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I. INTRODUCTION

THE CAREGIVERS COMMITMENT TO CIVIL RIGHTS

THE CAREGIVERS Title VI Program has been prepared to ensure that the level and quality of **THE CAREGIVERS' Caring Rides services** are provided in a nondiscriminatory manner and that the opportunity for full and fair participation is offered to **THE CAREGIVERS clients, applicants** and referrals. Additionally, through this program, **THE CAREGIVERS** has examined the need for services and materials for persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

While it is a matter of principle that **THE CAREGIVERS** is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of any of **THE CAREGIVERS's** services on the basis of race, color or national origin, the contents of this program have been prepared in accordance with Section 601 of Title VI of the Civil Rights Act of 1964 and Executive Order 13116 (Improving Access to Services for Persons with Limited English Proficiency).

"No person shall, on grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance." - Civil Rights Act of 1964

Under the Civil Rights Act of 1964, and as a recipient of federal funding under the programs of the Federal Transit Administration (FTA) of the U.S. Department of Transportation (US DOT), **THE CAREGIVERS** has an obligation to ensure that:

- ◆ The benefits of its volunteer-based transportation program are shared equitably throughout the service area;
- ◆ The level and quality of volunteer-based transportation services are sufficient to provide equal access to all qualified riders in its service area;
- ◆ All Client suggestions are accepted and considered for planning and program improvements.
- ◆ Decisions regarding service changes or facility locations are made without regard to race, color or national origin and that development and urban renewal benefitting a community as a whole not be unjustifiably purchased through the disproportionate allocation of its adverse environmental and health burdens on the community's minority population; and
- ◆ A program is in place for correcting any discrimination, whether intentional or unintentional.

II. GENERAL REQUIREMENTS

Notice to the Public

To make **THE CAREGIVERS** riders aware of its commitment to Title VI compliance, and their right to file a civil rights complaint, **THE CAREGIVERS** has presented the following information, in both English along with translation software on it's website

Your Civil Rights

***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 they have been aggrieved by any unlawful discriminatory practice under Title IV may file a complaint with **THE CAREGIVERS**. For more information on **THE CAREGIVERS's** civil rights program and the procedures to file a complaint, please contact **THE CAREGIVERS** by calling **603-622-4948**; email james@caregiversnh.org or visit our administrative office at 700 East Industrial Park Drive, Manchester, NH from 9am – 3pm, Monday through Friday. For more information about **THE CAREGIVERS** programs and services, visit www.caregiversnh.org. If information is needed in another language, please contact **THE CAREGIVERS** at 603-622-4948*

Discrimination Complaint Procedures

THE CAREGIVERS has established a process for riders to file a complaint under Title VI. Any person who believes that she or he has been discriminated against on the basis of race, color, or national origin by **THE CAREGIVERS** may file a Title IV complaint by completing and submitting the agency's Title VI Complaint available at our administrative offices or on our website www.caregiversnh.org.

See appendix A for copy of Complaint form

The Procedure

If you believe that you have received discriminatory treatment by **THE CAREGIVERS** on the basis of race, color or national origin, you have the right to file a complaint with **THE CAREGIVERS Executive Director**.

Methods of filing a complaint:

Complete the Complaint Form, and send it to:

THE CAREGIVERS
700 East Industrial Park Drive
Manchester, NH 03109

Verbal complaints are accepted and transcribed by the **Administrative Assistant**. To make a verbal complaint, call 603-622-4948 and the Administrative Assistant will take the complaint.

THE CAREGIVERS investigate complaints received no more than **one hundred eighty days after** the alleged incident. **THE CAREGIVERS** will process complaints that are complete. Once the complaint is received, **THE CAREGIVERS** will review it and the complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by **THE CAREGIVERS**.

THE CAREGIVERS has up to **thirty days** to investigate the complaint. If more information is needed to resolve the case, **THE CAREGIVERS** may contact the complainant. The complainant has thirty days from the date of the letter to send requested information to the investigator assigned to the case. Within 5 days of receiving any complaint, **THE CAREGIVERS** will notify the NH D.O.T.

If **THE CAREGIVERS's** investigator is not contacted by the complainant or does not receive the additional Information within thirty days, **THE CAREGIVERS** 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, one of two letters will be issued 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 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, she/he has ten days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at:
Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590

Active Lawsuits, Complaints or Inquiries Alleging Discrimination

THE CAREGIVERS maintain a list of active investigations conducted by FTA and entities other than FTA, including lawsuits and complaints naming **THE CAREGIVERS** that allege discrimination on the basis of race, color or national origin. This list includes 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 CAREGIVERS** in response, or final findings related to the investigation, lawsuit, or complaint.

As of the writing of this program, there are 0 complaints pending which allege discrimination on the grounds of race, color, national origin or any other form of discrimination.

Active Lawsuits, Complaints or Inquiries Alleging Discrimination

Type (Investigation, Lawsuit, Complaint)	Date	Summary of Complaint	Status	Action(s) Taken
	Nov, 2020	None		

III. THE CAREGIVERS'S PUBLIC PARTICIPATION PLAN

Key Principles

THE CAREGIVERS's Public Participation Plan (PPP) has been prepared to ensure that no one is precluded from participating and /or providing feedback when service changes are being considered.

- Potentially affected community members will have an appropriate opportunity to participate in decisions about a proposed activity that will affect their environment and/or health;
- The public's contribution can and will influence **THE CAREGIVERS's** decision making;
- The concerns of all participants involved will be considered in the decision-making process; and,
- **THE CAREGIVERS** will seek out and facilitate the involvement of those potentially affected.

Through an open public process, **THE CAREGIVERS** has developed a public participation plan to encourage and guide public involvement efforts and enhance access to **THE CAREGIVERS's** transportation decision-making process by minority and Limited English Proficient (LEP) populations. The public participation plan describes the overall goals, guiding principles and outreach methods that **THE CAREGIVERS** uses to reach its riders.

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. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Limited English Proficient (LEP) Goals of the Public Participation Plan

The overarching goals of **THE CAREGIVERS's** PPP include:

- Clarity in Potential for Influence - The process clearly identifies and communicates where and how participants can have influence and direct impact on decision making.
- Consistent Commitment - **THE CAREGIVERS** communicates regularly, develops trust with riders and our community and builds community capacity to provide public input.
- Diversity - Participants represent a range of socioeconomic, ethnic and cultural perspectives, with representative participants including residents from low-income neighborhoods, ethnic communities and residents with Limited English Proficiency
- Accessibility - Every reasonable effort is made to ensure that opportunities to participate are physically, geographically, temporally, linguistically, and culturally accessible.
- Relevance - Issues are framed in such a way that the significance and potential effect is understood by participants.
- Participant Satisfaction - People who take the time to participate feel it is worth the effort to join the discussion and provide feedback.
- Partnerships - **THE CAREGIVERS** develop and maintains partnerships with communities through the methods described in its public participation plan.
- Quality Input and Participation - That comments received by **THE CAREGIVERS** are useful, relevant and constructive, contributing to better plans, projects, strategies and decisions.

Objectives of the Public Participation Plan

THE CAREGIVERS's Public Participation Plan is based on the following principles:

- Flexibility - The engagement process will accommodate participation in a variety of ways and be adjusted as needed.
- Inclusiveness - **THE CAREGIVERS** will proactively reach out to and engage low income, minority and LEP populations from the **THE CAREGIVERS** service area.
- Respect - All feedback will be given careful and respectful consideration.
- Proactive and Timeliness - Participation methods will allow for early involvement and be ongoing.
- Clear, Focused and Understandable - Participation methods will have a clear purpose and use for the input, and will be described in language that is easy to understand.
- Honest and Transparent - Information provided will be accurate, trustworthy and complete.
- Responsiveness – **THE CAREGIVERS** will respond and incorporate appropriate public comments into transportation decisions.
- Accessibility – Executive Director is always available via email or phone. If a public meeting were warranted, it would be held in a publicly accessible location, i.e. Public Library. **THE CAREGIVERS** office also provides a list of alternate providers when service is not available via **THE CAREGIVERS**.

THE CAREGIVERS does not currently charge fares but would use its public participation plan if the current model changes.

- An introduction of a fare charge of subsequent increase/decrease or significant change in the method of fare payment is being considered;

- Advance reservation policy is reduced or increased;
- Area for deviating to pick up passengers is changed;
- Considering the total discontinuance of service on any area
- Any system-wide change in service hours that exceeds (plus or minus) **10%** of current total service hours.
- For minor schedule and service changes not rising to the level of those above, **THE CAREGIVERS** a letter to clients thirty **days** in advance of the change date.

IV. THE CAREGIVERS'S PUBLIC PARTICIPATION PROCESS

Outreach Efforts – Alerting Riders and Encouraging Engagement

THE CAREGIVERS's PPP uses many mediums including distribution of brochures to Dialysis Centers, Dr. Offices, and senior housing complexes. Additional outreach is made through referrals, radio, print ads and TV spots.

While there may be minor variation in the outreach process from time-to-time, the outline below provides the general steps for engaging riders in the decision-making process using a fare or service change as an example.

1. Outreach In advance of service changes or notice of public information sessions if required (using tool-box of mediums listed below);
 1. Letters to clients
 2. Clients are notified via phone call when client mail is returned as undeliverable.
 3. Client are notified via phone whenever they call to schedule services
 4. Potential changes are post to the program website.
 5. Ascentria Care Alliance services will be utilized when language barriers exist.
 6. Decisions regarding day to day operations are reviewed by the Executive Director of The Care
 7. Decisions outside of day to day operations, including expansion of services are reviewed by the Chief Operations Officers of Catholic Charities NH and escalated to the CEO and Board of directors as appropriate

Selection of Meeting Locations

If public meetings are ever required, **THE CAREGIVERS** will:

- Schedule meetings at times and locations that are convenient and accessible for minority and LEP communities;
- Employ different meeting sizes and formats including town hall type meeting formats;
- Coordinate with community organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities;

- Consider radio, television, or newspaper ads as well as podcasts that serve LEP populations.
- Provide opportunities for public participation through means other than written communication, **such as one-on-one interviews or use of audio or video recording devices to capture oral comments.**

THE CAREGIVERS Mediums

- Print Ads- Newspapers and other periodicals
- Television Ads – Local stations
- Website – THE CAREGIVERS has assembled a comprehensive website with automatic alerts
- Social Media – THE CAREGIVERS uses Facebook and Twitter to help engage community
- Email – THE CAREGIVERS has developed a monthly newsletter email to all active volunteers
- Radio (if available and appropriate)
- Direct Mail to Donors and community partners

Addressing Comments

The Incorporation of Public Comments into Decisions

All comments received through the public participation plan are given careful, thoughtful consideration. All concerns and suggestions are reviewed by the Executive Director and forwarded to the Chief Operations Officers as appropriate. The Chief Operations Officers is kept informed of all concerns and suggestions regarding the program through regular updates from the Executive Director.

V. DECISION MAKING BODIES

Non-Elected Committees and Councils

At **THE CAREGIVERS**, decisions regarding policy, service changes, fares, capital programming and facility locations are made by Catholic Charities New Hampshire, the owner of the program. **The Catholic Charities’ Board of Directors** is composed of 18 members. Meetings of the board are not open to the public. The public may submit matters to the Chief Operations Officer of Catholic Charities NH to be taken to the board. The Board meets 6 times per year (January, March, April, June, September, and November)

Service Review Committee

The Chief Operations Officer of Catholic Charities NH with the Executive Director consistently reviews policies, procedures and operations of the Caring Rides program to identify needed changes and /or improvements. This includes but is not limited to service area expansion. All comments received are reviewed and forwarded to the COO for discussion. The Catholic Charities website has

contact information should a member of the public or a client would like to make suggestions or voice concerns.

Body	Caucasian	African American	Hispanic	Asian	Race 4	Race 5
Board of Directors	17			1		
Service Review Committee	2					

VI. SUMMARY OF CHANGES

Service Change Evaluations Since 2020

THE CAREGIVERS's 2020 Title VI Plan has no changes to the fare structure as there is currently no fare. There have been **no** service changes that match the public participation criteria.

These changes, the associated outreach and Title VI determination and **the Catholic Charities NH** Board Approval are available by contacting **THE CAREGIVERS**.

Program Specific Requirements

Title VI Monitoring (from December 1, 2020 Title VI Plan)

THE CAREGIVERS is not required to monitor service standards as rides are provided by volunteers.

Subrecipient Compliance

THE CAREGIVERS program does not have any subrecipients

Equity Analysis for Facility

No new construction related to vehicle storage, operation or maintenance

Demographic Service Profile

Because **THE CAREGIVERS** operate no buses in peak service, a demographic service profile was not prepared for this plan update.

VII. GRANTS, REVIEWS AND CERTIFICATIONS

Pending Applications for Financial Assistance

THE CAREGIVERS has received 5310 funding in 2020 and plans to apply for funding in 2021. THE CAREGIVERS has no pending applications at this time.

Civil Rights Compliance Reviews in the Past 3 Years

THE CAREGIVERS has not been the subject of any such reviews since it's 2020 submission

Recent Annual Certifications and Assurances

THE CAREGIVERS executed its most recent Certifications and Assurances to the FTA as part of the MOU with Southern Hampshire Planning Commission in August of 2020

Contact

For additional information on **THE CAREGIVERS** Title VI Plan, or its efforts to comply with the Civil Rights Act of 1964 or Executive Order 13166 Improving Access to Services for Persons with Limited English Proficiency, please contact:

James Wilkie
C/O THE CAREGIVERS
700 East Industrial Park Drive
Manchester, NH 03109

VIII. LANGUAGE ASSISTANCE PLAN

Improving Access for People with Limited English Proficiency (LEP)

In order to ensure meaningful access to programs and activities, **THE CAREGIVERS** uses the information obtained in a Four Factor Analysis to determine the specific language services that are appropriate. This analysis helps **THE CAREGIVERS** to determine if it communicates effectively with LEP persons and informs language access planning.

The Four Factor Analysis is a local assessment that considers:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by **THE CAREGIVERS**;
2. The frequency with which LEP persons come into contact with **THE CAREGIVERS** services and programs;
3. The nature and importance of **THE CAREGIVERS's** services and programs in people's lives; and
4. The resources available to **THE CAREGIVERS** for LEP outreach, as well as the costs associated with that outreach.

Factor 1 – Number of LEP Persons in Service Region

The first step in determining the appropriate components of a Language Assistance Plan is understanding the proportion of LEP persons who may encounter **THE CAREGIVERS's** services,

their literacy skills in English and their native language, the location of their communities and neighborhoods and, more importantly, if any are underserved as a result of a language barrier.

To do this, **THE CAREGIVERS** evaluated the level of English literacy and to what degree people in its service area speak a language other than English and what those languages are. Data for this review is derived from the United States Census. and the American Community Survey. Data was reviewed by **THE CAREGIVERS’s** Service Committee in its entirety.

Service Area Overview

THE CAREGIVERS’s service area encompasses approximately 220 square miles of Hillsborough County and is home to a population speaking more than 10 different languages. Of the total service area population, 296,947, 16% of residents report speaking English less than very well.

Of the total area population over the age of 5 that have the ability to speak English, 6% speak English “less than very well”. In addition, 14% of the total population is over the age of 65, with an even smaller percentage of that population meeting the income requirement. This demonstrates that the number of potential clients with language barriers is quite low. Refer to Appendix B - EJSreen ACS Summary Report

Factor 2 – Frequency of LEP Use

There are a number of places where **THE CAREGIVERS** riders and members of the LEP population can come into contact with **THE CAREGIVERS** services including Administration, Ride Scheduling and **THE CAREGIVERS’s** outreach materials.

THE CAREGIVERS has not found language to be a barrier with any existing or prior clients. The objective of Factor 2 was to evaluate the needs of **THE CAREGIVERS** customers who are not able to communicate in English. To date, there has been no request or interaction that required translations services or any that language has been a barrier.

Community Partners

THE CAREGIVERS also canvassed its community partners to assess the extent to which they came into contact with LEP populations. Community partners were asked the following questions:

1. Do you encounter non-English speaking/reading people who need your services?
2. If so, what are the top three languages that you encounter?
3. How do you address language barriers?
4. Do you find language to be a barrier in preventing you from providing service?

Information on survey of partners or potential partners]

<u>Question</u>	<u>Fresenius Kidney Center</u>	<u>Easter Seals</u>	<u>Dartmouth Hitchcock</u>

Do you encounter non-English speaking/reading people who need your services?	Yes	Yes	Yes
If so, what are the top three languages that you encounter?	Spanish	Spanish Chinese	Spanish French Chinese
How do you address language barriers?	Documents printed in other languages Staff on hand	No answer provided	Translators Translator software Pamphlets
Do you find language to be a barrier in preventing you from providing service?	Somewhat	No answer provided	No

Consulting Directly with the LEP Population

In addition to the U.S. Census data, employee survey, and outreach to community partners, THE CAREGIVERS conducts a yearly survey of its riders. A summary of the survey is attached in Appendix C

Factor 3 – The Importance of THE CAREGIVERS Service to People’s Lives

Access to the services provided by **THE CAREGIVERS** are critical to the lives of many in the service area. Many depend on **THE CAREGIVERS’s** services for access to essential community services like medical appointments, dialysis, pharmacy, and shopping. Riders eligible for service under the American’s with Disabilities Act (ADA) require service for the same reasons. Because of the essential nature of the services and the importance of these programs in the lives of many of the region’s residents, there is a need to ensure that language is not a barrier to access.

Refer to Appendix D for survey data reflecting trip purposes

If limited English proficiency is a barrier to using these services, then the consequences for the individual could limit their access to obtain health care-or access to other needed services- Critical information from **THE CAREGIVERS** which can affect access includes:

- Information regarding making the best use of the system (How To)
- Service announcements
- Safety and security announcements
- Complaint and comment forms
- What to do in an emergency (where to look for service change announcements)

While services are critical, due to the advanced scheduling requirements of THE CAREGIVERS, there is ample time for Rider Handbooks etc. to be translated via Google translate or other interpretation services to be obtained to assist potential clients

Factor 4 – Resources and Costs for LEP Outreach

THE CAREGIVERS has limited resources to improving access to its services and programs for LEP persons but could do so on a case by case basis.

THE CAREGIVERS is working to include the google translation application on it's website, In addition:

- THE CAREGIVERS staff is informed on how to deal with calls and interaction with clients that have LEP
- THE CAREGIVERS will also work with Language Assistance Providers as needed such as Ascentria Care Alliance
- THE CAREGIVERS will track translation request
- THE CAREGIVERS will track use of the translation app on its website

To date, the costs associated with these efforts fit within THE **CAREGIVERS**'s marketing and outreach budget.

OUTCOMES

Following the "Four Factor Analysis", **THE CAREGIVERS** concluded that, while the population requiring language services is small, THE CAREGIVERS scheduling time frames allow for translation services on a case by case basis.

Additional recommendations:

1. Explore any potentially existing services within CCNH for translation services
2. Language training

THE CAREGIVERS is considering all of these items and other methods that become available.

Oversight

Monitoring, Evaluating and Updating the Language Assistance Plan and Public Participation Process

The monitoring of the Language Assistance Plan will include:

- ◆ Annual reviews of regional census data for changing patterns of LEP populations;
- ◆ Update the policy every three years;
- ◆ Soliciting input from referring entities

- ◆ Ongoing review of Google Translate requests at **THE CAREGIVERS's** website; and

Training

THE CAREGIVERS conducts initial training / orientation to all volunteer drivers. Drivers are also provided a volunteer handbook. The handbook is in process of being updated to include resources for drivers to assist with language barriers and non-discrimination disclosures. **THE CAREGIVERS** also conducts training for office staff on how to use translation applications.

Employee awareness training for the ability to basically communicate with the LEP and low-literacy population.

Translation of Vital Documents

On a case by case basis, THE CAREGIVERS can provide vital documents translating as needed. The list of documents that are or will be translated is provided below:

- ◆ Civil Rights Complaint Form – available to be translated
- ◆ CareGivers Brochure – available to be translated

Appendix A



Title VI Complaint Form

Title VI of the Civil Rights Act of 1964 states "No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, or be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance.:

Please provide the following information necessary in order to process your complaint. Should you require any assistance in completing this form, please let us know. Please complete this form and mail or deliver to:

The CareGivers
700 East Industrial Park Drive
Manchester, NH 03109

You can reach our office from Monday through Friday, 9 am to 3 pm at 603-622-4948.

Name: _____

Address: _____

City, State, Zip: _____

Phone #: Home / Cell _____ Work: _____

Are you filing this complaint on your own behalf? Yes No

If no, please supply the name of the person for whom you are filing this complaint:

Name of person you are filing for: _____

Your relationship to the person: _____

Have you obtained permission to file on behalf of the complainant? Yes No

What is the alleged discrimination based on? (Check all that apply)

Race Color National Origin

Date of incident of the alleged discrimination: _____

Please explain as clearly as possible what happened and why you believe you were discriminated against. Include the name and contact information of the person (s) who

discriminated against you (if known), as well as the names and contact information of any witnesses.

Have you previously file a Title VI complaint with this agency? Yes No

Have you filed this complaint with any other federal, state, or local agency or court? Yes No

If yes, please check which agency(s) compliant was file with:

Federal Agency Federal Court State Agency State Court Local Agency

Please sign and return this complaint, along with any supporting documentation to:

The CareGivers

700 East Industrial Park Drive

Manchester, NH 03109

Signature

Date

Appendix B



EJSCREEN ACS Summary Report



Location: User-specified polygonal location

Ring (buffer): 0-miles radius

Description:

	2013 - 2017 ACS Estimates	Percent	MOE (±)
Population by Language Spoken at Home*			
Total (persons age 5 and above)	286,747	100%	636
English	243,182	85%	650
Spanish	15,337	5%	673
French	7,812	3%	335
French Creole	N/A	N/A	N/A
Italian	N/A	N/A	N/A
Portuguese	N/A	N/A	N/A
German	887	0%	113
Yiddish	N/A	N/A	N/A
Other West Germanic	N/A	N/A	N/A
Scandinavian	N/A	N/A	N/A
Greek	N/A	N/A	N/A
Russian	N/A	N/A	N/A
Polish	N/A	N/A	N/A
Serbo-Croatian	N/A	N/A	N/A
Other Slavic	N/A	N/A	N/A
Armenian	N/A	N/A	N/A
Persian	N/A	N/A	N/A
Gujarathi	N/A	N/A	N/A
Hindi	N/A	N/A	N/A
Urdu	N/A	N/A	N/A
Other Indic	N/A	N/A	N/A
Other Indo-European	7,352	3%	393
Chinese	1,627	1%	224
Japanese	N/A	N/A	N/A
Korean	358	0%	134
Mon-Khmer, Cambodian	N/A	N/A	N/A
Hmong	N/A	N/A	N/A
Thai	N/A	N/A	N/A
Laotian	N/A	N/A	N/A
Vietnamese	1,285	0%	252
Other Asian	2,650	1%	204
Tagalog	432	0%	104
Other Pacific Island	N/A	N/A	N/A
Navajo	N/A	N/A	N/A
Other Native American	N/A	N/A	N/A
Hungarian	N/A	N/A	N/A
Arabic	1,980	1%	336
Hebrew	N/A	N/A	N/A
African	N/A	N/A	N/A
Other and non-specified	1,582	1%	356
Total Non-English	43,566	15%	861

Data Note: Detail may not sum to totals due to rounding. Hispanic population can be of any race.

N/A means not available. **Source:** U.S. Census Bureau, American Community Survey (ACS) 2013 - 2017.

*Population by Language Spoken at Home is available at the census tract summary level and up.

November 23, 2020

3/3



EJSCREEN ACS Summary Report



Location: User-specified polygonal location
 Ring (buffer): 0-miles radius
 Description:

	2013 - 2017 ACS Estimates	Percent	MOE (±)
Population 25+ by Educational Attainment			
Total	206,433	100%	424
Less than 9th Grade	7,577	4%	139
9th - 12th Grade, No Diploma	11,759	6%	199
High School Graduate	57,134	28%	293
Some College, No Degree	60,564	29%	252
Associate Degree	21,105	10%	170
Bachelor's Degree or more	69,399	34%	243
Population Age 5+ Years by Ability to Speak English			
Total	281,143	100%	738
Speak only English	238,412	85%	534
Non-English at Home ¹⁺²⁺³⁺⁴	42,731	15%	431
¹ Speak English "very well"	26,301	9%	273
² Speak English "well"	9,565	3%	294
³ Speak English "not well"	5,510	2%	293
⁴ Speak English "not at all"	1,356	0%	123
³⁺⁴ Speak English "less than well"	6,866	2%	318
²⁺³⁺⁴ Speak English "less than very well"	16,430	6%	365
Linguistically Isolated Households*			
Total	4,247	100%	131
Speak Spanish	1,704	40%	130
Speak Other Indo-European Languages	1,510	36%	121
Speak Asian-Pacific Island Languages	723	17%	71
Speak Other Languages	311	7%	86
Households by Household Income			
Household Income Base	116,960	100%	209
< \$15,000	9,435	8%	134
\$15,000 - \$25,000	9,102	8%	135
\$25,000 - \$50,000	23,092	20%	187
\$50,000 - \$75,000	20,564	18%	154
\$75,000 +	54,767	47%	229
Occupied Housing Units by Tenure			
Total	116,960	100%	209
Owner Occupied	71,216	61%	178
Renter Occupied	45,744	39%	204
Employed Population Age 16+ Years			
Total	243,463	100%	559
In Labor Force	169,877	70%	411
Civilian Unemployed in Labor Force	8,897	4%	160
Not In Labor Force	73,586	30%	286

Data Note: Detail may not sum to totals due to rounding. Hispanic population can be of any race.

N/A means not available. Source: U.S. Census Bureau, American Community Survey (ACS)

*Households in which no one 14 and over speaks English "very well" or speaks English only.



EJSCREEN ACS Summary Report



Location: User-specified polygonal location
 Ring (buffer): 0-miles radius
 Description:

Summary of ACS Estimates		2013 - 2017
Population		296,947
Population Density (per sq. mile)		1,391
Minority Population		49,481
% Minority		17%
Households		116,960
Housing Units		123,397
Housing Units Built Before 1950		31,378
Per Capita Income		35,045
Land Area (sq. miles) (Source: SF1)		213.53
% Land Area		97%
Water Area (sq. miles) (Source: SF1)		6.24
% Water Area		3%

	2013 - 2017 ACS Estimates	Percent	MOE (±)
Population by Race			
Total	296,947	100%	728
Population Reporting One Race	289,749	98%	1,979
White	264,783	89%	731
Black	9,580	3%	476
American Indian	426	0%	85
Asian	11,702	4%	425
Pacific Islander	118	0%	88
Some Other Race	3,140	1%	174
Population Reporting Two or More Races	7,198	2%	238
Total Hispanic Population	23,613	8%	526
Total Non-Hispanic Population	273,334		
White Alone	247,466	83%	731
Black Alone	7,947	3%	476
American Indian Alone	342	0%	85
Non-Hispanic Asian Alone	11,631	4%	425
Pacific Islander Alone	63	0%	31
Other Race Alone	432	0%	138
Two or More Races Alone	5,453	2%	233
Population by Sex			
Male	147,390	50%	432
Female	149,557	50%	415
Population by Age			
Age 0-4	15,804	5%	195
Age 0-17	61,462	21%	291
Age 18+	235,485	79%	398
Age 65+	42,422	14%	217

Data Note: Detail may not sum to totals due to rounding. Hispanic population can be of any race.
 N/A means not available. **Source:** U.S. Census Bureau, American Community Survey (ACS) 2013 - 2017.

November 23, 2020

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Appendix C

Caring Rides Client Survey 3/2020

Count of CLIENTS	160	
Total of Clients Completed Survey	69	
Count of SATISFIED WITH THE NUMBER OF RIDES AVAILABLE PER WEEK - NO	4	6%
Count of ENJOYED INTERACTING WITH VOLUNTEER DRIVER(S) - NO	1	1%
Count of ENJOYED INTERACTING WITH VOLUNTEER DRIVER(S) - YES	67	97%
Count of SATISFIED WITH THE PROCESS OF SCHEDULING RIDES - NO	4	6%
Count of SATISFIED WITH THE NUMBER OF RIDES AVAILABLE PER WEEK - YES	63	91%
Count of ALLOWED ME TO CONTINUE TO LIVE AT HOME - YES	65	94%
Count of SATISFIED WITH THE PROCESS OF SCHEDULING RIDES - YES	64	93%
Count of HAVE YOU TOLD A FRIEND ABOUT THIS PROGRAM - NO	8	12%
Count of HAVE YOU TOLD A FRIEND ABOUT THIS PROGRAM - YES	61	88%
Count of ALLOWED ME TO CONTINUE TO LIVE AT HOME - NO	4	6%
Count of ALLEVIATED SOME STRESS OR WORRY - YES	60	87%
Count of STRETCHED MY BUDGET TO AFFORD MEDICINE,UTILITY BILLS - YES	61	88%
Count of IMPROVED MY QUALITY OF LIFE - NO	2	3%
Count of ALLEVIATED SOME STRESS OR WORRY - NO	7	10%
Count of STRETCHED MY BUDGET TO AFFORD MEDICINE,UTILITY BILLS - NO	8	12%
Count of IMPROVED MY QUALITY OF LIFE - YES	65	94%

Appendix D

Caring Rides by Category January – October 2020

Totals - Manchester and Nashua Regions Combined													
2020													
Month	YTD - 2020	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Completed 1 way trips	1776	175	154	182	91	144	176	220	199	203	232	0	0
Medical	948	132	106	110	31	46	78	110	104	105	126	0	0
Eye	112	16	18	12	2	6	10	18	12	12	6	0	0
Dental	28	0	2	2	0	0	4	6	6	8	0	0	0
Dialysis	323	9	11	26	26	54	52	44	35	26	40	0	0
Grocery Shopping	286	4	10	22	32	32	28	38	30	42	48	0	0
Other / Misc.	76	14	6	8	0	6	4	4	12	10	12	0	0
Caring Visit	3	0	1	2	0	0	0	0	0	0	0	0	0
	1776	175	154	182	91	144	176	220	199	203	232	0	0