

Dignity Health Connected Living

TITLE VI PROGRAM

UPDATED: October 2025

APPROVED BY DIGNITY HEALTH BOARD OF DIRECTORS
200 MERCY OAKS DRIVE, REDDING CA 96003
530-223-6034

This document was prepared by Dignity Health Connected Living to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in the U.S. Department of Transportation's FTA Circular 4702.1 B, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients.

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CONNECTED LIVING TITLE VI NOTICE TO THE PUBLIC NOTIFYING THE PUBLIC OF RIGHTS UNDER TITLE VI

Notifying the Public of Rights Under Title VI

Dignity Health Connected Living

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 he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Connected Living.

For more information on Connected Living's civil rights program and/or procedures to file please contact:

Staci Wadley ADA Compliance Coordinator
200 Mercy Oaks Drive
Redding, CA 96002 Phone:
530-226-3013

staci.wadley@commonspirit.org

Dignity Health Connected Living notice to the public is posted at:

- 100 Mercy Oaks Drive, Redding CA 96003 - Receptionist desk
100 Mercy Oaks Drive, Redding CA 96003 - Vehicles
Website: <https://www.dignityhealth.org/north-state/locations/connected-living>
Transit Vehicles 100 Mercy Oaks Drive, Redding CA 96003
- Transit Vehicles Mountain Valleys Health Center, 37497
Enterprise Drive, Burney CA 96013

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights:

Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR,
1200 New Jersey Ave., SE, Washington, DC 20590

If information is needed in another language, contact 530-223-6034.

Individuals who require auxiliary aids for effective communication in programs and services of Dignity Health Connected Living are invited to make their needs and preferences known to ADA Compliance Coordinator.

NOTIFICACIÓN PARA EL PÚBLICO SOBRE LOS DERECHOS DEL TÍTULO VI

Notificación al público de sus derechos bajo el título VI Dignity Health Connected Living

Realiza sus programas y servicios sin distinción de raza, color y origen nacional según el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que ha sido agraviado por cualquier práctica discriminatoria ilegal incluida en el Título VI puede presentar una queja en Dignity Health Connected Living. Para más información sobre el programa de derechos civiles de Connected Living o los procedimientos de presentación, por favor póngase en contacto con:

Staci Wadley ADA Compliance Coordinator
100 Mercy Oaks Drive Redding, CA 96003
Teléfono: 530-226-3013
staci.wadley@commonspirit.org

El aviso de Dignity Health Connected Living para el público se encuentra anunciado en:

- 100 Mercy Oaks Drive, Redding CA 96003. Mostrador de administración-recepción
- Página web — <http://connectedlivingnorthstate.org>

El demandante puede presentar una queja directamente ante la Administración Federal de Tránsito entregando una queja a la Oficina de Derechos Civiles

A la atención de: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

Si necesita información en otro idioma, póngase en contacto con el 530-226-3013.

Las personas que requieran ayudas complementarias para la comunicación efectiva sobre los programas y servicios de Connected Living pueden informar de sus necesidades y preferencias al Coordinador de Cumplimiento ADA.

WHAT IS TITLE VI OF THE CIVIL RIGHTS ACT OF 1964?

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color and national origin in programs and activities receiving Federal financial assistance.

Dignity Health Connected Living is committed to ensuring that no person is excluded from participation in, or denied benefits of, its transit services on the basis of race, color, or national origin, as protected by Title VI Federal Transit Administration (FTA) Circular 4702.1 .A. If you believe you have been subjected to discrimination under Title VI, you may file a complaint.

¿QUÉ ES EL TÍTULO VI DE LA LEY DE DERECHOS CIVILES DE 1964?

El Título VI de la Ley de Derechos Civiles de 1964 prohíbe la discriminación por motivos de raza, color y origen nacional en los programas y actividades que reciben asistencia financiera federal.

Dignity Health Connected Living se compromete a garantizar que ninguna persona sea excluida de la participación o se le nieguen los beneficios de sus servicios de tránsito por motivos de raza, color u origen nacional, según lo protegido por la Circular 4702.1. A de la Administración Federal de Tránsito (FTA) del Título VI. Si usted cree que ha sido objeto de discriminación bajo el Título VI, puede presentar una queja.

HOW TO FILE A TITLE VI COMPLAINT?

You may file a signed, written complaint one hundred and eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

Your name, mailing address, and how to contact you (i.e., telephone number or email address); how, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses and other information that you deem significant. The complaint may be filed in writing with Connected Living at the following address:

Dignity Health Connected Living
Title VI Coordinator
200 Mercy Oaks Drive
Redding, CA 96003
By phone: (530) 223-6034
By Facsimile: (530) 223-0658

Note: Dignity Health Connected Living encourages all complaints to certify all mail that is sent through the US Postal Service and/or ensure that all written correspondence can be

tracked easily. For complaints originally submitted by facsimile or email, an original signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of discrimination.

CÓMO PRESENTAR UNA QUEJA DEL TÍTULO VI

Puede presentar una queja firmada y por escrito dentro de ciento ochenta (180) días a partir de la fecha de la presunta discriminación. La queja debe incluir la siguiente información:

Su nombre, dirección postal y cómo contactarlo (es decir, número de teléfono o dirección de correo electrónico); cómo, cuándo, dónde y por qué cree que fue discriminado. Incluya la ubicación, nombres e información de contacto de cualquier testigo y otra información que considere significativa. La queja puede presentarse por escrito a Connected Living en la siguiente dirección:

Dignity Health Connected Living
Coordinador del Título VI
200 Mercy Oaks Drive
Redding, CA 96003
Por teléfono: (530) 223-6034
Por fax: (530) 223-0658

Nota: Dignity Health Connected Living alienta a que todas las quejas se certifiquen por correo enviado a través del Servicio Postal de EE. UU. y/o a que se aseguren de que toda la correspondencia escrita pueda ser rastreada fácilmente. Para las quejas originalmente enviadas por fax o correo electrónico, se debe enviar por correo una copia original firmada de la queja al Coordinador del Título VI lo antes posible, pero a más tardar 180 días a partir de la fecha de la supuesta discriminación.

WHAT HAPPENS TO MY COMPLAINT AFTER IT IS SUBMITTED TO DIGNITY HEALTH CONNECTED LIVING?

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by Connected Living Will be directly addressed by Connected Living. Connected Living shall also provide appropriate assistance to complaints, including those persons with disabilities or who are limited in their ability to communicate in English. Additionally, Dignity Health Connected Living shall make every effort to address complaints in an expeditious and thorough manner. In instances where additional information is needed for investigation of the complaint. Dignity Health Connected Living Will contact the complainant in writing.

Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information Will result in administrative closure of the complaint.

Once sufficient information for investigation of the complaint is received by Dignity Health Connected Living, a written response will be drafted subject to review by Dignity Health Connected Living's attorney. If appropriate, Connected Living's attorney may administratively close the complaint. In this case, Connected Living will notify the complainant of the as soon as possible

¿QUÉ SUCEDE CON MI QUEJA DESPUÉS DE SER PRESENTADA A DIGNITY HEALTH CONNECTED LIVING?

Todas las quejas que aleguen discriminación por motivos de raza, color u origen nacional en un servicio o beneficio proporcionado por Connected Living serán abordadas directamente por Connected Living. Connected Living también proporcionará asistencia adecuada a los demandantes, incluidas aquellas personas con discapacidades o con capacidad limitada para comunicarse en inglés. Además, Dignity Health Connected Living todo lo posible para abordar las quejas de manera expedita y exhaustiva. En los casos en que se necesite información adicional para la investigación de la queja, Dignity Health Connected Living se comunicará con el demandante por escrito.

Tenga en cuenta que, al responder a cualquier solicitud de información adicional, la falta de un demandante en proporcionar la información solicitada dará lugar al cierre administrativo de la queja.

Una vez que Dignity Health Connected Living reciba información suficiente para la investigación de la queja, se redactará una respuesta por escrito sujeta a la revisión del abogado de Dignity Health Connected Living. Si es apropiado, el abogado de Connected Living podrá cerrar administrativamente la queja. En este caso, Connected Living notificará al demandante sobre la acción lo antes posible.

HOW WILL I BE NOTIFIED OF THE OUTCOME OF MY COMPLAINT?

Dignity Health Connected Living will send a final written response to the complainant and advise the complainant of his or her right to 1) appeal within 7 calendar days of receipt of the final written decision from Connected Living and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

Office of Civil Rights
Federal Transit Administration
1200 New Jersey Avenue, SE
Washington, DC 20590
United States
Phone: 888-446-4511 or 202-366-4043
Email: AskOCR@usdoj.gov

810 3rd Avenue, Suite 750
Seattle, WA 98104-1627
Monday to Thursday, 10:00 am to 3:00 pm
Email: discriminatrion@seattle.gov
Different language or format, call 206-684-4500 TTY 7-1-1

¿CÓMO SE ME NOTIFICARÁ EL RESULTADO DE MI QUEJA?

Dignity Health Connected Living enviará una respuesta final por escrito al demandante y le informará sobre su derecho a 1) apelar dentro de los 7 días calendario posteriores a la recepción de la decisión final por escrito de Connected Living y/o 2) presentar una queja externa ante el Departamento de Transporte de EE. UU. y/o la Administración Federal de Tránsito. Se hará todo lo posible para responder a las quejas del Título VI dentro de los 60 días hábiles posteriores a la recepción de dichas quejas, si no antes.

Además del proceso de quejas descrito anteriormente, un demandante puede presentar una queja del Título VI ante las siguientes oficinas:

Office of Civil Rights Federal Transit Administration 1200 New Jersey Avenue, SE
Washington, DC 20590 United States Teléfono: 888-446-4511 o 202-366-4043 Correo electrónico: AskOCR@usdoj.gov

810 3rd Avenue, Suite 750 Seattle, WA 98104-1627 Lunes a jueves, de 10:00 am a 3:00 pm
Correo electrónico: discrimination@seattle.gov Para otro idioma o formato, llame al 206-684-4500 TTY 7-1-1

CLIENT COMPLAINT PROCESS

Citizens may contact Dignity Health Connected Living to lodge a complaint or comment. All complaints and/or comments are put into a database, researched, followed-up and a response is made to the citizen. This process can be initiated by calling Connected Living at (530) 223-6034.

PROCESO DE QUEJAS DEL CLIENTE

Los ciudadanos pueden ponerse en contacto con Dignity Health Connected Living para presentar una queja o comentario. Todas las quejas y/o comentarios se ingresan en una base de datos, se investigan, se les da seguimiento y se envía una respuesta al ciudadano. Este proceso se puede iniciar llamando a Connected Living al (530) 223-6034.

CONNECTED LIVING COMPLAINT FORM

<p>Section I:</p> <p>Name:</p> <p>Address:</p> <p>Telephone (Home): Telephone (Work): Electronic Mail Address:</p>			
<p>Accessible Format</p> <p>Requirements? (Circle one below)</p>			
Large Print	Audio Tape	TDD	Other
<p>Section II:</p> <p>Are you filing this complaint on your own behalf? Yes No</p>			
<p>*If you answered "yes" to this question, go to Section III.</p> <p>If not, please supply the name and relationship of the person for whom you are complaining:</p>			
<p>Please explain why you have filed for a third party:</p>			
<p>If you are filing on behalf of a third party, please confirm that you have obtained the permission of the aggrieved party.</p> <p style="text-align: center;">Yes No</p>			
<p>Section III:</p> <p>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</p>			

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. Please use additional paper and attach if needed:

FORMULARIO DE QUEJA DE CONNECTED LIVING

Sección I:

Nombre:

Dirección:

Teléfono (casa): Teléfono (trabajo): Dirección de correo electrónico:

¿Requisitos de formato accesible? (Rodee con un círculo uno de los siguientes)

Letras grandes

Cinta de Audio

TDD (dispositivo para sordos)

Otro

Sección II:

¿Está presentando esta queja en su nombre?

No

* Si ha respondido "Sí" a esta pregunta, vaya a la Sección III.

Si no es así, por favor proporcione el nombre y la relación con la persona por la que presenta la queja:

Explique por qué ha presentado una queja por un tercero:

Por favor, confirme que ha obtenido el permiso de la parte agraviada si presenta la queja en nombre de un tercero.

Sí

No

Sección 111:

Creo que la discriminación que he sufrido se basa en (marque todos los aplicables): ☐ Raza ☐ Color ☐ Origen nacional

Fecha de la supuesta discriminación (mes, día, año):

Explique lo más claramente posible qué pasó y por qué cree usted que fue discriminado. Describa todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la persona o personas que le discriminaron (si las conoce), así como sus nombres y datos de contacto. Por favor, utilice papel adicional y anexos si es necesario:

LIST OF TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS

Dignity Health Connected Living has not been involved in any transportation-related Title VI investigations, lawsuits or complaints.

DIGNITY HEALTH CONNECTED LIVING PUBLIC PARTICIPATION PLAN

ABOUT DIGNITY HEALTH CONNECTED LIVING

Dignity Health Connected Living (Connected Living) is a lifeline to thousands of seniors and community members in Shasta County who are at risk of facing food insecurity, isolation, exploitation, and institutionalization. It is the gateway to senior services in the community and the place where people turn when they are in need of senior resources and information.

Connected Living provides nutrition programs such as home-delivered meals and congregate dining, adult day care programs, case-management, in-home support services, financial management and assistance, volunteer opportunities, transportation, and supportive services that promote and enhance the physical, social, and spiritual health of seniors and under-served families. Connected Living's Food Bank is Shasta County's designated Food Bank and serves thousands of people in need every year and during times of emergency or natural disaster.

Mission Statement: As CommonSpirit Health, we make the healing presence of God known in our world by improving the health of the people we serve, especially those who are vulnerable, while we advance social justice for all.

Programs:

- Health & Wellness: Support senior nutrition, along with offering general and Traumatic Brain Injury (TBI) support, information, referrals and support groups.
- AmeriCorps Seniors Programs Foster Grandparent Program (FGP) and Senior Companion Program (SCP): These programs offer seniors age 55 and older and on a limited income an opportunity to assist children or other senior citizens. Participants are screened, trained and placed at volunteer stations. Participants receive \$4.00 an hour and mileage reimbursement, which is not taxed or considered income in order to qualify for other senior programs. Foster Grandparents spend 15 to 40 hours a week working with children in various school settings, while the Senior Companions assist frail elderly in their homes. Counties served: Shasta, Siskiyou and Trinity
- Retired and Senior Volunteer Program (RSVP): The RSVP program connects older adults with meaningful volunteer opportunities that match their interests, experience, and availability, helping them give back to their communities while staying active and engaged. Counties served: Shasta, Trinity, Siskiyou, Lassen and Tehama. Other community volunteer based partners include AARP, Shasta College Corps Fellows, Simpson University, Adopt-A-Senior also grants personalized holiday wishes. Counties served: Shasta, Siskiyou and Tehama.
- Multi-Purpose-Senior Service Program (MSSP): This program helps the frail elderly live an independent life of dignity at home, delaying or preventing institutional placement. The program provides a nurse and social work care manager to collaborate with the client and learn the individual's needs. From there, they develop a plan for

living independently that draws on existing community resources or services. To qualify, these seniors must be 65 years of age and receiving Medi-Cal benefits.

Counties served: Shasta, Lassen, Trinity, Modoc, and Siskiyou

- Care Transitions Intervention (CTI): During a 30-day evidence-based program, clients (and/ or family caregiver) will gain a better understanding of their health with support from a Transitions Coach and learn key tools to reduce the risk of hospital readmissions.
- Enhanced Care Management (ECM): The ECM program provides a coordinated approach to whole-person care that addresses the clinical and non-clinical needs of Partnership Healthplan members.
- Adult Day Health Care (ADHC) and Respite: This protective, supervised daytime program provides skilled nursing, social services and rehabilitative therapies which include recreational therapy, physical therapy and occupational therapy for individuals with medical conditions and those at risk of requiring nursing home care. ADHC centers are reimbursed by Medi-Cal, the Veterans Administration and private pay option. Counties served: Shasta
- Transportation: Operating a fleet of vehicles and professional drivers, the transportation department provides door-to-door public transportation services for Seniors (60+) and mobility impaired persons (18+).
- Meals On Wheels: Homebound seniors (60+) without full-time caregivers who can no longer prepare their own meals are eligible for a nutritious meal delivery. PAW Connections further supports these isolated seniors by providing pet food and assistance, enabling them to care for their beloved animal companions, who often serve as their only source of daily companionship.
- Senior Dining Centers: Multiple congregate meal sites are operated to serve seniors (60+) with a nutritious meal and provide an opportunity to socialize and make new friends. In addition to a meal, seniors are able to take part in activities that promote wellness.
- Food Bank Services: Dignity Health Connected Living's Food Bank works every day to provide access to food to those experiencing food insecurities. Distributions take place at 14 various sites each month throughout Shasta county. Food Bank programs are possible through partnerships with Feeding America, The State Emergency Food Assistance Program (TEFAP), Commodities Supplemental Food Program (CSFP), Shasta County Emergency Food & Shelter Program (EFSP), grants and donations/support from the community.

SUMMARY OF OUTREACH EFFORTS

The following is a summary of outreach efforts conducted by Dignity Health Connected Living as they relate to Title VI requirements under the Public Participation Plan. Many of our activities are conducted in partnership or outreach with many other service organizations and

non-profit agencies within the community. This is in no way a complete list, but rather documents the agency's outreach efforts as they relate specifically to minority and low-income populations.

- Website
- Social Media
- Older Adult Policy Council (OAPC)
- Community Needs Assessment Committee (CNAC)
- Senior Round Tables and Committee Meetings in multiple counties
- Shasta Regional Transportation Advisory Committee public meetings
- CTSA meetings with local transit providers

CONNECTED LIVING WEBSITE

Currently, Dignity Health Connected Living posts notices and announcements on the agency's website. Additional public input can be obtained by the Title VI Complaint Form, which is available as download in English and Spanish.



Limited English Proficiency Plan

Connected Living

Updated: October 2025

TITLE VI COORDINATOR Staci Wadley
200 Mercy Oaks Drive
Redding, CA 96003
530-226-3013

INTRODUCTION

This Limited English Proficiency Plan has been prepared to address Dignity Health Connected Living responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English proficiency language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies that receive federal funds, including all Connected Living's departments receiving federal grant funds.

PLAN SUMMARY

Dignity Health Connected Living has developed this Limited English Proficiency Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required and how to notify LEP persons where assistance is available.

In order to prepare this plan, Connected Living used the four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served by Connected Living.
2. The frequency with which LEP persons come in contact with Connected Living services.
3. The nature and importance of services provided by the Connected Living to the LEP population.
4. The interpretation services available to Connected Living and overall cost to provide LEP assistance. A summary of the results of the four-factor analysis is in the following section.

MEANINGFUL ACCESS: FOUR-FACTOR ANALYSIS

1. The number or proportion of LEP persons in the service area who may be served or are likely to require Connected Living services.

Connected Living staff reviewed the 2010 U.S. Census Report and determined that of the 331 447 persons in the five counties that Golden Umbrella serves; Shasta 14,676 (8.2%), Tehama 12,107 (19.2%), Trinity 901 (6.7%), Siskiyou 4,511 (10.3%) and Lassen 5,628 (17.5%) 37,823 people speak a language other than English. In Shasta County, of those persons with limited English proficiency, 1,801 speak Spanish, 1,760 speak Asian languages of which 1, 185 speak Miao-Yao and 575 speak Laotian, and 395 speak other Indo-European languages.

2. The frequency with which LEP persons come in contact with Connected Living services.

The Connected Living staff reviewed the frequency with which the office staff have or could have had contact with LEP persons. This includes documenting phone inquiries or office visits LEP passengers to poll for a period of I month. To date, Connected Living has had no requests for interpreters and no requests for translated program documents. Connected Living staff has had very little contact with LEP persons.

3. The nature and importance of services provided by Connected Living to the LEP population.

There is no large geographic concentration of any type of LEP individuals in the service area for Connected Living. The overwhelming majority of the population speaks only

English. As a result, there are few social, service, professional and leadership organizations within Connected Living's service area that focus on outreach to LEP individuals. Connected Living's office staff and drivers are most likely to encounter LEP individuals through phone conversations or email.

4. The resources available to Connected Living and overall cost to provide LEP assistance.

Connected Living reviewed its available resources that could be used for providing LEP assistance, which of its documents would be most valuable to be translated if the need should arise, and contacted local citizens that would be willing to provide Spanish translation, if needed, within a reasonable time period. Other language translation, if needed, would be provided by Shasta County Opportunity Center or Mercy Medical Center.

SAFE HARBOR PROVISION AND TRANSLATION OF DOCUMENTS

Factor 1 analysis revealed that Spanish and Mien languages exceed the Safe Harbor Threshold. Vital documents for Connected Living include the Title VI Notice, Title VI Complaint Procedure and Form, and the Connected Living Intake form. Connected Living has translated the Title VI Notices, Title VI Complaint Procedure and Form into Spanish.

LANGUAGE ASSISTANCE

A person who does not speak English as their primary language and who has a limited ability to read, write, speak or understand English may be a Limited English Proficient person and may be entitled to language assistance with respect to Connected Living's Language assistance. This assistance can include interpretation, which means oral or spoken transfer of a message from one language into another language and/or translation, and means the written transfer of a message from one language into another language.

How Dignity Health Connected Living's staff may identify an LEP person who needs language assistance:

- All Connected Living's staff would be provided with "I Speak" cards to assist in identifying the language interpretation needed if the occasion arises.
- All Connected Living's staff will be informally surveyed periodically on their experience concerning any contacts with LEP persons during the previous year.

LANGUAGE ASSISTANCE MEASURES

Although there is a very low percentage in Connected Living of LEP individuals, that is, persons who speak English "not well" or "not at all," it will strive to offer the following measures:

1. Dignity Health Connected Living staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating English.
2. The following resources will be available to accommodate LEP persons:
 - Paid interpreters for 240+ languages through a telephone interpretation service, including Spanish, are available and will be provided within a reasonable time period.
 - Dignity Health Connected Living's website content pertaining to senior services will be translated into the LEP language that meet the four factor criteria for Connected Living service area: Spanish.

- Dignity Health Connected Living telephone system prompts will be translated into both English and Spanish.
- Spanish language assistance cards will be provided to individuals identified as LEP Spanish speaking clients.

MONITORING

Monitoring and Updating the LEP Plan- Dignity Health Connected Living will update the LEP Plan every three years. Updates will include the following:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether the Connected Living financial resources are sufficient to fund language assistance resources needed.
- Determine whether Connected Living fully complies with the goals of this LEP Plan.
- Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals.
- Maintain a Title VI complaint log, including LEP to determine issues and basis of complaints.

STAFF TRAINING

The following training is provided to all staff:

- Information on the Title VI Policy and LEP responsibilities.
- Description of language assistance services offered.
- Use of the "I Speak" Cards.
- Documentation of language assistance requests.
- How to handle the potential Title VI/LEP complaint.
- Use of professional interpreter services from Shasta County Opportunity Center or Mercy Medical Center (over the phone interpretation provider).

AVAILABILITY OF THE CONNECTED LIVING LEP PLAN

State on public notices in the language that LEP person would understand that documents are available in the language upon request at

Website: <https://www.dignityhealth.org/north-state/locations/connected-living>

MEMBERSHIP OF NON-ELECTED COMMITTEES AND COUNCILS

At this time Dignity Health Connected Living does not have any non-elected planning board.

EQUITY ANALYSIS

At this time Dignity Health Connected Living does not use FTA funds for the construction or transit related facilities.