

Title VI Plan

ACHIEVE Human Services, Inc. 2023



ACHIEVE HUMAN SERVICES

Title VI Contact: **Adriel Saucedo Chief Operating Officer**

Title VI Contact Phone: **928-341-0335**

Title VI Contact Email: **asaucedo@achievehs.org**

TTY Number (If applicable): **N/A**

Alternate Language Phone: **928-341-0335**

Address: **3250 E. 40th St Suite A**

Web Address: **achievehs.org**

Para Información en Español: **Adriel Saucedo 928-341-0335**

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Executive Summary

ACHIEVE Human Services, Inc. is a community rehabilitation program that serves individuals with the most significant disabilities. Through its quality programs and services, ACHIVE recognizes the ABILITY within a disability and develops opportunities that enhances lives through vocational training and employment locations with Capital vehicle request through the 5310 Grant funds. ACHIEVE has been a grantee since 2005. It is the 5310 Grant funds that enables ACHIEVE to continue to grow and provide services to the most vulnerable population.

What type of program fund(s) did you apply for?

- 5310
- 5311
- Other (please explain) _____

Type of Funding Requests? (Check all that apply)

- Vehicle Funds
- Operating Funds
- Other (please explain) _____

Is your agency receiving direct funds from FTA?

- If yes, please attach a copy of your FTA letter of approval of Title VI Plan.
- No

Non Discrimination Notice to the Public

Notifying the Public of Rights Under Title VI and ADA ACHIEVE Human Services, Inc.

ACHIEVE Human Services, Inc. operates its programs and services without regard to race, color, national origin or disability in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the **ACHIEVE Human Services, Inc.**

For more information on the **ACHIEVE Human Services, Inc.**'s civil rights program, and the procedures to file a complaint, contact **Adriel Saucedo Chief Operating Officer, 928-341-0335, (TTY N/A); email asaucedo@achievehs.org**; or visit our administrative office at **3250 E. 40th St Suite A** . For more information, visit **achievehs.org**.

Complaints may be filed directly with the Arizona Department of Transportation (**ADOT**) **Civil Rights Office**. ATTN: Title VI Program Coordinator 206 S. 17TH Ave MD 155A RM: 183 Phoenix AZ, 85007 or with the Federal Transit Administration (**FTA**). ATTN: Title VI Program Coordinator, 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact **928-341-0335**. *Para información en Español llame: **Adriel Saucedo 928-341-0335**

Non Discrimination Notice to the Public - Spanish

Aviso Público Sobre los Derechos Bajo el Título VI Y ADA ACHIEVE Human Services, Inc.

ACHIEVE Human Services, Inc. (y sus subcontratistas, si cualquiera) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964, Sección 504 de la Ley de Rehabilitación de 1973 y La Ley de ciudadanos Americanos con Discapacidades de 1990 (ADA). El nivel y la calidad de servicios de transporte serán proveídos sin consideración a su raza, color, país de origen, o discapacidad.

Para obtener más información sobre el programa de Derechos Civiles de **ACHIEVE Human Services, Inc.**, y los procedimientos para presentar una queja, contacte **Adriel Saucedo Chief Operating Officer 928-341-0335, (TTY N/A)**; o visite nuestra oficina administrativa en **3250 E. 40th St Suite A** . Para obtener más información, visite **achievehs.org**

Una queja puede ser presentada con la oficina de Derechos Civiles del Departamento de Transporte de Arizona (**ADOT**). Atención: Title VI Program Manager, 206 S. 17th Ave MD 155A Phoenix AZ, 85007 o con la Administración Federal de Transporte (**FTA**). Atención: Title VI Coordinator, 1200 New Jersey Ave., SE Washington DC 20590

The above notice is posted in the following locations: **Online, in all transit vehicles, all public areas of providers office.**

This notice is posted online at **achievehs.org**

Non Discrimination ADA/Title VI Complaint Procedures

These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA) as they relate to any program or activity, and ACHIEVE Human Services Policy HR-106 Americans with Disabilities Act that is administered by **ACHIEVE Human Services, Inc.** including consultants, contractors and vendors. Intimidation or retaliation as a result of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

- (1) Any person who believes he and/or she has been discriminated against on the basis of race, color, national origin, or disability may file a Discrimination complaint by completing and submitting the agency's Title VI Complaint Form.
- (2) Formal complaints must be filed within **180** calendar days of the last date of the alleged act of discrimination or the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.
- (3) Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number. The ADA/Title VI contact person will assist the complainant with documenting the issues if necessary.
- (4) Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or email transmittal for the complaint to be processed.
- (5) Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return for processing.
- (6) Once submitted **ACHIEVE Human Services, Inc.** will review the complaint form to determine jurisdiction. All complaints will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the **ACHIEVE Human Services, Inc.** or submitted to the State or Federal authority for guidance.

- (7) **ACHIEVE Human Services, Inc.** will notify the ADOT Civil Rights Office of ALL Discrimination complaints within 72 hours via telephone at 602-712-8946; or email at civilrightsoffice@azdot.gov.
- (8) **ACHIEVE Human Services, Inc.** has 30 business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 30 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 30 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
- (9) After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Discrimination violation and that the case will be closed. An 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.
- (10) A copy of either the closure letter or LOF must be also be submitted to ADOT within 72 hours of that decision. Letters may be submitted by hardcopy or email.
- (11) A complainant dissatisfied with **ACHIEVE Human Services, Inc.** decision may file a complaint with the Arizona Department of Transportation (**ADOT**) or the Federal Transit Administration (**FTA**) offices of Civil Rights: **ADOT**: ATTN ADA/Title VI Program Coordinator 206 S. 17TH Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA**: Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (12) ACHIEVE Human Services HR-106 Policy on American with Disabilities Act can be accessed upon request.
- (13) A copy of these procedures can be found online at: achievehs.org.

If information is needed in another language, contact **928-341-0335**. *Para información en Español llame: **Adriel Saucedo 928-341-0335**

Discrimination ADA/Title VI Complaint Form

Section I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
Section II:		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes*	<input type="checkbox"/> No
<i>*If you answered "yes" to this question, go to Section III.</i>		
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.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Section III:		
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
<input type="checkbox"/> Disability		
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 VI:		
Have you previously filed a Discrimination Complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If yes, please provide any reference information regarding your previous complaint.

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 Agency: _____

State Court : _____ Local Agency: _____

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:

Name of person complaint is against:

Title:

Location:

Telephone Number (if available):

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

Your signature and date are **required** below:

Signature

Date

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

Adriel Saucedo
3250 E. 40th St Suite A
928-341-0335
asaucedo@achievehs.org

A copy of this form can be found online at **achievehs.org**

Discrimination ADA/Title VI Investigations, Complaints, and Lawsuits

If no investigations, lawsuits, or complaints were filed select the option below.

ACHIEVE Human Services, Inc. has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in 2023.

Complainant	Date (Month, Day, Year)	Basis of Complaint (Race, Color, National Origin or Disability)	Summary of Allegation	Status	Action(s) Taken	Final Findings?
Investigations						
1)						
2)						
Lawsuits						
1)						
2)						
Complaints						
1)						
2)						

Public Participation Plan

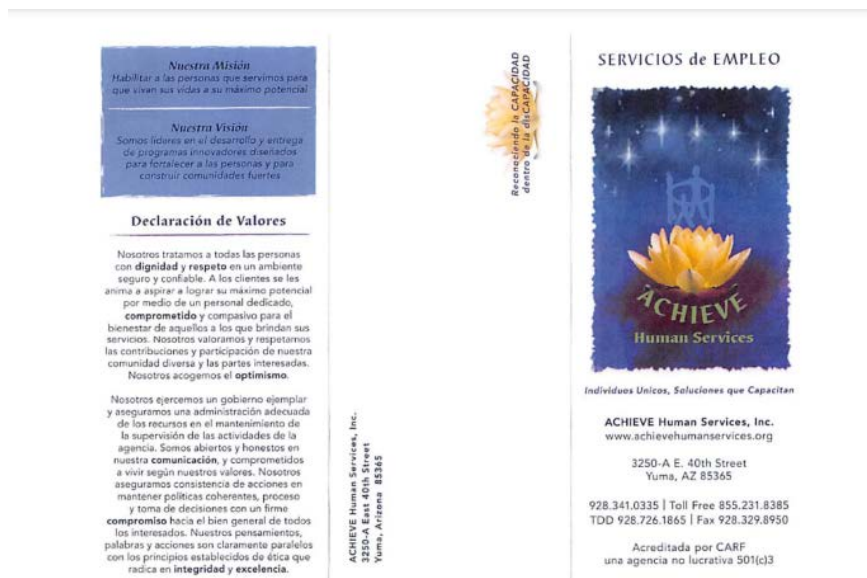
ACHIEVE Human Services, Inc. is engaging the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public will be invited to participate in the process whether through public meetings or surveys.

As an agency receiving federal financial assistance, **ACHIEVE Human Services, Inc.** made the following community outreach efforts and activities to engage minority and Limited English Proficient populations since the last Title VI Plan submittal to ADOT CRO.

- Expanded the distribution of agency brochures
- Advertised public announcements through newspapers, fliers, or radio
- Posted the Nondiscrimination Public Notices to the following locations:
 - Within transportation vehicles
 - Pick up and drop off stations
 - Lobby of agency

ACHIEVE Human Services, Inc. will make the following community outreach efforts for the **upcoming year**:

- Expand the distribution of agency brochures
- Advertise public announcements through newspapers, fliers, or radio
- Post the Nondiscrimination Public Notices to the following locations:
 - Within transportation vehicles
 - Pick up and drop off stations
 - Lobby of agency



Limited English Proficiency Plan

ACHIEVE Human Services, Inc. has developed the following Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to **ACHIEVE Human Services, Inc.** services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining the **ACHIEVE Human Services, Inc.**'s extent of obligation to provide LEP services, the **ACHIEVE Human Services, Inc.** undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

- 1) The number or proportion of LEP persons eligible in the **ACHIEVE Human Services, Inc.** service area who may be served or likely to encounter by **ACHIEVE Human Services, Inc.** program, activities, or services.

The diverse nature of the services offered by ACHIEVE provides constant networking with countless individuals in a variety of environments. As evidenced by the demographic charts below, ACHIEVE Human Services, Inc. offers services in diverse communities; thereby, fostering daily interaction with LEP individuals.

- Demographic data in chart extracted from <https://data.census.gov/table>

Types of Language Spoken at Home ×
in Yuma County, Arizona
DP02

Measure	Value
English only	45.8%
Spanish	52.6%
Other Indo-European languages	0.6%
Asian and Pacific Islander languages	0.7%
Other languages	0.4%

Ancestry ×
in Yuma County, Arizona
DP02

Measure	Value
English	5.1%
French (except Basque)	0.9%
German	7.1%
Irish	3.9%
Italian	1.4%
Norwegian	0.8%
Polish	0.6%
Scottish	0.9%
Subsaharan African	0.3%

- 2) The frequency with which LEP individuals come in contact with an **ACHIEVE Human Services, Inc.** services; ACHIEVE Human Services' staff reviewed the frequency with which office staff and drivers have or could have, contact with LEP persons for 2023.
 - o Office staff can average 3-5 contacts per day.
 - o Drivers can average 1-2 contacts per day.

- 3) The nature and importance of the program, activities or services provided by the **ACHIEVE Human Services, Inc.** to the LEP population.

The mission of ACHIEVE Human Services, Inc. is "To empower the individuals we serve to live their lives to their greatest potential." The variety of services and programs offered by ACHIEVE provides employment opportunities and job skills training to people with disabilities inclusive of Wounded Warriors. In Yuma County alone, ACHIEVE serves a multi-faceted underserved population-adults with disabilities in a highly concentrated Hispanic/Latino demographic area. In this underserved population, providing transportation to and from the individual's residence to their place of employment is often the only limiting factor to individuals obtaining and maintaining employment. Because ACHIEVE can provide transportation, many unemployed adults with disabilities now have employment, a steady income and an opportunity to community integration where once there was none.

- 4) The resources available to **ACHIEVE Human Services, Inc.** and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

Achieve Human Services, Inc. employs bilingual staff members who interface daily with LEP individuals and provide LEP assistance as necessary. In addition, all public outreach notices are provided in Spanish. Billboard marketing campaigns in targeted areas also feature Spanish advertisements. Every effort will continue to be made to ensure vital information is provided to LEP individuals in the language requested.

A statement in Spanish will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested through bilingual staff, billboard marketing campaigns provided in Spanish and notices also posted in Spanish.

Safe Harbor Provision for written translations

ACHIEVE Human Services, Inc. complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

- (1) Non Discrimination Notice
- (2) Discrimination Complaint Procedures
- (3) Discrimination Complaint Form

In addition, we will conduct our marketing (including using translated materials) in a manner that reaches each LEP group. Vital documents include the following:

- (1) Notices of free language assistance for persons with LEP
- (2) Notice of Non-Discrimination and Reasonable Accommodation

- (3) Outreach Materials
- (4) Bus Schedules
- (5) Route Changes
- (6) Public Hearings

1) **ACHIEVE Human Services, Inc.** provides language assistance services through the below methods:

- Staff is provided a list of what written and oral language assistance products and methods the agency has implemented and how agency staff can obtain those services

2) **ACHIEVE Human Services, Inc.** has a process to ensure the competency of interpreters and translation service through the following methods:

ACHIEVE Human Services, Inc. will ask the interpreter or translator to demonstrate that he or she can communicate or translate information accurately in both English and the other language. **ACHIEVE Human Services, Inc.** will train the interpreter or translator in specialized terms and concepts associated with the agency's policies and activities. **ACHIEVE Human Services, Inc.** will instruct the interpreter or translator that he or she should not deviate into a role as counselor, legal advisor, or any other role aside from interpreting or translator. **ACHIEVE Human Services, Inc.** will ask the interpreter or translator to attest that he or she does not have a conflict of interest on the issues that they would be providing interpretation services.

3) **ACHIEVE Human Services, Inc.** provides notice to LEP persons about the availability of language assistance through the following methods:

- Posting signs in intake areas and other points of entry
- Statements in outreach documents that language services are available from the agency.
- Agency websites

4) **ACHIEVE Human Services, Inc.** monitors, evaluates and updates the LEP plan through the following process:

ACHIEVE Human Services, Inc. will monitor the LEP plan by conducting an annual Four-Factor analysis, establishing a process to obtain feedback from internal staff and members of the public and conducting internal evaluations to determine whether the language assistance measures are working for staff. **ACHIEVE Human Services, Inc.** will make changes to the language assistance plan based on feedback received. **ACHIEVE Human Services, Inc.** may take into account the cost of proposed changes and the resources available to them. Depending on the evaluation, **ACHIEVE Human Services, Inc.** may choose to disseminate more widely those language assistance measures that are particularly effective or modify or eliminate those measures that have not been effective. **ACHIEVE Human Services, Inc.** will consider new language assistance needs when expanding transit service into areas with high concentrations of LEP persons will consider modifying their implementation plan to provide language assistance measures to areas not previously served by the agency.

5) **ACHIEVE Human Services, Inc.** trains employees to know their obligations to provide meaningful access to information and services for LEP persons and all employees in public contact positions will be properly trained to work effectively with in-person and telephone interpreters. **ACHIEVE Human Services, Inc.** will implement processes for training of staff through the following procedures:

ACHIEVE Human Services, Inc. will identify staff that are likely to come into contact with LEP persons as well as management staff that have frequent contact with LEP persons in order to target training to the appropriate staff. **ACHIEVE Human Services, Inc.** will identify existing staff training opportunities, as it may be cost-effective to integrate training on their responsibilities to persons with limited English proficiency into agency training that occurs on an ongoing basis. **ACHIEVE Human Services, Inc.** will include this training as part of the orientation for new employees. Existing employees, especially managers and those who work with the public may periodically take part in re-training or new training sessions to keep up to date on their responsibilities to LEP persons. **ACHIEVE Human Services, Inc.** will implement LEP training to be provided for agency staff. **ACHIEVE Human Services, Inc.** staff training for LEP to include:

- A summary of the **ACHIEVE Human Services, Inc.** responsibilities under the DOT LEP Guidance;
- A summary of the **ACHIEVE Human Services, Inc.** language assistance plan;
- A summary of the number and proportion of LEP persons in the **ACHIEVE Human Services, Inc.** service area, the frequency of contact between the LEP population and the agency’s programs and activities, and the importance of the programs and activities to the population;
- A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and
- A description of the **ACHIEVE Human Services, Inc.** cultural sensitivity policies and practices.

Nuestra Misión
Habilitar a las personas que servimos para que vivan sus vidas a su máximo potencial

Nuestra Visión
Somos líderes en el desarrollo y entrega de programas innovadores diseñados para fortalecer a las personas y para construir comunidades fuertes.

Declaración de Valores

Nosotros tratamos a todas las personas con **dignidad y respeto** en un ambiente seguro y confiable. A los clientes se les anima a aspirar a lograr su máximo potencial por medio de un personal dedicado, **comprometido** y compasivo para el bienestar de aquellos a los que brindan sus servicios. Nosotros valoramos y respetamos las contribuciones y participación de nuestra comunidad diversa y las partes interesadas. Nosotros acogemos el **optimismo**.

Nosotros ejercemos un gobierno ejemplar y aseguramos una administración adecuada de los recursos en el mantenimiento de la supervisión de las actividades de la agencia. Somos abiertos y honestos en nuestra **comunicación**, y comprometidos a vivir según nuestros valores. Nosotros aseguramos consistencia de acciones en mantener políticas coherentes, proceso y toma de decisiones con un firme **compromiso** hacia el bien general de todos los interesados. Nuestros pensamientos, palabras y acciones son claramente paralelos con los principios establecidos de ética que radica en **integridad y excelencia**.

ACHIEVE Human Services, Inc.
3250-A East 40th Street
Yuma, Arizona 85365



SERVICIOS de EMPLEO



Individuos Únicos, Soluciones que Capacitan

ACHIEVE Human Services, Inc.
www.achievehumanservices.org

3250-A E. 40th Street
Yuma, AZ 85365

928.341.0335 | Toll Free 855.231.8385
TDD 928.726.1865 | Fax 928.329.8950

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una agencia no lucrativa 501(c)3

Non-elected Committees Membership Table

Sub recipients who select the membership of transit-related, non-elected planning boards, advisory councils, or committees must provide a table depicting the membership of those organizations broken down by race. Sub recipients also must include a description of the efforts made to encourage participation of minorities on these boards, councils, and committees.

ACHIEVE Human Services, Inc. does **not** select the membership of any transit-related committees, planning boards, or advisory councils.

*Table Depicting Membership of Committees, Councils, Broken Down by Race

Body	African American/ Black	American Indian/Alaskan Native	Native Hawaiian/ Other Pacific Islander	Asian	Hispanic/ Latino	White
Population	%	%	%	%	%	%
Board of Directors	0	0	0	0	16%	84%

Monitoring for Sub Recipient Title VI Compliance

Describe how you monitor your sub recipients. This can be through site visits, submissions of Title VI Plans annually, or training and surveys.

ACHIEVE Human Services, Inc. does not monitor sub recipients for Title VI compliance.

Title VI Equity Analysis

A sub recipient planning to acquire land to construct certain types of facilities must not discriminate on the basis of race, color, or national origin, against persons who may, as a result of the construction, be displaced from their homes or businesses. "Facilities" in this context does not include transit stations or bus shelters, but instead refers to storage facilities, maintenance facilities, and operation centers.

There are many steps involved in the planning process prior to the actual construction of a facility. It is during these planning phases that attention needs to be paid to equity and non-discrimination through equity analysis. The Title VI Equity Analysis must be done before the selection of the preferred site.

Note: Even if facility construction is financed with non-FTA funds, if the sub recipient organization receives any FTA dollars, it must comply with this requirement.

ACHIEVE Human Services, Inc. has no current or anticipated plans to develop new transit facilities covered by these requirements

Fixed Route Transit Provider Analysis

Fixed Route: Day Program transit service (other than by aircraft) provided on a repetitive, fixed-schedule basis along a specific route, with vehicles stopping to pick up passengers.

A subrecipient providing fixed route service, as defined above, must determine the distribution of transit amenities or the vehicle assignments for each mode in a non-discriminatory manner. The subrecipient must develop policies to ensure service is not distributed on the basis of race, color, or national origin.

ACHIEVE Human Services, Inc. provides both scheduled (Fixed) and on demand services that have been scheduled and placed on the fixed transportation pick up/drop off lists. Scheduled (Fixed) services are provided through **ACHIEVE Human Services, Inc.** Employment Services Department, from Monday through Friday between the service hours of 7:00 am to 4:00 pm. On Demand services are provided from transportation for purposes of planned PCSP meetings, outside agency locations that have been pre-planned and employment related services. Transportation services adhere to policies also depicted in The Department of Disabilities (DDD) Policy H054-KZ. Please see service areas below.

1) Vehicle Load for Each Mode

ACHIEVE Human Services, Inc., maintains a single mode of transportation which consists of passenger vans. Services are provided to a fixed number of individuals that remains constant unless prior coordination is made with supporting agencies. Assets available during peak and off-peak time include:

- a) 39 seats available
- b) Total overall number of people serviced: 35
- c) Average number of people serviced during peak time: 25
- d) Average number of people serviced during off-peak time: 18

2) Vehicle Headway for Each Mode

Vehicles operated by ACHIEVE Human Services, Inc. have distinct designated routes that average approximately 90 minutes. Each single vehicle conducts one single run in the morning and one single run in the afternoon.

3) On Time Performance for Each Mode

On average, a total of nine runs are completed daily. The runs are required to depart and arrive according to the designated schedules with no more than seven (7) minutes delays or deviations.

4) Service Availability for Each Mode

ACHIEVE Human Services, Inc., abides by internal transportations plans and written service requirements and scope of work stipulated by the Department of Economic Security/Division of Developmental Disabilities' Qualified Vendor Agreement.

5) Transit amenities for each mode

ACHIEVE Human Services, Inc., offers the following amenities to all riders:

- a) Schedules posted in transportation area for all to see.
- b) Printed schedules available in printed format for all.
- c) Transportation is provided to and from place of residence.
- d) Bilingual drivers, English and Spanish.
- e) Compliant with the Department of Economic Security/Division of Developmental Disabilities' Qualified Vendor Agreement.

6) Vehicle assignments for each mode

ACHIEVE Human Services, Inc., has primary vehicles assigned to each route. The fleet manager and transportation personnel maintain proactive communications through meetings and maintenance scheduling procedures to ensure constant vehicle availability with minimal disruptions.

Board Approval for the Title VI Plan

BOARD APPROVAL FOR THE TITLE VI PLAN UPDATES



RESOLUTION OF THE BOARD OF DIRECTORS

ACHIEVE Human Services, Inc.

BE IT RESOLVED, that the Board of Directors of ACHIEVE Human Services, Inc. (ACHIEVE) met, discussed, and approved the Federal Transit financial assistance grant with the approved deficiencies listed below.

Deficiency #1. Guidance Page/Title VI Cover Page

Corrective Action:
Updated table of contents page numbers as needed.

Deficiency #2. Public Participation Plan pg. 12

Corrective Action:
Included Sample Documentation of Public Outreach.

Deficiency #3. Limited English Proficiency LEP Plan pg. 13

Corrective Action:
Included the citation for where the demographics data were pulled from.
Description for the remaining factors.

Deficiency #4. Fixed Route Transit Provider Analysis

Corrective Action:
Please add Fixed Route Transit Provider back into the plan.

Deficiency #5. ADA Policy

Corrective Action:
Provided an ADA policy.

Deficiency #6. Website

Corrective Action:
Updated posted documents on website.

Deficiency #7. Board Approval

Corrective Action:
Board Approved updates/ changes for the plan.

IT IS SO APPROVED AND EFFECTIVE THIS DATE August 3, 2023

Date : August 3, 2023 *l.u.*

Approved: 
Board of Director

Our Value Statement

ACHIEVE treats all people with dignity and respect in a safe and secure environment. Clients are encouraged to aspire to their greatest potential by a dedicated and committed staff that has compassion for their well-being. We value and respect the contributions and participation of our diverse community and stakeholders. We embrace optimism.

We exercise exemplary governance and ensure appropriate stewardship of resources in maintaining oversight of the agency's activities. We are open and honest in our communication, and committed to living our values. We insure consistency of actions in maintaining cohesive policies, processes, and decision-making with a steadfast commitment to the overall good for all concerned. Our thoughts, words, and actions are clearly aligned with established ethical principles that radiate integrity and excellence.

We seek continuous process improvement, cultivating creativity, embracing change, and seizing opportunities. We encourage an environment of creative decision-making that honors the diversity that individuals contribute to the systems, structure, and culture of the agency.

We are constantly looking for new and innovative ways to serve.

We uphold the highest standards in all we do. We develop and deliver unique programs that provide exceptional quality service. We actively participate as a collaborative partner with the community. We are socially responsible to our stakeholders, working together to achieve the best results for all concerned.



@ACHIEVEHumanServices
@AchieveEnterpriseServices

Follow us on
Facebook to keep
up with our latest
news!



ACHIEVE Human Services, Inc.

***Unique Individuals,
Empowering Solutions***

Corporate Address:

3250-A East 40th Street Yuma, AZ 85365

Office: (928) 341-0335

Toll Free: 855-231-8385

TTD: 928-726-1865

Fax: (928) 329-8950

Web: www.achievehs.org

a 501(c)3 non-profit organization
CARF Accredited

WHO WE ARE

ACHIEVE Human Services is a social enterprise that has been serving individuals within the Yuma community for over 60 years.

Our quality programs and services support individuals with all types of disabilities, aiding with personal growth and development that ultimately contributes to their independence and well-being.

We believe that the community members we serve excel in an environment where services are developed to address their individual needs and that they participate in the development of their own personal life goals and objectives.

ACHIEVE works within the community to develop opportunities that enhance people's lives through vocational training, employment, case management, housing, and benefits counseling. ACHIEVE's quality programs and services empower the individuals we serve through employment and in building independence and self-sufficiency.

We are proud to be contributing to the advancement and growth of the people we serve by reducing dependency on social services and government subsidization.

ACHIEVE has experience and expertise in providing services to those with the most significant disabilities inclusive of developmental disabilities. Services are also provided to individuals with visual or hearing impairments, along with other physical disabilities, and mental health conditions.

We are proud of our numerous successful employment placements that we effect every year. Through our quality programs and services, we are able to provide...

1. Job training through individual and group supported employment.
2. Resume and interviewing skill development
3. Job readiness activities
4. On-the-job training
5. Job training opportunities with local community partners
6. Employment opportunities within ACHIEVE

Our Mission

To empower the individuals we serve to live their lives to their greatest potential.

Our Vision

We lead in development and delivery of innovative programs designed to strengthen individuals and build stronger communities.



ACHIEVE HUMAN SERVICES, INC.

Employment Services

3250-A East 40th Street
Yuma, AZ 85365

Office: (928)341-4100
Fax: (928)329-8950
Toll Free: 1(855)231-8385
TTD: (928) 341-4132

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Benefits of working with ACHIEVE for your Behavioral Health Services:

- Enhanced self-awareness that contributes to building healthy relationships.
- Creating a greater understanding of community resources and how to access them.
- Increased independent living skills development that promotes self-sufficiency and stability.
- Restoring self-esteem resulting in self-empowering solutions.
- Assistance with identifying career goals and objectives and employment opportunities.

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Our Vision

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Follow us on Facebook to keep up with our latest news and updates!



@ACHIEVEHumanServices
@AchieveEnterpriseServices



ACHIEVE
HUMAN SERVICES

**Unique Individuals,
Empowering Solutions**

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Housing
Behavioral Health

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Nuestra Misión
 Habilitar a las personas que servimos para que vivan sus vidas a su máximo potencial

Nuestra Visión
 Somos líderes en el desarrollo y entrega de programas innovadores diseñados para fortalecer a las personas y para construir comunidades fuertes

Declaración de Valores

Nosotros tratamos a todas las personas con **dignidad y respeto** en un ambiente seguro y confiable. A los clientes se les anima a aspirar a lograr su máximo potencial por medio de un personal dedicado, **comprometido** y compasivo para el bienestar de aquellos a los que brindan sus servicios. Nosotros valoramos y respetamos las contribuciones y participación de nuestra comunidad diversa y las partes interesadas. Nosotros acogemos el **optimismo**.

Nosotros ejercemos un gobierno ejemplar y aseguramos una administración adecuada de los recursos en el mantenimiento de la supervisión de las actividades de la agencia. Somos abiertos y honestos en nuestra **comunicación**, y comprometidos a vivir según nuestros valores. Nosotros aseguramos consistencia de acciones en mantener políticas coherentes, proceso y toma de decisiones con un firme **compromiso** hacia el bien general de todos los interesados. Nuestros pensamientos, palabras y acciones son claramente paralelos con los principios establecidos de ética que radica en **integridad** y **excelencia**.

ACHIEVE Human Services, Inc.
 3250-A East 40th Street
 Yuma, Arizona 85365

Reconociendo la CAPACIDAD dentro de la diversidad

SERVICIOS de EMPLEO



Individuos Unicos, Soluciones que Capacitan

ACHIEVE Human Services, Inc.
www.achievehumanservices.org

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 Yuma, AZ 85365

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 TDD 928.726.1865 | Fax 928.329.8950

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