

2023



TITLE VI PROGRAM PLAN

PREPARED BY : MONICA MORA
EFFECTIVE: 02/08/2023 -02/08/2024



SHUTTLES4SOLDIERS
TRANSPORTATION FOR
VETERANS

2191 5TH ST STE 201 NORCO, CA 92860
PH 844-389-9990
F:909-284-9644

WELCOME TO S4S

SERVICES WE PROVIDE:
NON-EMERGENCY TRANSPORTATION

BUSINESS LOCATIONS:
2191 5TH ST NORCO, CA 92860

TRANSPORTATION SERVICES WE COVER-

(RIVERSIDE COUNTY)
2ND DISTRICT
3RD DISTRICT



Socorro Verdugo

CONTACT INFORMATION

MONICA MORA /VP OF OPERATIONS 844-389-9990 EXT 103
S4S AUTHORIZED REPRESENTATIVE FOR THIS PROGRAM

COMMUNICATION

Title VI of the Civil Rights Act of 1964 requires organizations to take reasonable steps to make their programs, services, and activities accessible by eligible persons with limited English proficiency.

CAL. CODE REGS. TIT. 21 § 115

INTERPRETERS ARE AVAILABLE BY BILINGUAL WORKERS AT SHUTTLES4SOLDIERS WHO SPEAK (SPANISH), (PORTUGUESE), (GERMAN). FOR LARGER LANGUAGE GROUPS AND OTHER LANGUAGES NOT SPOKEN BY IN-HOUSE WORKERS, INTERPRETERS WILL BE WHO SPEAK (SPANISH), (PORTUGUESE), (GERMAN). FOR LARGER LANGUAGE GROUPS AND OTHER LANGUAGES NOT SPOKEN BY IN-HOUSE WORKERS, INTERPRETERS WILL BE BY BILINGUAL WORKERS AT SHUTTLES4SOLDIERS WHO SPEAK (SPANISH), (PORTUGUESE), (GERMAN). FOR LARGER LANGUAGE GROUPS AND OTHER LANGUAGES NOT SPOKEN BY IN-HOUSE WORKERS, WHO SPEAK (SPANISH), (PORTUGUESE), (GERMAN). FOR LARGER LANGUAGE GROUPS AND OTHER LANGUAGES NOT SPOKEN BY IN-HOUSE WORKERS, INTERPRETERS WILL BE PROVIDED PROVIDED INTERPRETERS WILL BE PROVIDED PROVIDED BY:
A TELEPHONE INTERPRETER SERVICE: LANGUAGE LINE SOLUTIONS (800) 878-8523

FORMS AND WRITTEN COMMUNICATION:

ALL FORMS USED ARE AVAILABLE IN BOTH ENGLISH AND SPANISH. ✓
LANGUAGE FORMS ARE TRANSLATED WHEN THE NEED ARISES. ✓



RECORDS & DOCUMENTATION KEPT FOR LANGUAGE SERVICES:

LIST OF RECORDS KEPT AT FOLLOWING BUSINESS LOCATION(S):

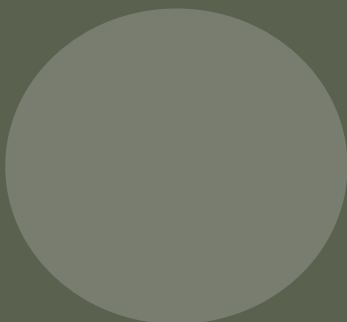
EAST LOCATION: 2191 5TH ST STE 201 NORCO, CA 92860

CUSTOMER FILE INCLUDES:

- DISCLOSURE THAT CUSTOMER WAS ADVISED OF INTERPRETER SERVICES AVAILABLE TO THEM FOR FREE AND ADVISED OF THEIR RIGHT TO PROVIDE THEIR OWN INTERPRETER. A COPY OF FORM (CR 6181) TO COMPLETE FOR RECORDS IF REQUESTED TO USE THEIR OWN INTERPRETER OF CHOICE WHICH INCLUDES THE INTERPRETER SERVICES STATEMENT AND CONFIDENTIALITY AGREEMENT
- NAME OF INDIVIDUAL, S4S WORKER OR SERVICE WHO PROVIDED INTERPRETATION SERVICES, INCLUDING THEIR ROLE AND/OR TITLE

AUXILIARY AIDS:

AUXILIARY AIDS ARE PROVIDED WHEN THE NEED ARISES TO ENSURE EFFECTIVE COMMUNICATION WITH INDIVIDUALS WITH DISABILITIES. 28 C.F.R. §36. 303(C).



		Shuttles4Soldiers workers available for interpretation of languages
QTY	4	Spanish speaking
QTY	1	German Speaking
QTY	1	Portuguese Speaking

PREMISES ACCESSIBILITY


CAL. CODE REGS. TIT. 21 § 111

THE S4S FACILITY LOCATED AT 2191 5TH ST STE 201 NORCO, CA 92860 (ADDRESS)

THE ABOVE LOCATION(S) MEET ADA ACCESSIBILITY REQUIREMENTS. THERE ARE NO STRUCTURAL BARRIERS IDENTIFIED. THE AGENCY HAS SELF-CERTIFIED COMPLIANCE WITH ADA REQUIREMENTS AS FOLLOWS:

- WHEELCHAIR RAMPS MEET GUIDELINES. HANDRAILS ARE IN PLACE.
- DOORS ARE A MINIMUM OF 36" WIDE. VISUAL AND AUDITORY ALARM SYSTEMS IN PLACE.
- PUBLIC RESTROOMS ARE ACCESSIBLE. INTERNATIONAL SIGNS AND SYMBOLS ARE USED.
- PUBLIC DRINKING FOUNTAINS ARE ACCESSIBLE. WAITING AND INTERVIEW ROOMS ARE ACCESSIBLE.
- ELEVATORS IN MULTI-STORY BUILDINGS. HANDICAPPED PARKING SPACES & STRUCTURES MEET REQUIREMENTS. ACCESSIBLE CURB CUTS IN SIDEWALKS AND AT ENTRANCES, IF NEEDED.

THERE ARE NO ALTERNATIVE METHOD BEING USED TO ENSURE EQUAL ACCESS TO THE SERVICES PROVIDED AS ALL FACILITIES LISTED MEET ADA COMPLIANT REQUIREMENTS.



THESE REGULATIONS ARE ADOPTED BY THE DIVISION OF THE STATE ARCHITECT TO IMPLEMENT AND MAKE SPECIFIC THE VOLUNTARY CERTIFIED ACCESS SPECIALIST PROGRAM COMMENCING WITH SECTION 4459.5 OF THE GOVERNMENT CODE. PARTICIPATION IN THE PROGRAM IS VOLUNTARY AND IS DESIGNED TO ENSURE THAT THE INDIVIDUALS PARTICIPATING IN THE PROGRAM ARE KNOWLEDGEABLE OF STATE AND FEDERAL ACCESSIBILITY LAWS AND REGULATIONS AND POSSESS THE EXPERTISE TO PROMOTE ACCESS TO FACILITIES FOR PERSONS WITH DISABILITIES.

& COMPLAINTS COMPLIANCE

CAL. CODE REGS. TIT. 21 § 203

ANY DISCRIMINATION COMPLAINTS OR CONCERNS ARE ALWAYS ACCEPTED AND INVESTIGATED TO ITS FULLEST EXTENT. INVESTIGATIONS ARE CONDUCTED IN ACCORDANCE WITH TIT 21-203 AND THE PROCEDURAL OUTLINE PROVIDED BY THE COUNTY IN WHICH COMPLAINTS HAVE BEEN RECEIVED.

COMPLAINTS OF DISCRIMINATION AND/OR CIVIL RIGHTS VIOLATIONS ARE ACCEPTED, INVESTIGATED AND DOCUMENTED. A DOCUMENTED COPY OF ANY COMPLAINT IS FORWARDED TO THE COUNTY CIVIL RIGHTS COORDINATOR. FACT-FINDING INVESTIGATIONS ARE CONDUCTED BY GARY JARVIS S4S SENIOR REPRESENTATIVE OF QUALITY CONTROL AND FORWARDED TO TITLE VI COORDINATOR CITY OF RIVERSIDE.

LOCATED AT:

3900 MAIN STREET, 2ND FLOOR RIVERSIDE, CA 92522
PH: (951) 351-6162 / FAX: (951) 826-5427
TDD: TTY: 7-1-1 / EMAIL: JSPIKING@RIVERSIDECA.GOV

ONLINE FORM ACCESSIBLE HERE: [HTTPS://RIVERSIDECA.GOV/GENERALSERVICES/TITLE-VI-COMPLAINT-FORM](https://riversideca.gov/generalservices/title-vi-complaint-form)

S4S LIAISON CONTACT PERSON FOR CIVIL RIGHTS COMPLIANCE

GARY JARVIS SENIOR REPRESENTATIVE OF QUALITY CONTROL
PH: 844-389-9990 EXT 105
EMAIL: GARY@SHUTTLES4SOLDIERS.ORG

COPY OF COMPLIANCE STATEMENT COPY INCLUDED FOR RECORD KEEPING

DISSEMINATION OF INFORMATION (TIT 21 § 207)

ALL CUSTOMERS AND EMPLOYEES OF SHUTTLES4SOLDIERS THAT RECEIVE SERVICES ARE PROVIDED A NOTIFICATION OF THE CIVIL RIGHTS PROGRAM AND NON-DISCRIMINATION POLICY.

AN ONSITE VISUAL POSTER, "EQUAL UNDER THE LAW" IS DISPLAYED, AND BOOKLETS, "YOUR RIGHTS" PUB 13, ARE AVAILABLE ON SITE.

COMPLIANCE (TIT 21 § 201)

HELPING HANDS MEDICAL TRANSPORTATION II AGREES TO COMMUNICATE, ASSIST AND PARTICIPATE IN ALL CIVIL RIGHTS COMPLIANCE/CONDUCT REVIEW(S) ANY AUTHORIZED AGENCY SUCH AS COUNTY, STATE AND FEDERAL CONTACTS US TO ENSURE WE ARE IN COMPLIANCE WITH CIVIL RIGHTS LAWS AND REGULATION.

2023

TRAINING CULTURE



STAFF DEVELOPMENT AND TRAINING (TIT. 21 § 117)

ASSOCIATES AND VOLUNTEERS OF SHUTTLES4SOLDIERS REGULARLY RECEIVE APPROPRIATE TRAINING IN CULTURAL AWARENESS AND SENSITIVITY COURSES IN THE CIVIL RIGHTS PROGRAM PER GOVERNING REQUIREMENTS. INCLUDING REGULAR REFRESHMENT COURSES THROUGHOUT THEIR EMPLOYMENT.

COMPLETE TRAINING IS PROVIDED TO ALL NEW ASSOCIATES UPON HIRING INCLUDING ANY VOLUNTEERS UPON ENROLLING.

UPDATED TRAINING IS PROVIDED TO ALL ASSOCIATES IN INDIVIDUAL GROUPS ANNUALLY ON APRIL 19TH OF EVERY YEAR OR A BUSINESS DAY BEFORE THE SCHEDULED ANNUAL CALENDAR DATE IN THE EVENT DATE HAPPENS FALL ON A WEEKEND.

REFRESHMENT COURSES AND TRAINING WILL BE GIVEN EVERY 6 MONTHS.
THE TRAINING SESSIONS WERE CONDUCTED BY, MONICA MORA (MONICA@RIDEMEDWEST.COM)

CONDUCTOR/INSTRUCTOR PERFORMING TRAINING WILL PROVIDE ALL ASSOCIATES WITH A SESSION ITINERARY OUTLINING THE LENGTH OF CLASSES/TRAINING/PROGRAM AND ATTENDANCE SIGN IN/OUT SHEET THAT ALL ATTENDING ASSOCIATES WILL BE REQUIRED TO SIGN AND COMPLETE DISCLOSING FULL FIRST & LAST NAME, DATE OF TRAINING. PLEASE BE ADVISED THAT ALL DOCUMENTS ARE FOR RECORD KEEPING.





COMPANY

INFORMATION

CONTACT US IF YOU HAVE ANY QUESTIONS REGARDING THE
FOLLOWING PROGRAM.



1-844-389-9990



www.shuttles4soldiers.org



admin@shuttles4soldiers.org



2191 5th St. Ste 201
Norco, CA 92860