party within 180 calendar days of the alleged discriminatory act at the following:

- 1) Directly with the Federal Transit Administration with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> floor-TCR, 1200 New Jersey Ave. Washington, D.C. 20590.
- 2) With the Title VI Program Coordinator at Community Partners in Caring:  
Community Partners in Caring  
120 East Jones Street, Ste 130  
Santa Maria, CA 93454  
Executive Director/Title VI Program Coordinator

## **Notificación al público de los derechos bajo el Título VI**

### **Socios comunitarios en el cuidado**

#### **El Título VI de la Ley de Derechos Civiles de 1964 requiere que:**

"Ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, será excluida de participar, se le negarán los beneficios o será objeto de discriminación en cualquier programa o actividad que reciba asistencia financiera federal".

#### **Aplicabilidad**

Como beneficiario de asistencia financiera federal, Community Partners in Caring está sujeto a las regulaciones del Título VI y ha establecido políticas para mantener el cumplimiento de esas regulaciones. Va en contra de la política de Community Partners in Caring discriminar a una persona por su raza, color u origen nacional. Esta política se aplica a clientes, voluntarios, solicitantes de empleo y empleados actuales.

#### **Información adicional o presentación de una queja por discriminación**

Una descripción completa de los procedimientos de quejas del Título VI de Community Partners in Caring está disponible en línea en [www.partnersincaring.org](http://www.partnersincaring.org) (pestaña Acerca de) o en la ubicación de la oficina de CPC que se indica a continuación. Para hablar con el Director Ejecutivo de Community Partners in Caring/Coordinador del Programa del Título VI en persona, o para obtener información adicional, llame al (805) 925-8000.

Una queja por discriminación puede ser presentada por un individuo, una clase o un tercero dentro de los 180 días calendario posteriores al presunto acto discriminatorio en los siguientes casos:

- 1) Directamente con la Administración Federal de Tránsito con la Oficina de Derechos Civiles, Atención: Coordinador del Programa del Título VI, Edificio Este, 5to piso-TCR, 1200 New Jersey Ave. Washington, DC 20590.
- 2) Con el Coordinador del Programa del Título VI en Community Partners in Caring:

Community Partners in Caring

120 East Jones Street, Ste 130, Santa María, CA 93454

Director Ejecutivo / Coordinador del Programa Titulo VI

**Title VI Posted Notice Locations:**

- \* **Community Partners in Caring Office: 120 East Jones Street, Ste 130, Santa Maria, Employee Poster Area**
- \* **Community Partners in Caring Website: [www.partnersincaring.org](http://www.partnersincaring.org) (Title VI tab)**

**III. Title VI Discrimination Complaint Procedure “How to File a Complaint”**

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Community Partners in Caring may file a Title VI complaint by fully completing and submitting the agency’s Title VI Discrimination Complaint Form, located below, no more than 180 days after the alleged incident. The Discrimination Complaint Form will be submitted to: Community Partners in Caring, 120 East Jones Street, Ste 130, Santa Maria, CA 93454, Attention: Executive Director/Title VI Program Coordinator. A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue S.E., Washington, DC 20590. Once the complaint is received, it will be reviewed to determine if Community Partners in Caring has jurisdiction in the matter. The complainant will receive an acknowledgment letter informing her/him whether the complaint will be investigated locally by Community Partners in Caring.

Community Partners in Caring has 10 business days to investigate the complaint. If more information is needed to resolve the issue, Community Partners in Caring may contact the complainant. The complainant has 10 business days from the date of the letter to send the requested information to the staff person assigned to the case. If the staff person is not contacted by the complainant or does not receive the additional information within 10 business days, Community Partners in Caring can administratively close the case. A complaint case can also be administratively closed if the complainant no longer wished to pursue their case.

After a Community Partners in Caring staff person reviews the complaint, one of two letters will be issued to the complainant: A Closure Letter or a Letter of Finding. A Closure Letter summarizes the allegations and states that there was not a Title VI violation and the case will be closed. A Letter of Finding summarizes the allegations, any investigations related to the alleged incident, and then explain whether any disciplinary action or specific actions will occur. If the complainant wishes to appeal the decision, she/he has 10 business days after the date of the Letter of Findings to do so.

**Copy of the Title VI Discrimination Complaint Form**

Title VI regulations require that a copy of the Title VI Discrimination Complaint Form is included in the FTA recipient’s Title VI Policy. The following is the Discrimination Complaint Form intended for such use.

## DISCRIMINATION COMPLAINT FORM (Title VI)

<b>Section I.</b>					
Name:					
Address:					
Telephone (Home):			Telephone (Work):		
Electronic E-Mail Address:					
Accessible Format Requirements? (check all needed)		Large Print		Audio Tape	
		TDD		Other	
<b>Section II:</b>					
Are you filing this complaint on your own behalf?			Yes*		No
*If you answered "yes" to this question, go to Section III.					
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
<b>Section III.</b>					
I believe the discrimination I experienced was based on (check all that apply):					
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin					
Date of Alleged Discrimination (Month, Day, Year): _____					
Explain as clearly as possible what happened and why you believe you were discriminated against. 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 more space is needed, please use the back of this form.					
<b>Section IV</b>					
Have you previously filed a Title VI complaint with this agency?			Yes		No
Have you filed a complaint with any other Federal, State, or local agency, or with any Federal or State Court?					
<input type="checkbox"/> Yes <input type="checkbox"/> No					
If "Yes", check all that apply:					
<input type="checkbox"/> Federal Agency _____					
<input type="checkbox"/> Federal Court _____			<input type="checkbox"/> State Agency _____		
<input type="checkbox"/> State Court _____			<input type="checkbox"/> Local Agency _____		
Please provide information about a contact person at the agency/court where the complaint was filed.					
Name:					
Title:					
Agency:					
Address:					
Telephone:					
<b>Section VI</b>					
Name of agency complaint is against:					
Contact person:					
Title:					
Telephone number:					

**You may attach any written material or other information that you think is relevant to your complaint. Signature and date required below**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Please submit this form in person at the address below, or mail this form to either:**

**Community Partners in Caring**

**120 E. Jones St., Ste 130**

**Santa Maria, CA 93454**

**Executive Director / Title VI Program Manager**

**\*\*FOR MORE INFORMATION: (805) 925-0125**

**-OR-**

**Federal Transit Administration**

**Office of Civil Rights**

**East Building, 5<sup>th</sup> Floor-TCR**

**1200 New Jersey Ave. SE**

**Washington, DC 20590**

**IV. List of Title VI Investigations, Complaints, and Lawsuits**

All recipients of federal funding must prepare and maintain a list of any of the following that alleges discrimination on the basis of race, color, or national origin.

- a. Active investigations conducted by FTA and entities other than FTA;
- b. Lawsuits; and
- c. Complaints naming the recipient.

This list shall include the date that the transit-related Title VI 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. This list shall be included in the Title VI Program submitted to FTA every three years.

	<u>Date</u> (Month, Day, Year)	<u>Summary (Include basis of complaint: race, color, or national origin)</u>	<u>Status</u>	<u>Action(s) Taken</u>
<b>Investigations</b>	<b>None Filed (06/01/2025)</b>			
<b>Lawsuits</b>	<b>None Filed (06/01/2025)</b>			
<b>Complaints</b>	<b>None Filed (06/01/2025)</b>			

**V. Public Participation Plan**

Public Participation Plan includes Board of Directors, Executive Director, Volunteer meet ups and training, Community Outreach and Marketing.

Board of Directors - Community Partners in Caring’s Board of Directors is designated as the contact point for public participation regarding all Community Partners in Caring issues or concerns. The Board meetings are posted on our website, <https://partnersincaring.org> (select About tab, then Board of Directors dropdown menu). The meetings are all held at the Community Partners in Caring office located at 120 E. Jones St., Ste 130, Santa Maria, CA, or via Zoom.

The Board of Directors meeting schedule is as follows, unless approved for a change otherwise: Tuesday, July 29, 2025, Tuesday, September 30, 2025, Tuesday, November 18, 2025, Tuesday, January 27, 2026, Tuesday, March 31, 2026, and Tuesday, May 26, 2026. Each meeting includes an opportunity to speak directly to the Board at the beginning of the meeting.

When warranted, the Board has at its discretion the option of directing the appropriate staff to convene a specific committee to fully explore any public input or concerns. As stipulated in Community Partners in Caring’s By-Laws, these committees may consist of persons who are not also members of the board. These additional committees shall act in an advisory capacity to the board and shall be clearly titled “advisory” committees. The committees may include the Board President or a representative(s) of the Board, appropriate staff, and representatives from the community.

Executive Director– Community Partners in Caring Executive Director is bilingual in Spanish and English. She serves on the Santa Barbara County Transportation Advisory Committee (SBCTAC), and is involved in reviewing transportation issues in the region. Presents at numerous public, community, non-profit, and social service groups to promote public transit and CPC services. The list includes but is not limited to Adult and Aging Network for Santa Barbara County, Area Agency on Aging, Central Coast Commission for Senior Citizens, Resources Committee sponsored by the Housing Authority of

the County of Santa Barbara, Kiwanis International, Center for Employment Training, local churches, local clinics, senior mobile home parks, senior residential communities, as well as senior centers and other senior serving organizations and clubs.

Volunteer meet ups and training- These are for our existing volunteers including those who are LEP. Every meeting and training have a bilingual staff member present to interpret as needed. Here are some of our past dates for 2024: January 30, February 28; March 27; April 25; May 15 & 30; June 27; July 24; August 29; September 25; October 30; November 19; and in 2025: January 29; February 26; March 26.

Community Outreach and Marketing- CPC regularly seek out events and meeting to connect to LEP population and the general public. Here are some examples of outreach events and meetings attended by our staff July 3, 2024 Elder Dependent Adult Abuse Prevention meeting, July 8, 2024 Santa Maria Caregiving Collaborative meeting, July 9, 2024 Senior Scam Seminar, July 10, 2024 Caregiver Resource Event Planning meeting, Lompoc Farmers Market, August 8, 2024 National Night Out, Sept 18, 2024 Recovery Day Good Samaritans Shelter, January 6, 2025 Santa Maria Rotary, January 19, 2025 NAACP Event, February 8, 2025 211 Day event resource Fair.

All literature is provided in both English and Spanish. Our QR code on all our brochures also connects to Linktree, which allows the LEP person to access a Spanish version of our information and Community Partners in Caring's website.

CPC hosted a Senior Expo for the Santa Maria Valley on March 14, 2025, 87 vendors hosting community resources for the community. We provided translators for both Spanish and Mextec to assist attendees who were LEP. We provided "I Speak (Spanish or Mextec)" stickers for our vendors who were also bilingual.

CPC, during this last reporting period, has consistently had a radio spot on Jug Country 98.1 (English), KUHL 1440 AM (English), and Radio Ranchito 1600 AM (Spanish). ng. Community Partners in Caring as also been featured on local television station KSBY, as providing volunteer-based transportation services for aging adults and those living with disabilities.

Currently, 60% of CPC staff are bilingual (English/Spanish). The Executive Director, Program Manager, Community Outreach Coordinator, Executive Office Manager, and the Care Center Coordinators (first point of contact for clients) are bilingual.

All CPC staff are provided with a handout listing commonly used phrases and responses to service questions in English and Spanish. Staff are also polite in their solicitation of a family member or friend to assist in translation in case the staff person is not bilingual.

## **VI. Limited English Proficiency (LEP) Plan**

The number of LEP eligible to be served or likely to be encountered by CPC is shown below in the table below that was provided from the 2023 American Community Survey 5-Year Estimates, U.S. Census Bureau, and was instrumental in determining the LEP Plan:

	Santa Maria Valley					
	ZCTA5 93454		ZCTA5 93455		ZCTA5 93458	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Total:	38,419	±1,884	41,748	±2,213	53,161	±1,895
Speak only English	16,548	±1,299	30,420	±1,613	11,335	±1,202
Spanish:	20,047	±1,714	9,410	±2,174	38,297	±2,242
Speak English "very well"	11,539	±1,108	6,570	±1,552	18,991	±1,730
Speak English less than "very well"	8,508	±927	2,840	±850	19,306	±1,493
French, Haitian, or Cajun:	26	±24	69	±52	10	±16
Speak English "very well"	21	±23	69	±52	10	±16
Speak English less than "very well"	5	±8	0	±29	0	±32
German or other West Germanic languages:	98	±106	176	±94	14	±20
Speak English "very well"	96	±106	176	±94	11	±19
Speak English less than "very well"	2	±3	0	±29	3	±7
Russian, Polish, or other Slavic languages:	8	±13	89	±62	0	±32
Speak English "very well"	8	±13	89	±62	0	±32
Speak English less than "very well"	0	±29	0	±29	0	±32
Other Indo-European languages:	123	±90	201	±101	28	±31
Speak English "very well"	78	±72	133	±82	17	±19
Speak English less than "very well"	45	±54	68	±78	11	±20
Korean:	0	±29	142	±96	20	±33
Speak English "very well"	0	±29	40	±39	0	±32
Speak English less than "very well"	0	±29	102	±83	20	±33
Chinese (incl. Mandarin, Cantonese):	66	±61	111	±64	143	±132
Speak English "very well"	22	±28	39	±33	56	±55
Speak English less than "very well"	44	±63	72	±55	87	±91
Vietnamese:	185	±128	80	±79	97	±148
Speak English "very well"	152	±120	50	±53	45	±70
Speak English less than "very well"	33	±52	30	±36	52	±79
Tagalog (incl. Filipino):	493	±233	756	±321	1,158	±469
Speak English "very well"	215	±110	541	±278	550	±258
Speak English less than "very well"	278	±172	215	±150	608	±267
Other Asian and Pacific Island languages:	107	±86	142	±107	451	±259

Speak English "very well"	55	±47	52	±60	217	±132
Speak English less than "very well"	52	±53	90	±59	234	±154
Arabic:	13	±20	127	±110	119	±129
Speak English "very well"	13	±20	127	±110	70	±101
Speak English less than "very well"	0	±29	0	±29	49	±57
Other and unspecified languages:	705	±462	25	±37	1,489	±571
Speak English "very well"	131	±131	25	±37	426	±270
Speak English less than "very well"	574	±411	0	±29	1,063	±402

Label	Lompoc		Santa Ynez (Buellton 93427; Santa Ynez 93460; Solvang 93463)					
	ZCTA5 93436		ZCTA5 93427		ZCTA5 93460		ZCTA5 93463	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Total:	52,406	±1,264	5,338	±297	6,150	±828	7,795	±397
Speak only English	30,835	±1,514	4,262	±416	4,975	±677	6,008	±584
Spanish:	19,328	±1,472	817	±348	891	±498	1,173	±392
Speak English "very well"	10,974	±1,090	414	±197	433	±242	717	±181
Speak English less than "very well"	8,354	±924	403	±210	458	±276	456	±286
French, Haitian, or Cajun:	133	±89	114	±117	16	±22	45	±50
Speak English "very well"	133	±89	88	±97	16	±22	31	±35
Speak English less than "very well"	0	±32	26	±40	0	±19	14	±21
German or other West Germanic languages:	197	±144	27	±31	65	±67	84	±73
Speak English "very well"	171	±117	27	±31	65	±67	48	±43
Speak English less than "very well"	26	±48	0	±19	0	±19	36	±58
Russian, Polish, or other Slavic languages:	28	±32	0	±19	0	±19	19	±29
Speak English "very well"	28	±32	0	±19	0	±19	0	±19
Speak English less than "very well"	0	±32	0	±19	0	±19	19	±29

Other Indo-European languages:	177	±81	95	±75	53	±59	85	±65
Speak English "very well"	142	±76	95	±75	53	±59	85	±65
Speak English less than "very well"	35	±28	0	±19	0	±19	0	±19
Korean:	63	±74	0	±19	0	±19	0	±19
Speak English "very well"	49	±56	0	±19	0	±19	0	±19
Speak English less than "very well"	14	±21	0	±19	0	±19	0	±19
Chinese (incl. Mandarin, Cantonese):	54	±53	0	±19	1	±3	130	±160
Speak English "very well"	37	±42	0	±19	0	±19	86	±135
Speak English less than "very well"	17	±25	0	±19	1	±3	44	±60
Vietnamese:	99	±106	0	±19	0	±19	0	±19
Speak English "very well"	18	±29	0	±19	0	±19	0	±19
Speak English less than "very well"	81	±82	0	±19	0	±19	0	±19
Tagalog (incl. Filipino):	437	±180	0	±19	100	±129	66	±67
Speak English "very well"	303	±139	0	±19	85	±127	26	±30
Speak English less than "very well"	134	±99	0	±19	15	±23	40	±60
Other Asian and Pacific Island languages:	536	±295	23	±22	2	±5	30	±34
Speak English "very well"	331	±220	23	±22	0	±19	30	±34
Speak English less than "very well"	205	±103	0	±19	2	±5	0	±19
Arabic:	157	±198	0	±19	0	±19	126	±181
Speak English "very well"	93	±114	0	±19	0	±19	126	±181
Speak English less than "very well"	64	±88	0	±19	0	±19	0	±19
Other and unspecified languages:	362	±373	0	±19	47	±50	29	±51

Speak English "very well"	202	±210	0	±19	45	±50	20	±36
Speak English less than "very well"	160	±172	0	±19	2	±3	9	±16

In alignment with Title VI of the Civil Rights Act and the Department of Justice’s Four-Factor Analysis, CPC has evaluated the need for language access services within its service population. Using this framework as a foundational consideration—alongside relevant Census data—it has been determined that providing Spanish language assistance is both appropriate and necessary whenever requested. This approach ensures meaningful access to services for individuals with Limited English Proficiency (LEP), particularly Spanish-speaking seniors.

The frequency with which LEP persons come in contact with CPC varies greatly between service areas. Based on the 2023 American Community Survey 5-Year Estimates, U.S. Census Bureau (tables above), the most prevalent Spanish use will be found in Santa Maria and Lompoc. Currently, 6 of the 10 employees working at CPC speak Spanish, and 5 of the employees are fluent. They also happen to be in positions that have direct contact with the public: Service Coordinators, Program Director, and Executive Director. Our Door-through-Door Volunteer Driver Program is key in filling transportation gaps and in helping seniors age in place while maintaining quality of life.

As for the frequency of exposure to LEP populations, exposure has, historically, been limited. While conducting a Client Satisfaction Assessment (June 2025), 98 of the 1093 aging adults served during the fiscal year 2024-2025 spoke Spanish. Out of the 98 aging adults, 91 speak both English and Spanish, with also have 8 volunteers who speak Spanish. During the year, we stepped up outreach efforts toward the monolingual Spanish-speaking community (radio spots and translation of outreach/service materials), which may, in the future, increase the number of seniors served who are only Spanish speaking. Because key staff are fluent in both English and Spanish, we are confident we will be able to meet needs as they emerge.

The importance of this program is to provide aging adults and individuals with mild disabilities access to basic needs, such as food, medical care, and preventative care, and to be able to maintain healthy human connections regardless family, social, or economic circumstances.

To uphold this commitment, CPC has adopted the following practices:

1. Bilingual Outreach Materials-All outreach and service description materials are produced and distributed in both English and Spanish to ensure accessibility and inclusivity.
2. Website Accessibility- The organization’s website is available in both English and Spanish.
3. Public Engagement Translation- Spanish translation services will be provided during public hearings and transit surveys, if and when such events are conducted, to ensure full participation by Spanish-speaking community members.
4. Staff Language Support Resources – 60% of CPC staff members are bilingual and bicultural (Spanish/English), which allows them to support services to the LEP individuals directly.
5. Client Supported Translation Assistance and Training - When appropriate, staff may seek translation assistance from other staff to facilitate effective communication and service delivery. In the rare case that no bilingual staff is available, they are trained to collect contact information, and a return call is made as soon as possible.
6. As part of standard operating procedures, CPC will provide Spanish-speaking volunteers to accommodate LEP persons to ensure comfort, clarity, and continuity of care.
7. Additionally, non-Spanish-speaking staff can use the electronic devices to assist with translation when in the field. Any additional cost to be considered if no Spanish-speaking staff were available, would only be the outsourcing of an interpreter.

**Safe Harbor Provision-** Relative to the Transit Department and the required “Safe Harbor Provision” all printed outreach and service description material will be provided in English and Spanish.

The Federal Transit Authority 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 Provision, 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."

CPC provides notice to LEP persons through our website, bilingual brochures, literal in Spanish, QR code directing LEP persons to Spanish information, and a Spanish publication.

**Monitor and Evaluate the Access Plan-**

Community Partners in Caring will monitor and evaluate the needs of LEP persons in its service area in an ongoing manner, remaining sensitive to any changes in language demographics. The Client Satisfaction Assessment was initiated in 2017 and continues to be conducted annually during the months of May-June. This assessment will be part of subsequent service planning activities with recommendations for enhancing or altering the service’s support for LEP persons as deemed necessary. Non-Spanish staff are instructed to connect LEP persons to Spanish-speaking staff or to use electronic devices.

**VII. Racial Breakdown of Non-Elected Advisory Councils**

Title VI regulations require that all FTA recipients that have transit-related, non-elected planning boards, advisory councils, committees, or similar bodies, the membership of which is selected by the FTA 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 of councils. The following table reflects the makeup of the current Community Partners in Caring (CPC) Board of Directors as of July 1, 2025.

	<b>Caucasian</b>	<b>Latino</b>	<b>African American</b>	<b>Asian American</b>	<b>Native American</b>
<b>CPC Board</b>	<b>40%</b>	<b>25%</b>	<b>0%</b>	<b>25%</b>	<b>10%</b>

When Board vacancies are experienced, existing Board members make every attempt to engage all interested parties based on that prospective member’s profession or work experiences, civic associations, interest in transit/senior/disability issues, age, gender, community involvement, the city where they reside, and ethnicity, if appropriate. As stipulated

in the core tenets of the Title VI regulations, Community Partners in Caring does not discriminate against any individual based on that person's race, color, or national origin. This policy applies to all aspects of recruiting and selection, including the appointment of its Board of Directors.

**VIII. Title VI Equity Analysis-**

Community Partners in Caring has not undertaken any construction projects and therefore has not conducted an equity analysis.

**IX. Board of Directors Resolution Approving the Title VI Program and Annual Report**

After discussion, the A staff review of this policy was conducted August 29, 2025, with the resulting Updated Title VI being submitted to the Community Partners in Caring Board of Directors for review and adoption on August 29, 2025.

**Service Standards (Required for all Fixed Route Transit Providers)**

As Community Partners in Caring is not a Fixed Route Transit Provider, this section is not applicable.

**Service Policies (Required for All Fixed Route Transit Providers)**

As Community Partners in Caring is not a Fixed Route Transit Provider, this section is not applicable.



BOARD OF DIRECTORS

Chuen Wu, *President*  
Paul Klock, *Treasurer*  
Alyssa Stovall, *Secretary*  
Renee Cowans, Member  
Delia Garnett, Member  
Elisa Pardo, Member  
Doug Rich, Member  
Andy Samarasena, Member

Authorization Resolution  
RESOLUTION NO. 2026-02

RESOLUTION AUTHORIZING THE TITLE VI REPORT AS FOLLOWS:

HONORARY BOARD

Phyllis Ardoin  
Margie Halsell, founder  
Victor Jordan  
Bill Thompson  
Michael Siminski

Whereas, Community Partners in Caring has updated their Title VI Policy and Report, and

Whereas, Title VI document was updated with pertinent data

ADVISORY BOARD

Ernesto Paredes  
Phylene Wiggins  
Joni Meisel  
Carol Spungen

Therefore, it is resolved that:

By a majority vote of the Board of Directors.

*In Memoriam*

Jim Talbott

PASSED AND ADOPTED by the Community Partners in Caring of the Santa Barbara County, State of California, at a regular meeting of said Commission or Board Meeting held on the 29th of August 2025 by the following vote:

EXECUTIVE DIRECTOR

Hilda Zacarias, MPA, CPA

MAIN OFFICE

120 E. Jones Street, Ste. 130  
Santa Maria, CA 93454  
(805) 925-0125

AYES: 8 NOES: 0 ABSENT: 0

CALL CENTER

(805) 925-8000

SERVICE AREA

Santa Barbara County

www.partnersincaring.org  
FEDERAL ID 77-0477176

Chuen Wu      8/29/2025  
Chuen Wu, President      Date  
Community Partners in Caring

