

Title VI Plan Cover Page

SANTA CRUZ TRAINING PROGRAMS, INC.

NOGALES, ARIZONA 85621

2025



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Address: 91 E. La Castellana Drive

santacruztrainingprogramsinc.com

Para información en español : Lupita Zúñiga 520-287-2043 X-119

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Executive Summary

The **Santa Cruz Arc** was formed by a group of parents in 1968 to provide programs for people with disabilities in Nogales and the surrounding area of Santa Cruz County. The goal of this organization was to establish a community alternative to state institutions for people with developmental disabilities and their families in Nogales. With limited resources and community support, the **SCC Arc** started providing a few services that grew and evolved into what today has become the “**Santa Cruz Training Programs**”: SCTP serves over 76 people ages 8 to elderly in a variety of services provided throughout the Santa Cruz County area. Today most people with developmental disabilities do not need to leave their local community to get the services and support they need. The mission of **Santa Cruz County Arc** and its affiliate, **Santa Cruz Training Programs**, has always been to serve the local community by striving to provide a better life for all its citizens with developmental disabilities. SCTP provides people with disabilities to participate in and to contribute to their community. Key efforts of our agency are to provide training for clients and guidance to families on how to use community services and by providing relief and support in their homes. SCTP also provides transportation for all its **members**. We have ADA vehicles available with lifts, for those who use a wheelchair, or walkers for mobility. If families request transportation as a part of their services for their son/daughter, they will be picked up at an AM and PM route to and from home.

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) _____ Preventive _____

Is your agency a direct recipient of FTA funds?

- ☐ Yes
- ☒ No

Title VI Contact: Marina C. Galhouse
Executive Director

Title VI Contact Phone: 520-287-2043 x118

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91 E. La Castellana Drive

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Para Información en Español: Lupita Zúñiga 520-287-2043 X-119

Non-Discrimination Notice to the Public

Notifying the Public of Rights under Title VI and ADA “SANTA CRUZ TRAINING PROGRAMS”,

“SANTA CRUZ TRAINING PROGRAMS”, 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 “SANTA CRUZ TRAINING PROGRAMS”,.

For more information on the “SANTA CRUZ TRAINING PROGRAMS”,’s civil rights program, and the procedures to file a complaint, contact **Marina C. Galhouse 520-287-2043 x118**, email **sctpinc@sctpinc.com**; or visit our administrative office at **91 E. La Castellana Drive**. For more information, visit: www.santacruztrainingprogramsinc.com

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 **520-287-2043 x-119**. *Para información en Española favor de llamar a: **Lupita Zúñiga 520-287-2043 X-119**

This notice is posted in the following locations: bulletin board at Administration. Office, DTTA Program, Employment Service, Group Homes, and online at: www.santacruztrainingprograms.com

Non-Discrimination Notice to the Public – Spanish –

Aviso Público Sobre los Derechos Bajo el Título VI Y ADA “SANTA CRUZ TRAINING PROGRAMS”,

“SANTA CRUZ TRAINING PROGRAMS”, 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 “SANTA CRUZ TRAINING PROGRAMS”, y los procedimientos para presentar una queja, contacte **Marina C. Galhouse 520-287-2043 x118**) o visite nuestra oficina administrativa en **91 E. La Castellana Drive**. Para obtener más información, visite: www.santacruztrainingprogramsinc.com

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

*Esta información está a la vista en las siguientes localidades: Boletín en Oficina de Administración, Programa DTTA, Programa de Servicios de Empleo, Vehículos, Casa Hogares y en nuestra página internet: www.santacruztrainingprogramsinc.com
Para información en Español llamar: Lupita Zuñiga al 520-287-2043 X119*

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, and the Americans with Disabilities Act of 1990 (ADA) as they relate to any program or activity that is administered by **“SANTA CRUZ TRAINING PROGRAMS”**, including consultants, contractors, and vendors. Intimidation or retaliation because 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 based on 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 **“SANTA CRUZ TRAINING PROGRAMS”**, 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 **“SANTA CRUZ TRAINING PROGRAMS”**, or submitted to the State or Federal authority for guidance.

- (7) **“SANTA CRUZ TRAINING PROGRAMS”**, 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) **“SANTA CRUZ TRAINING PROGRAMS”**, 60 business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 60 business days from the date of the letter to send the requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 60 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 also be submitted to ADOT within **72** hours of that decision. Letters may be submitted by hard copy or email.
- (11) A complainant dissatisfied with **“SANTA CRUZ TRAINING PROGRAMS”**, 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. Santa Cruz Training Programs, Inc. will request ADOT for a follow up investigation if the complainant is not satisfied with SCTP decision.
- (12) A copy of these procedures can be found online at: **santacruztrainingprogramsinc.com**.

If information is needed in another language, contact: **Lupita Zuniga English/Spanish** *Para información en Español llamar: **Lupita Zúñiga 520-287-2043 X-119 520-287-2043 ext. 118**

Discrimination ADA/Title VI Complaint Form

Section I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	☐ Large Print	☐ Audio Tape
	☐ TDD	☐ Other
Section II:		
Are you filing this complaint on your own behalf?	☐ Yes*	☐ 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.	☐ Yes	☐ No
Section III:		
I believe the discrimination I experienced was based on (checking all that apply):		
☐ Race	☐ Color	☐ National Origin
☐ 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 the people who were involved. 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. If more space is needed, please use the back of this form.		

Section VI:		
Have you previously filed a Discrimination Complaint with this agency?	☐ Yes	☐ 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:

The name of the agency's 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 to the address below, or mail this form to:

"SANTA CRUZ TRAINING PROGRAMS",

Marina C. Galhouse

Executive Director

91 E. La Castellana Drive

520-287-2043 x118

sctpinc@sctpinc.com

A copy of this form can be found online at santacruztrainingprogramsinc.com

If information is needed in another language contact: **Lupita Zuñiga @ 520-287-2043 ext. 119**

Para información en español llamar: **Lupita Zúñiga 520-287-2043 ext. 119**

Discrimination ADA/Title VI Investigations, Complaints, and Lawsuits

☒ “SANTA CRUZ TRAINING PROGRAMS”, has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in 2024-25.

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

“SANTA CRUZ TRAINING PROGRAMS”, 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, **“SANTA CRUZ TRAINING PROGRAMS”**, 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
- ☒ Partnered with other local agencies to advertise services provided.
- ☒ Hosted an information booth at a community event (Please insert the date of the event below)
- ☒ Updated agency documents/publications to make them more user-friendly e.g., comment forms or agency brochures.

“SANTA CRUZ TRAINING PROGRAMS”, 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
- ☒ Partner with other local agencies to advertise services provided.
- ☒ Host public information meetings and our hearings.
- ☒ Host an information booth at a community event.

Group Home Residential Services

We provide residential services for adults with disabilities who need a 24 hour supervised home setting.

Our goal is to provide quality care and supervision in a home environment where a person:

- is part of the community,
- participates in one of our day programs for job training, rehabilitation, recreation, or retirement activities.
- entertains friends and family,
- develops a hobby and personal interests, or
- just relaxes, listening to their favorite music or enjoying movies.

Retirement Services

One of the three Group Homes is designated as a retirement home for residents who reach a certain age and would like to retire. The retirees work on hobbies and help make plans with staff for individualized retirement activities within the home and the community.

Transportation Services

We provide transportation for all our members for various needs.

The majority of our members use our service to participate in one of our GSE programs or enjoy time at DTTA for rehabilitation and recreation. A few use it to go to work within the community.

The transportation department maintains minivans and mobility adapted vehicles, which most have lifts for those who use a wheel chair or a walker.

If families request transportation as part of their service for their son or daughter, we will assist as needed.

Members in our Group Homes have access to transportation at all times to attend our programs, for daily errands, shopping, appointments, and group vacations.

Updated 09/12/25

Sponsors & Granters

Santa Cruz Training Programs, Inc., owes much to our sponsors and granters especially:

- The Arc of Arizona,
- Arizona Commission of the Arts,
- ADOT,
- The Borderland Food Bank,
- The Boys & Girls Club of Santa Cruz County,
- CenturyLink (Lumen),
- Community Food Bank of Southern Arizona,
- Community Foundation for Southern Arizona,
- County Fair White Elephant,
- HS Lopez Foundation,
- Nogales U.S. Customs Brokers Association, Inc.,
- Nogales Debutante Cotillion,
- Patagonia Creative Arts Association,
- Produce House,
- Santa Cruz Community Foundation, an affiliate of the Community Foundation for Southern Arizona,
- South32 Hermosa Community Fund held at the Santa Cruz Community Foundation, an affiliate of the Community Foundation for Southern Arizona,
- Unisource,
- and local businesses, families, and individual donors.

We especially want to thank those who help us with our mission to integrate people with disabilities into a work environment:

- The City of Nogales,
- Unisource
- The Santa Fe Ranch Foundation

Many private businesses and citizens of Santa Cruz County have also been very generous with their patronage at our La Castellana Café, their many other contributions, and volunteer work.

How can you support our members?

Enjoy a meal and some greenery!

Visit us at 71 E La Castellana Dr.
8:00 am—2:30 pm Monday –Friday

La Castellana Bakery & Café
520-287-5421 (Café's direct line)
Breakfast, Brunch & Lunch, Pastries & Coffee

Nayo's Plant Nursery
520-287-2043, press 3
Succulents, saplings & hand painted pots



Santa Cruz Training Programs, Inc.

**“Supporting
People with Disabilities
in their Communities since 1968”**

Office Address

91 E. La Castellana Dr.
Nogales, AZ 85621

Mailing Address

P.O. Box 638
Nogales, AZ 85628

Office Hours

Monday thru Friday
8:00 a.m. to 5:00 p.m.

Phone: 520-287-2043

Fax: 520-287-4437

sctpninc@sctpninc.com

SantaCruzTrainingProgramsInc.com

Follow us on social media:

Facebook
@sctpnogales

Instagram
@lacastellanabakerycafe
@santacruztrainingprograms

HISTORIA

El Arc del Condado de Santa Cruz fue formado por un grupo de padres en 1968 para proveer programas para gente con discapacidades en Nogales y alrededor del Condado. La meta de esta organización era establecer para la comunidad una alternativa a las instituciones estatales para la gente con discapacidades y sus familias en ambos Nogales. Con recursos limitados y el apoyo de la comunidad, el Arc comenzó a proveer algunos servicios que crecieron y que se desarrollaron en lo que hoy es "Santa Cruz Training Programs". Actualmente SCTP sirve alrededor de 70 personas entre las edades de tres años a adultos en una variedad de servicios proporcionados alrededor de todo el Condado.

El día de hoy la mayoría de las personas con discapacidad no necesitan dejar su comunidad para obtener los servicios y apoyo que necesitan.

La misión de Santa Cruz County Arc y de Santa Cruz Training Programs, como su afiliado, ha sido siempre servir a lo máximo y proveer una buena vida para todos los ciudadanos con discapacidades.

Apoyando a Personas en la Comunidad

SCTP anima a las personas con discapacidades para que participen y contribuyan a su comunidad. El objetivo principal de nuestra agencia, es proporcionar entrenamiento a los clientes y una guía a las familias; enseñándoles como utilizar los recursos de la comunidad, proveyéndoles descanso y apoyo en sus hogares.

TRANSPORTACION

La Agencia provee transportación para todos sus miembros. Tenemos vehículos disponibles con rampa, para aquellos que utilizan silla de ruedas, o andaderas para moverse. Si las familias requieren transportación como parte del servicio de su hijo o hija, ellos serán recogidos en sus casas en la mañana y entregados en sus casas por la tarde. Aquellos en GSE, serán transportados a sus áreas de trabajo, o si están en DTTA, serán llevados a sus actividades de rehabilitación y recreación. Las dos Casas de Asistencia tienen transportación las 24/7.

La Española DTTA

Este programa provee motriz-sensorial especializado, cognitivo, comunicativo, interacción social y entrenamiento de comportamiento. Nuestras metas son: 1) proveer entrenamiento y supervisión al cliente para conservar o incrementar su auto ayuda, socialización y habilidad de adaptación; 2) mantener o desarrollar relaciones positivas entre consumidores y sus familias; 3) proveer a los clientes oportunidades para interactuar socialmente dentro de la comunidad; y 4) proveerles acceso a los recursos disponibles. Así el programa de día provee a sus clientes la oportunidad de participar en experiencias significativas y de desafío de una manera exitosa.

Servicios de Empleo

El trabajo es importante para todos nosotros; así es como apoyamos a nuestras familias y alcanzamos nuestras metas. Personas con discapacidades pueden también trabajar y ganar dinero y ser una importante parte de nuestra economía. SCTP proporciona entrenamiento para oportunidades de empleo y cuenta con varios equipos de trabajo haciendo labor de limpieza en terrenos de la Ciudad de Nogales, Unisource, Rio Rico y Rancho Santa Fé. Los Clientes salen a vender nuestros productos de la cocina como parte de su trabajo de entrenamiento. SCTP cuenta con dos cocinas industriales donde se hace repostería, una variedad de burritos, y chilaquiles c/queso son preparados. Estos productos se venden en la comunidad y en "La Castellana Café", abierto de 8:00 am a 2:00 pm, localizado en 71 La Castellana St. Los alimentos y deliciosa repostería se sirven con una variedad de cafés y té por los mismos clientes a los cuales se les entrena diariamente.

Vivero Nayo's se encuentra abierto al público.

Cuando el aprendiz está listo, le proporcionamos apoyo de entrenamiento para ayudarles a trabajar en negocios privados dentro de la comunidad.

Servicios en el Hogar y Comunidad (HCBS)

Cuidado de Respiro

Es un servicio de cuidado y supervisión de corto tiempo para niños/adultos con discapacidades del desarrollo; proporciona ayuda al cuidador primario mientras se da apoyo en lo emocional, físico y mental a la persona discapacitada. Cuando este servicio es proporcionado regularmente, ayuda a la familia o cuidador primario a conservar sus fuerzas y energías.

Habilitación

Los servicios de habilitación son proporcionados a niños/adultos con discapacidades del desarrollo en sus propios hogares.

Estos servicios incluyen entrenamiento en habilidades de desarrollo; también proporciona entrenamiento con la limpieza, lavado de ropa o trabajo en el jardín, lo que permite a una persona a adquirir conocimientos y habilidades para aumentar o mantener su autosuficiencia.

Cuidado Personal

El servicio de cuidado personal es para ayudar a una persona a llevar o mantener una vida segura y saludable, incluye condiciones para mantener la higiene personal y las actividades de la vida diaria.

Esto puede incluir actividades de cuidado personal, tales como la asistencia en higiene personal, transferencia y comida.

Table: ACSDT5Y2018.C16001

	Arizona		Santa Cruz CDP, Arizona
Label	Estimate	Margin of Error	Estimate
Total:	6,510,583	±302	0
Speak only English	4,740,041	±9,965	0
Spanish:	1,338,389	±8,106	0
Speak English "very well"	891,122	±7,150	0
Speak English less than "very well"	447,267	±5,315	0
French, Haitian, or Cajun:	17,597	±1,187	0
Speak English "very well"	13,920	±1,001	0
Speak English less than "very well"	3,677	±527	0
German or other West Germanic languages:	23,083	±1,250	0
Speak English "very well"	20,639	±1,133	0
Speak English less than "very well"	2,444	±377	0
Russian, Polish, or other Slavic languages:	24,054	±1,670	0
Speak English "very well"	16,496	±1,196	0
Speak English less than "very well"	7,558	±841	0
Other Indo-European languages:	64,572	±2,981	0
Speak English "very well"	48,330	±2,290	0
Speak English less than "very well"	16,242	±1,475	0
Korean:	9,983	±950	0
Speak English "very well"	5,206	±668	0
Speak English less than "very well"	4,777	±603	0
Chinese (incl. Mandarin, Cantonese):	34,917	±1,692	0
Speak English "very well"	17,477	±1,159	0
Speak English less than "very well"	17,440	±1,234	0
Vietnamese:	23,792	±1,680	0
Speak English "very well"	10,097	±915	0
Speak English less than "very well"	13,695	±1,262	0
Tagalog (incl. Filipino):	26,633	±1,722	0
Speak English "very well"	19,813	±1,357	0
Speak English less than "very well"	6,820	±840	0

Table: ACSDT5Y2018.C16001

	a
Label	Margin of Error
Total:	±12
Speak only English	±12
Spanish:	±12
Speak English "very well"	±12
Speak English less than "very well"	±12
French, Haitian, or Cajun:	±12
Speak English "very well"	±12
Speak English less than "very well"	±12
German or other West Germanic languages:	±12
Speak English "very well"	±12
Speak English less than "very well"	±12
Russian, Polish, or other Slavic languages:	±12
Speak English "very well"	±12
Speak English less than "very well"	±12
Other Indo-European languages:	±12
Speak English "very well"	±12
Speak English less than "very well"	±12
Korean:	±12
Speak English "very well"	±12
Speak English less than "very well"	±12
Chinese (incl. Mandarin, Cantonese):	±12
Speak English "very well"	±12
Speak English less than "very well"	±12
Vietnamese:	±12
Speak English "very well"	±12
Speak English less than "very well"	±12
Tagalog (incl. Filipino):	±12
Speak English "very well"	±12
Speak English less than "very well"	±12

Table: ACSDT5Y2018.C16001

	Arizona		Santa Cruz CDP, Arizona
Label	Estimate	Margin of Error	Estimate
Other Asian and Pacific Island languages:	40,891	±2,050	0
Speak English "very well"	28,521	±1,594	0
Speak English less than "very well"	12,370	±984	0
Arabic:	25,342	±2,187	0
Speak English "very well"	15,606	±1,598	0
Speak English less than "very well"	9,736	±1,093	0
Other and unspecified languages:	141,289	±2,922	0
Speak English "very well"	106,312	±2,416	0
Speak English less than "very well"	34,977	±1,696	0

Table: ACSDT5Y2018.C16001

	a
Label	Margin of Error
Other Asian and Pacific Island languages:	±12
Speak English "very well"	±12
Speak English less than "very well"	±12
Arabic:	±12
Speak English "very well"	±12
Speak English less than "very well"	±12
Other and unspecified languages:	±12
Speak English "very well"	±12
Speak English less than "very well"	±12

Limited English Proficiency Plan

“SANTA CRUZ TRAINING PROGRAMS”, 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 **“SANTA CRUZ TRAINING PROGRAMS”**, 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 procedure on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, notification to LEP persons that assistance is available, and information for future updates. In developing the plan while determining the **“SANTA CRUZ TRAINING PROGRAMS”**,’s extent of obligation to provide LEP services, the **“SANTA CRUZ TRAINING PROGRAMS”**, 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 **“SANTA CRUZ TRAINING PROGRAMS”**, service area who may be served or likely to encounter by **“SANTA CRUZ TRAINING PROGRAMS”**, program, activities, or services.
- 2) The frequency with which LEP individuals encounter an **“SANTA CRUZ TRAINING PROGRAMS”**, services.

“SANTA CRUZ TRAINING PROGRAMS”,’s staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons for .

“SANTA CRUZ TRAINING PROGRAMS”, averages **100%**contacts per **365 Days/52 Weeks/12 months**

Total YEAR

3. The nature and importance of the program, activities or services provided by the **“SANTA CRUZ TRAINING PROGRAMS”**, to the LEP population depend on **“SANTA CRUZ TRAINING PROGRAMS”**, providing Transportation for medical appointments, attendance to day services for Job Training, Rehabilitative and Recreational activities which are considered important to them to teach them how to interact and participate within their community.
4. The resources available to **“SANTA CRUZ TRAINING PROGRAMS”**, and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section. 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. Approximately 59% of Santa Cruz Training Programs, Inc. staff is bi-lingual. The staff will be able to both communicate verbally and in writing to the local LEP population. We also reach out through our Bi-lingual Website.

“SANTA CRUZ TRAINING PROGRAMS”, INC. provides a statement in Spanish and will for additional languages specific to the LEP community make up that will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested.

Safe Harbor Provision for written translations

“SANTA CRUZ TRAINING PROGRAMS”, 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 people with LEP
- (2) Notice of Non-Discrimination and Reasonable Accommodation
- (3) Outreach Materials
- (4) Bus Schedules
- (5) Route Changes
- (6) Public Hearings

1) **“SANTA CRUZ TRAINING PROGRAMS”**, provides language assistance services through the below methods:

- ☒ Staff are provided with a list of what written and oral language assistance products and methods the agency has implemented and how agency staff can obtain those services.
- ☒ Instructions are provided to customer service staff and other **“SANTA CRUZ TRAINING PROGRAMS”**, staff who regularly take phone calls from the public on how to respond to an LEP caller.
- ☒ Instructions are provided to customer service staff and others who regularly respond to written communication from the public on how to respond to written communication from a LEP person.
- ☒ Instructions are provided to vehicle operators, station managers, and others who regularly interact with the public on how to respond to an LEP customer.

2) **“SANTA CRUZ TRAINING PROGRAMS”**, has a process to ensure the competency of interpreters and translation service through the following methods:

“SANTA CRUZ TRAINING PROGRAMS”, 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. **“SANTA CRUZ TRAINING PROGRAMS”**, will train the interpreter or translator in specialized terms and concepts associated with the agency’s policies and activities. **“SANTA CRUZ TRAINING PROGRAMS”**, 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. **“SANTA CRUZ TRAINING PROGRAMS”**, 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) **“SANTA CRUZ TRAINING PROGRAMS”**, 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.
- ☒ Working with community-based organizations and other stakeholders to inform LEP individuals of the Recipients’ services, including the availability of language assistance services.
- ☒ Announcements at community meetings
- ☒ Information tables at local events
- ☒ Announcements in vehicles and at stations

4) **“SANTA CRUZ TRAINING PROGRAMS”**, monitors, evaluates, and updates the LEP plan through the following process:

“SANTA CRUZ TRAINING PROGRAMS”, 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. **“SANTA CRUZ TRAINING PROGRAMS”**, will make changes to the language assistance plan based on feedback received. **“SANTA CRUZ TRAINING PROGRAMS”**, may consider the cost of proposed changes and the resources available to them. Depending on the evaluation, **“SANTA CRUZ TRAINING PROGRAMS”**, 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. **“SANTA CRUZ TRAINING PROGRAMS”**, 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) **“SANTA CRUZ TRAINING PROGRAMS”**, 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 professionally trained to work effectively with in-person and telephone interpreters. **“SANTA CRUZ TRAINING PROGRAMS”**, will implement processes for training of staff through the following procedures:

“SANTA CRUZ TRAINING PROGRAMS”, will identify staff that are likely to meet LEP persons as well as management staff that have frequent contact with LEP persons to target training to the appropriate staff. **“SANTA CRUZ TRAINING PROGRAMS”**, 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. **“SANTA CRUZ TRAINING PROGRAMS”**, 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 people. **“SANTA CRUZ TRAINING PROGRAMS”**, will implement LEP training to be provided for agency staff. **“SANTA CRUZ TRAINING PROGRAMS”**, staff training for LEP to include:

- A summary of the **“SANTA CRUZ TRAINING PROGRAMS”**, responsibilities under the DOT LEP Guidance.
- A summary of the **“SANTA CRUZ TRAINING PROGRAMS”**, language assistance plan.

- A summary of the number and proportion of LEP persons in the **“SANTA CRUZ TRAINING PROGRAMS”**, 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 **“SANTA CRUZ TRAINING PROGRAMS”**, cultural sensitivity policies and practices.



Forma Para Poner Quejas (De Acuerdo Al Título VI)

Nota: La Siguiente información se necesita para procesar su queja.

Información de la persona que está poniendo la queja:

Nombre: _____

Dirección: _____

Ciudad/Estado/Código Postal: _____

Teléfono(Casa): _____

Teléfono(Trabajo): _____

Persona A La Que Se Discrimino (alguien que no sea la persona que está poniendo la queja)

Nombre: _____

Dirección: _____

Ciudad/Estado/código

Postal: _____

Teléfono (Casa): _____

Telefono(Trabajo): _____

¿Cuál de las siguientes razones describe por la que usted siente que se le discrimino?

Raza/Color (Especifique): _____ Nacionalidad

(Especifique): _____

Sexo: (Especifique): _____ Edad

(Especifique): _____

Incapacidad (Especifique): _____

¿En qué fecha(s) sucedió la discriminación? _____



Describa la presunta discriminación. Explique qué sucedió y quien cree usted que fue responsable (si necesita más espacio, agregue otra hoja).

Escriba una lista con los nombres de las personas que puedan tener Conocimiento de la presunta discriminación y como contactarlas.

¿Ha presentado esta queja con otra agencia federal, estatal o local, o con cualquier corte federal o estatal? Marque todas las que aplique.

Agencia Federal _____ Corte Federal _____ Agencia Estatal _____
Corte Federal _____ Agencia Local _____

Por favor proporcione información de la persona a la que presento su queja en la Agencia/Corte.

Nombre: _____
Dirección: _____
Ciudad/Estado/Código Postal: _____
Teléfono (Casa): _____
Teléfono (Trabajo): _____

Por favor firme debajo. Puede anexar cualquier material escrito o otra información que usted crea ser relevante sobre su queja.

Firma

Non-elected Committees Membership Table

Subrecipients 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. Subrecipients also must include a description of the efforts made to encourage participation of minorities on these boards, councils, and committees.

***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	.5%	.5%	0%	.9%	83.4%	15%
Santa Cruz Training Programs, Inc. Board of Directors	0%	0%	0%	0%	98.5%	13.5%

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.

☒ **“SANTA CRUZ TRAINING PROGRAMS”**, does not monitor subrecipients for Title VI compliance as it does not have any FTA subrecipients.”

Title VI Equity Analysis

A sub recipient planning to acquire land to construct certain types of facilities must not discriminate based on race, color, or national origin, against people who may, because 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.

☒ **“SANTA CRUZ TRAINING PROGRAMS”, has no current or anticipated plans to develop new transit facilities covered by these requirements.**

Fixed Route Transit Provider Analysis

Santa Cruz Training Programs, Inc. is not a Fixed Route Transit Provider.

Board Approval of the Title VI Plan

Santa Cruz Training Programs, Inc. (SCTP) Board approval

SCTP Board approval will be obtained on 2/19/2025