

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

The CareGivers

June 24, 2026

Plan expires 3 years from date approved by the board

Title VI Plan Table of Contents

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Section 1: Title VI Plan Approval & Compliance Requirements

Title VI Plan
Adopted on: June 24, 2026

Adopted by: Catholic Charities New Hampshire

Signature(s): 

Approval:

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 sub-recipients prior to passing through FTA funds.

The CareGivers will remain in compliance with this requirement by annual submission of certifications and assurances as required by NHDOT.

The date of last submission of these certifications and assurances (at the time of this Plan's approval) is: June 28, 2026

Title VI Plan Revision Log

Date Month/day/year	Section Revised	Summary of Revisions
06/22/2023	Plan renewal and approval	
06/24/2026	Plan renewal and approval	3 Year Update

Section 2: Title VI Policy Statement

Policy Statement

The CareGivers, operating as a volunteer driver transit provider, as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the New Hampshire Department of Transportation (NHDOT), 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 NHDOT Public Transportation requirements as specified in Master Grant Agreement, and State Management Plan. The CareGivers 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: Notice to the Public

Title VI Notice to the Public

The CareGivers's Notice to the Public is as follows:

Notifying the Public of Rights Under Title VI

The CareGivers

- The CareGivers operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with The CareGivers.
- For more information on The CareGivers' civil rights program, the procedures to file a complaint, or to file a complaint, please contact James Wilkie, Executive Director at 603-622-4948; email james@caregiversnh.org; or visit our administrative office at 700 E. Industrial Park Dr., Manchester, NH 03110. For more information, visit www.caregiversnh.org
- For transportation-related Title VI matters, a complaint may also be filed directly with the:

New Hampshire Department of Transportation, Attn: Shannon Aiton, Title VI Coordinator, PO Box 483, 7 Hazen Drive Concord, NH 03302-0483; 603-271-2467; TTY: 800-735-2964; titlevi@dot.nh.gov

Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

- If information is needed in another language, contact **855-774-5841**.

The CareGivers Notice to the Public is posted in the public areas of the office and on the CareGivers website.

1. Reception Area – The CareGivers
2. www.caregiversnh.org/title-vi/

Section 4: Title VI Complaint Procedure

The CareGivers' Title VI Complaint Procedure is made available in the following locations:

- Agency website, if available: www.caregiversnh.org
 - Hard copy in the central office
 - Agency Title VI Plan
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Any individual, group of individuals or entity that believes they have been discriminated against on the basis of race, color, or national origin by The CareGivers may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.

Any individual having filed a complaint or participated in the investigation of a complaint shall not be subjected to any form of intimidation or retaliation. Individuals who have cause to think that they have been subjected to intimidation or retaliation can file a complaint of retaliation following the same procedure for filing a discrimination complaint.

A complaint must be filed with The CareGivers no later than 180 days after the following:

1. The date of the alleged act of discrimination; or
2. The date when the person(s) became aware of the alleged discrimination; or
3. Where there has been a continuing course of conduct, the date on which that conduct was discontinued of the latest instance of the conduct.

Once the complaint is received, The CareGivers will review it to determine if our office has jurisdiction. A copy of each Title VI complaint received will be forwarded to the New Hampshire Department of Transportation within ten (10) calendar days of receipt. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The CareGivers has 45 days to investigate the complaint. If more information is needed to resolve the case, The CareGivers may contact the complainant requesting further information. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, The CareGivers can administratively close the case.

After the investigator reviews the complaint, the agency will issue one of two (2) 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.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews 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 it must direct the appeal to the agency initially. The complainant has 15 days after the date of the closure letter or the letter of finding to do so. The appeal process information will be included in the letter. If there is outstanding concern after the outcome of the appeal, the appeal complaint may be directed to the state DOT or FTA.

A person may also file a complaint directly with the: New Hampshire Department of Transportation, Attn: Shannon Aiton, Title VI Coordinator, PO Box 483, 7 Hazen Drive Concord, NH 03302-0483; 603-271-2467; TTY: 800-735-2964; titlevi@dot.nh.gov

Or

Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, then contact **(855) 774-5841**.

Section 5: Title VI Complaint Form

The CareGivers' Title VI Complaint Form is made available in the following locations:

- Agency website, if available: www.caregiversnh.org
- Hard copy in the central office
- Agency Title VI Plan

The CareGivers Title VI Complaint Form

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
E-Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
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
Section III:				

I believe the discrimination I experienced was based on (check all that apply):

Title VI: Race Color National Origin

Other (specify): _____

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.

Section IV

Have you previously filed a Civil Rights related complaint with this agency?	Yes	No
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Section V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes No

If yes, check all that apply:

Federal Agency: _____

Federal Court _____

State Court _____

State Agency _____

Local Agency _____

If marked Yes in Section V, please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

Section VI

Name of agency complaint is against:
Contact person:
Title:
Telephone number:

You may attach any written materials 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:

**The CareGivers
James Wilkie / Executive Director
700 E. Industrial Park Dr.
Manchester, NH 03109
603-622-4948
james@caregiversnh.org**

Section 6: List of Transit Related Title VI Investigations, Complaints and Lawsuits

The CareGivers 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 us since the last plan submission.

 There have been investigations, complaints and/or lawsuits filed against us. *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
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

Section 7: Public Participation Plan

Strategies and Desired Outcomes

To promote inclusive public participation, **The CareGivers** will employ the following strategies, as appropriate (make these determinations based on a demographic analysis of the population(s) affected, type of plan, program and/or service under consideration, and the resources available):

- ✓ Provide for early, frequent and continuous engagement by the public
- ✓ Use social media in addition to other resources as a way to gain public involvement
- ✓ Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.
- ✓ Expand traditional outreach methods by visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.

Public Outreach Activities

The public outreach and involvement activities conducted by **The CareGivers** since the last Title VI Program submission are summarized in the table below.

Specific Public Participation activities are listed in the table below:

Event Date	The CareGivers Staffer(s) or Department	Activity	Communication Method (Public notice, posters, social media)
Reoccurring Monthly	James Wilkie	RCC 7 Meeting	
Reoccurring Monthly	James Wilkie	RCC 8 Meeting	
7/13/2023	James Wilkie	Alton Senior Center	Networking / Presentation /Brochures
8/8/2023	James Wilkie / Christine Charman	Greater Manchester United Way	Networking
8/24/2023	James Wilkie	Mt. Carmel Home	Presentation
9/27/2023	Catholic Charities Marketing	Meta - Facebook	Social Media
9/27/2023	Catholic Charities Marketing	Meta - Facebook	Social Media
9/28/2023	James Wilkie	Alton Senior Center	Networking / Brochures
10/17/2023	James Wilkie	Nashua Rotary West Luncheon	Networking / Presentation
11/10/2023	Catholic Charities Marketing	Hulu	TV Spots
11/12/2023	Catholic Charities Marketing	Vibe TV	TV Spots

11/27/2023	Catholic Charities Marketing	Meta - Facebook	Social Media
11/28/2023	Catholic Charities Marketing	WFEA (Sagamore Communication)	Radio
12/1/2023	Catholic Charities Marketing	Vibe TV	TV Spots
12/14/2023	James Wilkie	WFEA Radio Interview	Radio Interview
12/31/2023	Catholic Charities Marketing	WFEA (Sagamore Communications)	Radio
12/31/2023	Catholic Charities Marketing	WZID (Sagamore Communications)	Radio
1/27/2024	Catholic Charities Marketing	Meta - Facebook	Social Media
1/27/2024	Catholic Charities Marketing	Meta - Facebook	Social Media
1/27/2024	Catholic Charities Marketing	Meta - Facebook	Social Media
1/27/2024	Catholic Charities Marketing	Meta - Facebook	Social Media
2/5/2024	Catholic Charities Marketing	Meta - Facebook	Social Media
2/11/2024	Catholic Charities Marketing	Meta - Facebook	Social Media
2/13/2024	Catholic Charities Marketing	LPI - Parish Bulletins	Print
2/27/2024	Catholic Charities Marketing	Meta - Facebook	Social Media
3/31/2024	Catholic Charities Marketing	effectv - a Comcast Company	TV Spots
3/31/2024	Catholic Charities Marketing	WMUR	TV Spots
4/6/2024	Catholic Charities Marketing	Hulu	TV Spots
4/13/2024	Catholic Charities Marketing	Hulu	TV Spots
4/14/2024	Catholic Charities Marketing	Hulu	TV Spots
4/23/2024	Catholic Charities Marketing	Hulu	TV Spots
4/23/2024	Catholic Charities Marketing	Hulu	TV Spots
4/25/2024	Catholic Charities Marketing	Hulu	TV Spots
4/27/2024	Catholic Charities Marketing	Meta - Facebook	Social Media
4/29/2024	Catholic Charities Marketing	WFEA (Sagamore Communication)	Radio
5/3/2024	Catholic Charities Marketing	Hulu	TV Spots
5/7/2024	Catholic Charities Marketing	Meta - Facebook	Social Media
5/9/2024	James Wilkie	Pratt Homes - Nashua	Networking / Presentation / Brochures
5/19/2024	Catholic Charities Marketing	WMUR	TV Spots

5/22/2024	James Wilkie	Nashua Senior Fair	Senior Fair
5/23/2024	Catholic Charities Marketing	Meta - Facebook	Social Media
5/25/2024	Catholic Charities Marketing	LinkedIn	Social Media
5/26/2024	Catholic Charities Marketing	LinkedIn	Social Media
5/27/2024	Catholic Charities Marketing	Meta - Facebook	Social Media
5/27/2024	Catholic Charities Marketing	Meta - Facebook	Social Media
5/27/2024	Catholic Charities Marketing	LinkedIn	Social Media
5/28/2024	Catholic Charities Marketing	LinkedIn	Social Media
5/29/2024	Catholic Charities Marketing	LinkedIn	Social Media
5/29/2024	James Wilkie	Milford Rec. Center	Senior Fair
5/30/2024	Catholic Charities Marketing	LinkedIn	Social Media
5/31/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/1/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/2/2024	Catholic Charities Marketing	Meta - Facebook	Social Media
6/2/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/3/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/4/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/5/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/6/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/7/2024	James Wilkie	NHTA - SCC Annual Conference	Networking
6/8/2024	Catholic Charities Marketing	Hulu	TV Spots
6/9/2024	Catholic Charities Marketing	Meta - Facebook	Social Media
6/11/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/12/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/12/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/13/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/13/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/13/2024	Catholic Charities Marketing	ROKU	TV Spots
6/13/2024	James Wilkie	Greater Manchester Area Lunch and Learn (Liberty House)	Networking / Presentation

6/14/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/14/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/15/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/15/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/16/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/16/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/17/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/17/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/17/2024	James Wilkie	Bedford Rotary Club	Presentation
6/18/2024	Catholic Charities Marketing	Hulu	TV Spots
6/18/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/18/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/19/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/19/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/19/2024	Catholic Charities Marketing	Spotify	Radio
6/20/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/20/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/20/2024	Catholic Charities Marketing	Spotify	Radio
6/21/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/21/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/22/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/22/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/25/2024	Catholic Charities Marketing	Spotify	Radio
6/25/2024	Catholic Charities Marketing	Spotify	Radio
6/26/2024	Catholic Charities Marketing	LinkedIn	Social Media
6/30/2024	Catholic Charities Marketing	ROKU	TV Spots
7/23/2024	Catholic Charities Marketing	AudioGo	Radio
7/31/2024	Catholic Charities Marketing	AudioGo	Radio
8/2/2024	Catholic Charities Marketing	Vibe TV	TV Spots

8/26/2024	James Wilkie	United Way Community - WSMN Radio Interview	Radio Interview
8/27/2024	Catholic Charities Marketing	Meta - Facebook	Social Media
9/1/2024	Catholic Charities Marketing	Vibe TV	TV Spots
9/5/2024	Catholic Charities Marketing	Meta - Facebook	Social Media
9/5/2024	Catholic Charities Marketing	Feathr	Print
9/27/2024	Catholic Charities Marketing	Meta - Facebook	Social Media
10/5/2024	Catholic Charities Marketing	Feathr	Print
10/17/2024	James Wilkie	William B. Cashin Senior Center	Senior Fair
11/12/2024	James Wilkie	Nashua Rotary West Luncheon	Networking / Presentation
11/19/2024	James Wilkie	See Science Center - Manchester Chamber Event	Senior Fair / Brochures
11/20/2024	James Wilkie / Ashley O'Donnell	Merrimack Senior Fair	Senior Fair / Brochures
1/14/2025	James Wilkie	Bedford Lions Club	Presentation
1/24/2025	Catholic Charities Marketing	LinkedIn	Social Media
1/26/2025	Catholic Charities Marketing	LinkedIn	Social Media
1/29/2025	Catholic Charities Marketing	LinkedIn	Social Media
1/30/2025	Catholic Charities Marketing	LinkedIn	Social Media
1/31/2025	Catholic Charities Marketing	LinkedIn	Social Media
2/1/2025	Catholic Charities Marketing	LinkedIn	Social Media
2/2/2025	Catholic Charities Marketing	LinkedIn	Social Media
2/3/2025	Catholic Charities Marketing	LinkedIn	Social Media
2/5/2025	Catholic Charities Marketing	LinkedIn	Social Media
2/6/2025	Catholic Charities Marketing	LinkedIn	Social Media
2/6/2025	Catholic Charities Marketing	LPI - Parish Bulletins	Print
2/7/2025	Catholic Charities Marketing	LinkedIn	Social Media
2/12/2025	Catholic Charities Marketing	Hulu	TV Spots
2/21/2025	Catholic Charities Marketing	Hulu	TV Spots
2/26/2025	Catholic Charities Marketing	Meta - Facebook	Social Media
2/26/2025	Catholic Charities Marketing	Meta - Facebook	Social Media

2/27/2025	Catholic Charities Marketing	Meta - Facebook	Social Media
3/4/2025	Catholic Charities Marketing	Hulu	TV Spots
3/8/2025	Catholic Charities Marketing	Meta - Facebook	Social Media
3/13/2025	Catholic Charities Marketing	Hulu	TV Spots
3/27/2025	Catholic Charities Marketing	Meta - Facebook	Social Media
3/31/2025	Catholic Charities Marketing	Feathr	Print
4/15/2025	Catholic Charities Marketing	Hulu	TV Spots
4/23/2025	Catholic Charities Marketing	Hulu	TV Spots
4/27/2025	Catholic Charities Marketing	Meta - Facebook	Social Media
4/27/2025	Catholic Charities Marketing	SAGA	TV Spots
4/27/2025	Catholic Charities Marketing	WMUR	TV Spots
5/7/2025	James Wilkie / Ashley O'Donnell	Manchester Mayor's Senior Luncheon	Senor Fair / Brochures
5/13/2025	Catholic Charities Marketing	Meta - Facebook	Social Media
5/16/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/17/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/17/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/18/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/18/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/19/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/19/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/20/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/20/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/20/2025	James Wilkie	Nashua Senior Center	Presentation / Brochures
5/21/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/21/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/22/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/22/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/22/2025	James Wilkie	Nashua Senior Fair	Senor Fair / Brochures

5/23/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/23/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/24/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/24/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/25/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/25/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/26/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/26/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/27/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/27/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/27/2025	Catholic Charities Marketing	Meta - Facebook	Social Media
5/28/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/28/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/29/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/29/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/30/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/30/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/31/2025	Catholic Charities Marketing	LinkedIn	Social Media
5/31/2025	Catholic Charities Marketing	LinkedIn	Social Media
6/1/2025	Catholic Charities Marketing	LinkedIn	Social Media
6/10/2025	Catholic Charities Marketing	Meta - Facebook	Social Media
6/10/2025	Catholic Charities Marketing	Hulu	TV Spots
6/11/2025	Catholic Charities Marketing	Hulu	TV Spots
6/13/2025	Catholic Charities Marketing	Hulu	TV Spots
6/13/2025	James Wilkie	NHTA - SCC Annual Conference	Networking
6/14/2025	Catholic Charities Marketing	Meta - Facebook	Social Media
6/23/2025	Catholic Charities Marketing	Meta - Facebook	Social Media
6/30/2025	Catholic Charities Marketing	Feathr	Print
7/26/2025	Catholic Charities Marketing	Hulu	TV Spots

7/27/2025	Catholic Charities Marketing	Meta - Facebook	Social Media
7/31/2025	Catholic Charities Marketing	Feathr	Print
8/2/2025	Catholic Charities Marketing	LinkedIn	Social Media
8/4/2025	Catholic Charities Marketing	LinkedIn	Social Media
8/5/2025	Catholic Charities Marketing	LinkedIn	Social Media
8/6/2025	Catholic Charities Marketing	LinkedIn	Social Media
8/7/2025	Catholic Charities Marketing	LinkedIn	Social Media
8/8/2025	Catholic Charities Marketing	LinkedIn	Social Media
8/9/2025	Catholic Charities Marketing	LinkedIn	Social Media
8/11/2025	Catholic Charities Marketing	LinkedIn	Social Media
8/16/2025	Catholic Charities Marketing	Meta - Facebook	Social Media
8/16/2025	Catholic Charities Marketing	Meta - Facebook	Social Media
8/20/2025	Catholic Charities Marketing	Hulu	TV Spots
8/26/2025	Catholic Charities Marketing	Nextdoor Advertising	Print
8/26/2025	Catholic Charities Marketing	Nextdoor Advertising	Print
8/27/2025	Catholic Charities Marketing	Meta - Facebook	Social Media
8/27/2025	Catholic Charities Marketing	Meta - Facebook	Social Media
8/27/2025	Catholic Charities Marketing	Nextdoor Advertising	Print
8/27/2025	Catholic Charities Marketing	Nextdoor Advertising	Print
9/2/2025	Catholic Charities Marketing	Nextdoor Advertising	Print
9/3/2025	Catholic Charities Marketing	LinkedIn	Social Media
9/5/2025	Catholic Charities Marketing	LinkedIn	Social Media
9/7/2025	Catholic Charities Marketing	LinkedIn	Social Media
9/9/2025	Catholic Charities Marketing	LinkedIn	Social Media
9/11/2025	Catholic Charities Marketing	LinkedIn	Social Media
9/13/2025	Catholic Charities Marketing	LinkedIn	Social Media
9/16/2025	Catholic Charities Marketing	LinkedIn	Social Media
10/2/2025	Catholic Charities Marketing	Nextdoor Advertising	Print
10/6/2025	Catholic Charities Marketing	Hulu	TV Spots

10/11/2025	James Wilkie	Milford Pumpkin Festival	Networking / Brochures
10/12/2025	James Wilkie	Milford Pumpkin Festival	Networking / Brochures
11/3/2025	Catholic Charities Marketing	Nextdoor Advertising	Print
11/10/2025	Catholic Charities Marketing	GroundTruth	Print
11/16/2025	Catholic Charities Marketing	WMUR	TV Spots
11/23/2025	James Wilkie	WZID - Interview	Radio Interview
12/22/2025	Catholic Charities Marketing	LinkedIn	Social Media
12/23/2025	Catholic Charities Marketing	LinkedIn	Social Media
12/24/2025	Catholic Charities Marketing	LinkedIn	Social Media
12/26/2025	Catholic Charities Marketing	LinkedIn	Social Media
12/27/2025	Catholic Charities Marketing	Meta - Facebook	Social Media
12/28/2025	Catholic Charities Marketing	LinkedIn	Social Media
12/30/2025	Catholic Charities Marketing	LinkedIn	Social Media
1/2/2026	Catholic Charities Marketing	LinkedIn	Social Media
1/3/2026	Catholic Charities Marketing	Hulu	TV Spots
1/20/2026	James Wilkie	Nashua Rotary West Luncheon	Networking / Presentation
1/26/2026	Catholic Charities Marketing	Meta - Facebook	Social Media
1/27/2026	Catholic Charities Marketing	Meta - Facebook	Social Media
1/31/2026	Catholic Charities Marketing	Meta - Facebook	Social Media
2/7/2026	Catholic Charities Marketing	Hulu	TV Spots
2/8/2026	Catholic Charities Marketing	Meta - Facebook	Social Media
2/18/2026	Catholic Charities Marketing	Meta - Facebook	Social Media
2/18/2026	Catholic Charities Marketing	Meta - Facebook	Social Media
2/22/2026	Catholic Charities Marketing	WMUR	TV Spots
2/28/2026	Catholic Charities Marketing	Meta - Facebook	Social Media
2/28/2026	Catholic Charities Marketing	Meta - Facebook	Social Media
3/6/2026	Catholic Charities Marketing	Hulu	TV Spots
3/16/2026	Catholic Charities Marketing	LPI - Parish Bulletins	Print

3/23/2026	Catholic Charities Marketing	Hulu	TV Spots
3/27/2026	Catholic Charities Marketing	Meta - Facebook	Social Media
4/1/2026	Catholic Charities Marketing	Meta - Facebook	Social Media
4/9/2026	Jennifer Marchant / Marianne Graves	Warde House/Cedar House	Networking / Brochures
4/9/2026	Stacey Rust-Belforti	Wentworth Place	Networking / Brochures
4/21/2026	James Wilkie / Belinda Beligianis / Stacey Rust-Belforti	People of Hope Traveling Museum	Networking / Brochures
4/27/2026	Catholic Charities Marketing	Meta - Facebook	Social Media
4/29/2026	Marianne Graves / Stacey Rust-Belforti	Rogers Mobile Homes	Networking / Brochures
4/29/2026	Marianne Graves / Stacey Rust-Belforti	AHEPA Manor	Networking / Brochures
4/29/2026	Marianne Graves / Stacey Rust-Belforti	Mary's House	Networking / Brochures
4/29/2026	Marianne Graves / Stacey Rust-Belforti	Pratt Homes	Networking / Brochures
4/29/2026	James Wilkie	Union Leader Phone Interview	Interview
5/7/2026	James Wilkie	Nashua Senior Fair	Senior Fair
5/12/2026	James Wilkie / Stacey Rust-Belforti	Manchester Housing and Rehabilitation Authority	Networking / Brochures
5/13/2026	Belinda Beligianis / Stacey Rust-Belforti	Davidson Landing	Networking / Brochures
5/21/2026	James Wilkie / Stacey Rust-Belforti	Elliot Hospital	Networking / Presentation / Brochures
6/15/2026	James Wilkie	Knights of Columbus (St. Joseph Cathedral, Manchester, NH)	Presentation

Section 8: Language Assistance Plan

Plan Components

As a recipient of federal US DOT funding, **The CareGivers** is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

The CareGivers' Language Assistance Plan includes the following elements:

- Item #1: The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.
- Item #2: A description of how language assistance services are provided by language
- Item #3: A description of how LEP persons are informed of the availability of language assistance service
- Item #4: A description of how the language assistance plan is monitored and updated
- Item #5: A description of how employees are trained to provide language assistance to LEP persons

Four Factor Analysis Methodology

To determine if an individual is entitled to language assistance and what specific services are appropriate, The CareGivers has conducted a *Four Factor Analysis* of the following areas: 1) Limited-English Proficient (LEP) Speaker Demography, 2) Contact Frequency, 3) Importance of Service, and 4) Resources and Costs.

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient. In addition to the number or proportion of LEP persons served, The CareGivers' will identify:

- (a) How LEP persons interact with the recipient's agency;
- (b) Identification of LEP communities, and assessing the number or proportion of LEP persons from each language group to determine the appropriate language services for each language;
- (c) Whether LEP persons are underserved by the recipient due to language barriers.

Factor 2: The frequency with which LEP persons come into contact with the program: Identifies and assesses the frequency The CareGivers' staff comes into contact with LEP persons. Examples of contact could include:

- (a) Use of volunteer transportation services;
- (b) Customer service interactions;
- (c) Ridership surveys;
- (d) Operator surveys.

In the past three years, we have received 34 requests for assistance in Vietnamese. No other language services have been requested

Factor 3: The nature and importance of the program, activity, or service provided by the program to people’s lives. Generally speaking, the more important the program, the more frequent the contact and the likelihood that language services will be needed.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach. Resource and cost issues can often be reduced by technological advances, reasonable business practices, and the sharing of language assistance materials and services among and between recipients, advocacy groups, LEP populations and Federal agencies. Large entities and those entities serving a significant number of LEP persons should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance.

Item #1 –Results of the Four Factor Analysis (including a description of the LEP population(s) served)

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered.

Of the 346,553 residents in **The CareGivers** service area, 19,768 residents describe themselves as speaking English less than “very well”. For The CareGivers service area, the latest U.S. Census Bureau data shows that among the area’s population 5.7% speak English “less than very well.” **For these groups** who speak English “less than very well” – 2.77% speak Spanish, 0.59% speak French, Haitian, or Cajun, 0.08% speak German or other West Germanic languages, 0.27% speak Russian, Polish, or other Slavic languages, , 0.84% speak Other Indo-European languages, 0.14% speak Korean, , 0.23% speak Chinese (incl. Mandarin, Cantonese), 0.23% speak Vietnamese, 0.03% speak Tagalog (incl. Filipino), 0.18% speak Other Asian and Pacific Island languages, 0.14% speak Arabic, and 0.21% speak Other and unspecified languages.

For the combined service area of Amherst, Bedford, Goffstown, Hollis, Hudson, Manchester, Merrimack, Milford, Nashua, Hooksett, Auburn and Candia:

	Combined Service Area	
Label	Estimate	Percent of Population
Total:	346553	
Speak only English	292822	84.50%
Spanish:	20668	5.96%
Speak English "very well"	11083	3.20%
Speak English less than "very well"	9585	2.77%
French, Haitian, or Cajun:	7425	2.14%
Speak English "very well"	5395	1.56%
Speak English less than "very well"	2030	0.59%
German or other West Germanic languages:	1149	0.33%
Speak English "very well"	886	0.26%
Speak English less than "very well"	263	0.08%
Russian, Polish, or other Slavic languages:	2658	0.77%
Speak English "very well"	1715	0.49%

Speak English less than "very well"	943	0.27%
Other Indo-European languages:	9550	2.76%
Speak English "very well"	6625	1.91%
Speak English less than "very well"	2925	0.84%
Korean:	659	0.19%
Speak English "very well"	175	0.05%
Speak English less than "very well"	484	0.14%
Chinese (incl. Mandarin, Cantonese):	1633	0.47%
Speak English "very well"	838	0.24%
Speak English less than "very well"	795	0.23%
Vietnamese:	1351	0.39%
Speak English "very well"	561	0.16%
Speak English less than "very well"	790	0.23%
Tagalog (incl. Filipino):	677	0.20%
Speak English "very well"	574	0.17%
Speak English less than "very well"	103	0.03%
Other Asian and Pacific Island languages:	3969	1.15%
Speak English "very well"	3340	0.96%
Speak English less than "very well"	629	0.18%
Arabic:	1429	0.41%
Speak English "very well"	932	0.27%
Speak English less than "very well"	497	0.14%
Other and unspecified languages:	2563	0.74%
Speak English "very well"	1819	0.52%
Speak English less than "very well"	744	0.21%

Designation of Threshold Languages and Vital Documents

According to Census data, three language groups meet the Safe Harbor Threshold, meaning that the agency will be presumed to have met their language assistance responsibilities if all the program's vital documents have been translated to these languages.

The following language groups have more than 1,000 people, or represent at least 5% of the service area population:

- Spanish
- French, Haitian, or Cajun
- Other Indo-European languages

The CareGivers designate the following as vital documents:

- Title VI Notice to the Public
- Title VI Complaint Form
- Title VI Complaint Procedures
- Caring Rides program information and intake form

The Caring Rides program information and intake form can be automatically translated into any language using the Google Translate widget on the webpage.

At this time, vital documents will not be proactively translated into French, Haitian, or Cajun; nor Other Indo-European languages for the following reasons:

- Both language groups include multiple languages, and the agency has no way to assess *which* languages within those groups are actually represented in the service area.
- By tracking phone interpretation requests, the agency has determined that the only language (aside from Spanish) that has been needed is Vietnamese, which is not even one of the threshold languages.
 - CareGivers have utilized phone interpretation services for Vietnamese 34 times in the past three years.
 - Phone interpretation requests were not received in any other language in that time frame.
 - Our website includes the Google Translate widget, allowing the public to read our program information in over 130 languages. This would be sufficient to help anyone needing further assistance in another language to see that they can receive this information by request, and how to do so.
 - CareGivers can meet the needs of these LEP language groups by offering the translation of vital documents upon request, along with interpretation services at any time (as we offer with any language).

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

The CareGivers assessed the frequency with which staff and drivers have, or could have, contact with LEP persons. The CareGivers provides approximately 4000 passenger trips per year.

Since September of 2018, the period the Executive Director has been employed with the CareGivers, only one client has needed language assistance. For this client who speaks Vietnamese, Certified Languages International has been successfully utilized to assist with verbal interpretation services.

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

All of The CareGivers' programs are important; however, those related to safety, public transit, nondiscrimination and public involvement are among the most important.

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

The CareGives works with Certified Languages International for interpretation services. Since September 2023, we have utilized 205 minutes of interpretation at a rate of \$1.10 per minute, totaling \$225.50. All the services were provided to one Vietnamese client.

The CareGivers makes every effort to make its programs, services, and activities, accessible to LEP individuals. **The CareGivers** uses many mediums including distribution of brochures to Dialysis Centers, Dr. Offices, senior centers, welfare offices, and senior housing complexes. Additional outreach is made through referrals, radio, print ads, social media, and TV spots.

The CareGivers will use available resources, both internal and external, to accommodate reasonable requests for translations. These resources include Google Translate, "I Speak" language cards, and Certified Languages International interpreter service

Item # 2 – Description of how Language Assistance Services are Provided, by Language

The CareGivers has identified, developed, and uses the following:

Individuals who have contact with the public are provided with “I Speak” language cards to identify language needs in order to match them with available services. Language cards verified and distributed by the Executive Director as needed. CareGivers also utilizes Certified Languages International for interpreter services.

Item # 3 – Description of how LEP Persons are Informed of the Availability of Language Assistance Service

In order to ensure that LEP individuals are aware of The CareGivers’ language assistance measures, The CareGivers provides the following:

- Title VI Program including the Language Assistance Plan is made available on the CareGivers website and hard copy in central office.
- Ride Schedulers are provided “I Speak” language cards to identify language needs to match them with available services.

Item # 4 – Description of how the Language Assistance Plan is Monitored and Updated

The CareGivers will continue to update the LEP plan as required by U.S. DOT. At a minimum, the Title VI Plan will continue to be reviewed and updated every three (3) years in conjunction with the Title VI submission and use data from the U.S. Decennial Census or the American Community Survey as available, or when it is clear that the concentrations of LEP individuals are present in The CareGivers service area.

Updates will continue to include the following:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether The CareGivers’ financial resources are sufficient to fund language assistance resources needed.
- Determine whether The CareGivers has fully complied with the goals of this LEP Plan.
- Determine whether complaints have been received concerning The CareGivers’ failure to meet the needs of LEP individuals

Item # 5 - Description of how Employees are Trained to Provide Language Assistance to LEP Persons

The following training will continue to be provided to The CareGivers staff:

- Information on The CareGivers Title VI Procedures and LEP responsibilities.
- Description and training of language assistance services offered to the public.
- Use of “I Speak” language cards (used to identify language preference).

- Documentation of language assistance requests.
- Use of web-based interpreter services (Google Translate).
- Use of phone-based interpreter services (Certified Languages International)
- How to handle a potential Title VI / LEP complaint.

Limited English Proficient (LEP) Resource Materials:

LEP Policy

The CareGivers shall provide for communication for limited English proficient riders to ensure them equal opportunity to benefit from services. Family members or friends of limited English proficient riders will not be used as translators unless specifically requested by that individual. Arrangements have been made with Certified Languages International to obtain translators. The agency will also utilize web-based translator programs, i.e. Google Translate, when needed.

If you need help with English, please call 855-774-5841. : Si usted necesita ayuda con el inglés, por favor llame 855-774-5841

"I Speak" Language Identification Card

Note: For additional languages visit the US Census Bureau website <http://www.lep.gov/ISpeakCards2004.pdf>

I Speak...

Language Identification Guide

<p style="text-align: center; border-top: 1px solid black; border-bottom: 1px solid black;">A</p> <p>Amharic አኔ አማርኛ ነው ምናገረው.</p> <p>Arabic أنا أتحدث اللغة العربية</p> <p>Armenian Ես խոսում եմ հայերեն</p> <hr/> <p style="text-align: center; border-top: 1px solid black; border-bottom: 1px solid black;">B</p> <p>Bengali আমি বাংলা কথা বলতে পারি</p> <p>Bosnian Ja govorim bosanski</p> <p>Bulgarian Аз говоря български</p> <p>Burmese ကျွန်ုပ်တို့ ကို ဗမာစကား ပြောနိုင်ပါသည်</p> <hr/> <p style="text-align: center; border-top: 1px solid black; border-bottom: 1px solid black;">C</p> <p>Cambodian ខ្ញុំ ប្រើភាសាខ្មែរ</p> <p>Canonese 我講廣東話 (Traditional) 我讲广东话 (Simplified)</p> <p>Castilian Fallo castilá</p> <p>Croatian Govorim hrvatski</p> <p>Czech Mluvím česky</p> <hr/> <p style="text-align: center; border-top: 1px solid black; border-bottom: 1px solid black;">D</p> <p>Danish Jeg taler dansk</p> <p> Dari من دری حرف می زنم</p> <p>Dutch Ik spreek hier Nederlands</p> <hr/> <p style="text-align: center; border-top: 1px solid black; border-bottom: 1px solid black;">E</p> <p>Swedish Ma räägim eesti keele</p> <hr/> <p style="text-align: center; border-top: 1px solid black; border-bottom: 1px solid black;">F</p> <p>Finnish Puhun suomea</p> <p>French Je parle français</p> <hr/> <p style="text-align: center; border-top: 1px solid black; border-bottom: 1px solid black;">G</p> <p>German Ich spreche Deutsch</p> <p>Greek Μιλώ το ελληνικά</p> <p>Gujarati હું ગુજરાતી બોલું છું</p> <hr/> <p style="text-align: center; border-top: 1px solid black; border-bottom: 1px solid black;">H</p> <p>Haitian Creole M pale kretyòl ayisyen</p> <p>Hebrew אני מדבר עברית</p> <p>Hindi मैं हिंदी बोलता हूँ।</p> <p>Hmong Kuv has lug Meeb</p> <p>Hungarian Beszélök magyarul</p>	<p style="text-align: center; border-top: 1px solid black; border-bottom: 1px solid black;">I</p> <p>Icelandic Ég tala íslensku</p> <p>Ilocano Aguasak ti Ilocano</p> <p>Indonesian saya bisa berbahasa Indonesia</p> <p>Italian Parlo italiano</p> <hr/> <p style="text-align: center; border-top: 1px solid black; border-bottom: 1px solid black;">J</p> <p>Japanese 私は日本語を話します</p> <hr/> <p style="text-align: center; border-top: 1px solid black; border-bottom: 1px solid black;">K</p> <p>Kachchiquel Qum ch'eq'ul ka ch'abal' rum' m</p> <p>Korean 한국어 합니다</p> <p>Kurdish Ewan Kurdi xanim Kurmanji Ewan Kurmanji xanim</p> <hr/> <p style="text-align: center; border-top: 1px solid black; border-bottom: 1px solid black;">L</p> <p>Lithuanian Aš kalbu lietuviškai</p> <p>Latvian Es runāju latviski</p> <p>Lithuanian Aš kalbu lietuviškai</p>	<p style="text-align: center; border-top: 1px solid black; border-bottom: 1px solid black;">M</p> <p>Mam Een chiyele rij kiyol mam</p> <p>Mandarin 我講國語 (Traditional) 我讲国语/普通话 (Simplified)</p> <p>Mon ဒီလိုအတိုင်း</p> <hr/> <p style="text-align: center; border-top: 1px solid black; border-bottom: 1px solid black;">N</p> <p>Norwegian Jeg snakker norsk</p> <hr/> <p style="text-align: center; border-top: 1px solid black; border-bottom: 1px solid black;">P</p> <p>Perisan من فارسی صحبت می کنم</p> <p>Polish Mówię po polsku</p> <p>Portuguese Eu falo português do Brasil (for Brazil) Eu falo português de Portugal (for Portugal)</p> <p>Punjabi ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦੀ/ਬੋਲਦੀ ਹਾਂ।</p>	<p style="text-align: center; border-top: 1px solid black; border-bottom: 1px solid black;">Q</p> <p>Qanjobal Ayin ni chi wal q' anjob' al</p> <p>Quiche Ea kinch' aw' k' uin' ch' e quiche</p> <hr/> <p style="text-align: center; border-top: 1px solid black; border-bottom: 1px solid black;">R</p> <p>Romanian Vorbesc românește</p> <p>Russian Я говорю по-русски</p> <hr/> <p style="text-align: center; border-top: 1px solid black; border-bottom: 1px solid black;">S</p> <p>Serbian Ja govorim srpski</p> <p>Sign Language </p> <hr/> <p>Slovak Hovorim po slovensky</p> <p>Slovenian Govorim slovensko</p> <p>Somali Waxaan ku hadlaa af-Soomaalí</p> <p>Spanish Yo hablo español</p> <p>Swahili Ninaongea Kiswahili</p> <p>Swedish Jag talar svenska</p> <hr/> <p style="text-align: center; border-top: 1px solid black; border-bottom: 1px solid black;">T</p> <p>Tagalog Marunong akong mag-Tagalog</p> <p>Tamil நான் தமிழ் பேசுவேன்</p> <p>Thai พูดภาษาไทย</p> <p>Turkish Türkçe konuşurum</p> <hr/> <p style="text-align: center; border-top: 1px solid black; border-bottom: 1px solid black;">U</p> <p>Ukrainian Я розмовляю українською мовою</p> <p>Urdu میں اردو بولتا ہوں</p> <hr/> <p style="text-align: center; border-top: 1px solid black; border-bottom: 1px solid black;">V</p> <p>Vietnamese Tôi nói tiếng Việt</p> <hr/> <p style="text-align: center; border-top: 1px solid black; border-bottom: 1px solid black;">W</p> <p>Welsh Dwi'n siarad</p> <hr/> <p style="text-align: center; border-top: 1px solid black; border-bottom: 1px solid black;">X</p> <p>Xhosa NdiXhosa iinXhosa</p> <hr/> <p style="text-align: center; border-top: 1px solid black; border-bottom: 1px solid black;">Y</p> <p>Yiddish איך ווילן שפּראַכן ייִדיש</p> <p>Yoruba Mo nua Yoruba</p> <hr/> <p style="text-align: center; border-top: 1px solid black; border-bottom: 1px solid black;">Z</p> <p>Zulu Nguyasikhubuma iinZulu</p>
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Executive Order 13186 requires DHS to take reasonable steps to provide meaningful access to its programs and activities for persons with limited English proficiency and - as also required by Title VI of the Civil Rights Act of 1964 - to ensure that recipients of federal financial assistance do the same.

I Speak is provided by the Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL). Other resources at www.lep.gov

Contact the DHS Office for Civil Rights and Civil Liberties' CRCL Institute at CRCLTraining@dhs.gov for digital copies of this poster or a "I Speak" booklet.

Download copies of the DHS LEP plan and guidance to recipients of financial assistance at www.dhs.gov/crcl



Log of LEP Encounters

Date	Time	Language Spoken By Individual <i>(if available)</i>	Name and Phone Number of Individual <i>(if available)</i>	Service Requested	Follow Up Required	Staff Member Providing Assistance	Notes
8/9/2023		Vietnamese	SVH	Food Delivery	No	M. Graves	
9/12/2023		Vietnamese	SVH	Food Delivery	No	M. Graves	
10/10/2023		Vietnamese	SVH	Food Delivery	No	M. Graves	
11/14/2023		Vietnamese	SVH	Food Delivery	No	M. Graves	
12/12/2023		Vietnamese	SVH	Food Delivery	No	M. Graves	
1/9/2024		Vietnamese	SVH	Food Delivery	No	M. Graves	
2/13/2024		Vietnamese	SVH	Food Delivery	No	M. Graves	
3/12/2024		Vietnamese	SVH	Food Delivery	No	M. Graves	
4/9/2024		Vietnamese	SVH	Food Delivery	No	M. Graves	
5/14/2024		Vietnamese	SVH	Food Delivery	No	M. Graves	
6/11/2024		Vietnamese	SVH	Food Delivery	No	M. Graves	
7/9/2024		Vietnamese	SVH	Food Delivery	No	M. Graves	
8/13/2024		Vietnamese	SVH	Food Delivery	No	M. Graves	
9/10/2024		Vietnamese	SVH	Food Delivery	No	M. Graves	
10/8/2024		Vietnamese	SVH	Food Delivery	No	M. Graves	
11/12/2024		Vietnamese	SVH	Food Delivery	No	M. Graves	
12/10/2024		Vietnamese	SVH	Food Delivery	No	M. Graves	
1/14/2025		Vietnamese	SVH	Food Delivery	No	M. Graves	
2/11/2025		Vietnamese	SVH	Food Delivery	No	M. Graves	
3/11/2025		Vietnamese	SVH	Food Delivery	No	M. Graves	
4/8/2025		Vietnamese	SVH	Food Delivery	No	M. Graves	
5/13/2025		Vietnamese	SVH	Food Delivery	No	M. Graves	
6/10/2025		Vietnamese	SVH	Food Delivery	No	M. Graves	
7/8/2025		Vietnamese	SVH	Food Delivery	No	M. Graves	
8/12/2025		Vietnamese	SVH	Food Delivery	No	M. Graves	
9/9/2025		Vietnamese	SVH	Food Delivery	No	M. Graves	

10/14/2025		Vietnamese	SVH	Food Delivery	No	M. Graves	
11/11/2025		Vietnamese	SVH	Food Delivery	No	M. Graves	
12/09/2025		Vietnamese	SVH	Food Delivery	No	M. Graves	
1/13/2026		Vietnamese	SVH	Food Delivery	No	M. Graves	
2/10/2026		Vietnamese	SVH	Food Delivery	No	M. Graves	
3/10/2026		Vietnamese	SVH	Food Delivery	No	M. Graves	
4/14/2026		Vietnamese	SVH	Food Delivery	No	M. Graves	
5/12/2026		Vietnamese	SVH	Food Delivery	No	M. Graves	
6/1/2026		Vietnamese	SVH	Food Delivery	NO	M. Graves	

Section 9: Minority Representation Information

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

Non-Elected Committees and Councils *At this time, we have no specific transit committees.*

Section 10: Providing Assistance to and Monitoring Subrecipients

1. Does agency provide funding to subrecipients?

No, the agency does not have subrecipients.

Yes. If yes, list the subrecipient names: (list other agency names here)

Section 11: Title VI Equity Analysis for Facility Acquisition

Title 49 CFR, 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, the agency has not built a facility.

- 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

FTA Circular 4702.1B, Chapter III, Paragraph 10: All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide.

The CareGivers:

- is a fixed route transit provider

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