

MELMARK, INC.

Title VI Plan

Board Approved:

October 18, 2024

Melmark, Inc.
Secretary's Certificate

The undersigned, being the Assistant Secretary of Melmark, Inc., a Delaware nonprofit corporation (the "Corporation"), does hereby certify that set forth below is the Melmark Title VI Plan and Complaint Form duly adopted by the Board of Directors of the Corporation on October 18, 2024 via electronic mail and that such resolution has not been revoked or rescinded and remains in full force and effect on the date hereof.

"We, the Board of Melmark, Inc., approve the Melmark Title VI Plan and Complaint Form as attached."

IN WITNESS WHEREOF, the undersigned has duly executed and delivered this Certificate on the 21st date of October 2024.



Karen Mattox, Assistant Secretary
Melmark, Inc.

Policy Statement

Melmark, Inc. (**MELMARK**) as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the Pennsylvania Department of Transportation (PennDOT) will comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d) and the U.S. Department of Transportation implementing regulations.

Title VI Plan Elements

MELMARK's Title VI plan includes the following elements:

1. Evidence of Policy Approval
2. Notice to the Public
3. Complaint Procedure
4. Complaint Form
5. List of transit-related Title VI Investigations, Complaints and Lawsuits
6. Public Participation Plan
7. Language Assistance Plan
8. Table Depicting Minority Representation on Governing Body

Note: Additional materials will be attached, if required.

MELMARK will review its policy at least once a year to determine if modifications are necessary.

Policy Updates – Activity Log

Date	Activity (Review/Update/Addendum/ Adoption/Distribution)	Person Responsible	Remarks

TITLE VI NOTICE TO THE PUBLIC

MELMARK's Notice to the Public is as follows:

Notifying the Public of Rights Under Title VI

MELMARK

- ✓ Melmark 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 she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with MELMARK.
- ✓ For more information on MELMARK's civil rights program, and the procedures to file a complaint, contact Senior Director of Human Resources, Lindsay Dunn (610-325-4932); email humanresourcesMPA@melmark.org; or visit our administrative office at 2600 Wayland Road, Berwyn, PA 19312. For more information, visit www.melmark.org
- ✓ 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 610-325-8002.
Si se necesita informacion en otro idioma de contacto, 610-325-8002.

MELMARK's Notice to the Public is posted in the following locations: *(check all that apply)*

- Agency website [www.melmark.org]
- Public areas of the agency office (common area, public meeting rooms, etc.)
- Inside vehicles
- Rider Guides/Schedules- N/A
- Transit shelters and stations – N/A
- Other, _____

Title VI COMPLAINT PROCEDURE

MELMARK's Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

- Agency website, either as a reference in the Notice to Public or in its entirety
 - Hard copy in the central office
 - Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
 - Other, _____
-

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by MELMARK may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.

MELMARK grants all citizens equal access to its programs and services to all citizens. This document serves to make citizens aware of their rights to such access and serves to educate citizens so that they may understand the civil rights laws that protect their receipt and benefit of such services as defined by Title VI of the Civil Rights Act of 1964.

WHAT IS TITLE VI?

Title VI is a section of the Civil Rights Act of 1964 requiring that "No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." Note that Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination. Melmark has policies in place to ensure nondiscrimination in services and equal employment opportunities.

MELMARK'S TITLE VI & ADA COMPLAINT AND INVESTIGATION PROCEDURES

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964 for alleged discrimination in any program or activity administered by Melmark, Inc. These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal meeting(s) between the affected parties and Melmark may be utilized for resolution. Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file separate complaints.

1. A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative and will include the complainant's name, address, and telephone number; the name of the alleged discriminating official, the basis of the complaint (race, color, national origin); and the date of the alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints. A Melmark Title VI complaint form can be obtained from the Melmark Human Resources office or Executive Director's office.

Melmark encourages individuals to submit Title VI complaints in writing using this form and mailing it to:

**Human Resources (for complaints related to employment) or
Executive Director (for complaints related to services received)
Melmark, Inc.
2600 Wayland Road
Berwyn, PA 19312**

2. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to Senior Director Human Resources for complaints related to employees and to the Executive Director for complaints related to programs for individuals in our service population. Under these circumstances, the complainant will be interviewed, and assisted in completing a written statement.
3. When a complaint is received, the receiving designee as noted above will provide written acknowledgment to the Complainant, within ten (10) business days by registered mail or hand delivery.
4. If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided 60 business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
5. Within 15 business days from receipt of a complete complaint, Melmark will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) days of this decision, the Chief Executive Officer or their authorized designee will notify the Complainant and Respondent, by registered mail or hand delivery informing them of the disposition.
 - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision
 - b. If the complaint is to be investigated, the notification shall state the grounds of Melmark's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
6. When Melmark does not have sufficient jurisdiction, the Chief Executive Officer or their authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
7. If the complaint has investigative merit, the Chief Executive Officer or their authorized designee will instruct the Senior Director of Human Resources or Executive Director to investigate the complaint fully. A complete investigation will be conducted, and an investigative report will be submitted to the Chief Executive Officer within 60 days from receipt of the complaint. The report will include a description of the incident, summaries of all persons interviewed, and a finding with recommendations and proposed resolution where appropriate. If the investigation is delayed for any reason, the Senior Director of Human Resources or Executive Director will notify the appropriate authorities, and an extension will be requested.
8. The Chief Executive Officer or their authorized designee will issue letters of finding to the complainant and Respondent within 90 days from receipt of the complaint.
9. If the Complainant is dissatisfied with Melmark's resolution of the complaint, they have the right to file a complaint in the time allotted by law with:

**Federal Transit Administration
Region 3 1760 Market Street Suite 500
Philadelphia, PA 19103-4124
(215) 656-7100 (telephone)
(215) 656-7260 (fax)**

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

If information is needed in another language, then contact 610-325-8002.

Si se necesita informacion en otro idioma de contacto, 610-325-8002.

ADA COMPLAINT PROCEDURE

These procedures cover all complaints or discrimination relating to ADA in any program or activity administered by Melmark, Inc. These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal meeting(s) between the affected parties and Melmark may be utilized for resolution.

Melmark will ensure:

- Admissions, the provision of services, including transportation, and referrals of individuals shall be made without unlawful consideration of race, color, religious creed, disability, handicap, ancestry, age, sex, gender, gender identity, or national origin (including limited English proficiency).
- Program services shall be made accessible to eligible persons with disabilities consistent with all applicable laws. These methods include, but are not limited to, equipment redesign, the provision of aides, and the use of alternative reasonable service delivery locations. Structural modifications shall be considered only as a last resort among available resources.
- Nondiscrimination in the provision of services, admissions, placements, facility usage, referrals and communications with clients who are nonverbal or non-English speaking.
- Physical accessibility and accommodations for individuals with physical disabilities.
- Informing the individuals of their rights and the procedure to register civil rights complaints.
- The opportunity to lodge civil rights complaints.

Procedures

1. Notice and Documentation of Rights
 - a. Upon admission, and annually thereafter, each individual and, if applicable, an available family member, guardian or custodian, unless court ordered otherwise, will be given a copy of this Complaint and Grievance Policy.
 - b. They will be informed of the individual's rights, the right to express concerns without fear of retaliation and applicable consent to treatment procedures.
 - c. Each individual and his or her family will be informed in a manner that is easily understood and in the primary language or mode of communication of the individual and parent and, if applicable, the individuals' guardian or custodian.
 - d. A copy of this policy is posted in common areas of Melmark.
 - e. The individual, or if applicable, the parent, guardian or custodian of the individual will be asked to sign a statement acknowledging receipt of a copy of this policy and acknowledging understanding of the right to file a complaint or grievance. In the event that a signature cannot be obtained, documentation of efforts to obtain the signature will be kept.
2. Response to a Complaint/Grievance.
 - a. Melmark will permit and respond to an oral or written complaint or grievance from any source, including an anonymous source, regarding the delivery of a service.

- b. If the individual indicates a desire to file a complaint in writing, Melmark will offer and provide assistance to the individual to prepare and submit the written complaint.
 - c. The person submitting the complaint or grievance will not be retaliated against or intimidated related to the filing or investigation of a grievance or complaint.
 - d. Melmark will document and manage all complaints and grievances, including repeated complaints.
 - e. Melmark will document the following information for each complaint or grievance, including an oral, written or anonymous complaint, submitted by or on behalf of an individual:
 - i. The name, position, telephone number, email address and mailing address of the initiator of the complaint, if known.
 - ii. The date and time the complaint was received.
 - iii. The date of the occurrence, if applicable.
 - iv. The nature of the complaint.
 - v. Melmark's investigation process, findings and actions to resolve the complaint or grievance, if applicable.
 - vi. The date the complaint or grievance was resolved.
 - f. Upon completion, the complaint or grievance will be forwarded to the applicable Senior Program Director. The Senior Program Director will determine whether this complaint potentially meets the criteria for a reportable incident category. If the complaint does meet the criteria for reportable incident category, the Senior Program Director will immediately consult with the Director of Quality Improvement. Any complaint or grievance that meets the criteria for a reportable incident will be reported externally as required. Any incident requiring investigation will be investigated according to Melmark Incident Management Policy. Individuals and, if appropriate, families and guardians will be informed of the outcome of investigations.
 - g. If the complaint is determined to not potentially fit a reportable incident category, then the Senior Program Director will contact the complainant with the findings and a proposed resolution within 30 days of the date the complaint or grievance was submitted unless Melmark is unable to resolve the complaint or grievance within 30 days due to circumstances beyond Melmark's control. In such instances, Melmark will document the basis for not resolving the complaint or grievance within 30 days and will report the complaint or grievance findings or resolution within 30 days after the circumstances beyond Melmark's control no longer exists.
 - h. The Senior Program Director will ask the complainant if the proposed resolution is acceptable and record the complainant's response. The resolution and response by the complainant will be documented by the Senior Program Director.
 - i. If the proposed resolution is not accepted by the individual or his or her family, the complaint or grievance will be forwarded to the Executive Director. The Executive Director may speak with the complainant or his or her representative to obtain additional information. The Executive Director will consult with the Director of Quality Improvement if there is a need for further investigation of the matter.
 - j. The Executive Director will approve a response which will be communicated to the complainant within 10 business days. All decisions by the Executive Director are final.
 - k. If the Complainant is not satisfied with the final response, he or she will be advised of rights to pursue resolution through external entities as listed below.
3. Tracking and Reporting
- a. When a grievance is received, the Senior Program Director will inform the Director of Quality Improvement. Upon completion of the process of review and response, all complaints and grievances will be forwarded to the Director of Quality Improvement for tracking.

- b. All Grievances and outcomes will be maintained by the Quality Improvement Department.
4. Access to Independent Advocacy
 - a. All individuals served and families have the right to an independent advocate of their own choosing. The following is a listing of potential sources of advocacy that individuals served and/or families may contact:
5. All staff are trained at new employee orientation and annually thereafter on the Melmark Complaint and Grievance Policy.

Department of Human Services
Bureau of Human Services Licensing
625 Health and Welfare Building, Room 631
Harrisburg, PA 17120
717.783.3670 | F 717.783.5662
www.dpw.state.pa.us/provider/longtermcareservices/index.htm

Disability Rights Network of Pennsylvania, Philadelphia Office
The Philadelphia Building
1315 Walnut St., Suite 500
Philadelphia, PA 19107-4798
(215) 238-8070 [Voice]
(215) 772-3126 [Fax]
drnpa-phila@drnpa.org [Email]

Office for Civil Rights
US Dept. Of Health & Human Services
Region III, PO 13716
Philadelphia, PA 19101

Pennsylvania Human Relations Commission
711 State Office Building
1400 Spring Garden Street
Philadelphia, PA 19130

Delaware County Office of Services for the Aging
206 Eddystone Ave
Eddystone, PA 19022
(610)-490-1300

Office of the State Long-Term Care Ombudsman
Pennsylvania Department of Aging
555 Walnut Street, 5th Floor
Harrisburg, PA 17101-1919
717-783-8975 or LTC-ombudsman@pa.gov

If an individual or parent/guardian believes that their rights are being restricted or discriminated against, they may file a complaint with:

All Programs

Melmark
2600 Wayland Road
Berwyn, PA 19312-2307
1-888-MELMARK

Commonwealth of Pennsylvania
Department of Human Services
Bureau of Equal Opportunity
Room 225, Health & Welfare Building
PO Box 2675
Harrisburg, PA 17120
Inquiries: 717-787-1127
Email: RA-PWBEOAO@pa.gov

PA Human Relations Commission
333 Market Street, 8th Floor
Harrisburg, PA 17101
<https://www.phrc.pa.gov/File-a-complaint>
Inquiries: (717) 787-4410
TTY users only: (717)787-7279

All Programs Continued

Office for Civil Rights
U. S. Department of Health & Human Services
Centralized Case Management Operations
200 Independence Avenue, S.W.
Room 509F HHH Bldg
Washington, DC 20201
Customer Response Center: (800) 368-1019
TDD: (800) 537-7697
<https://www.hhs.gov/ocr/complaints>
Email: ocrmail@hhs.gov

Children's Program 18 and Under

Child Line and Abuse Registry
(800) 932-0313

Adult Programs

Adult Protective Services (18-59 year)
(800) 490-8595

Office of State LTC Ombudsman (60 and over)
PA Department of Aging
610-490-1300

TITLE VI & ADA COMPLAINT FORM

MELMARK's Title VI & ADA Complaint Procedures are available in the following locations: *(check all that apply)*

- Agency website, either as a reference in the Notice to Public or in its entirety
- Hard copy in the central office
- Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
- Other, _____

The Americans with Disabilities Act (ADA) prohibits discrimination on the basis of disability in employment, State and local government, public accommodations, commercial facilities, transportation, and telecommunications. To be protected by the ADA, one must have a disability or have a relationship or association with an individual with a disability.

Title VI of the 1964 Civil Rights Act requires that "No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." If you feel you have been discriminated against in transit services, please provide the following information in order to assist us in processing your complaint:

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
*If you answered "yes" to this question, go to Section III.				
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:				
*Refers to TITLE VI only				
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 IV

Have you previously filed a Title VI or ADA complaint with this agency?

Yes

No

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 Court _____

State Agency _____

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:

Contact person:

Title:

Telephone number:

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

Signature and date required below

Signature Date

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

**Senior Director of Human Resources or designee (for complaints related to employment) or
Executive Director or designee (for complaints related to services received)
Melmark, Inc.
2600 Wayland Road
Berwyn, PA 19312**

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

MELMARK maintains a list or log of all Title VI investigations, complaints and lawsuits, pertaining to its transit-related activities.

Check One:

There have been no investigations, complaint and/or lawsuits filed against us during 2022-
X 2024

There have been investigations, complaints and/or lawsuits filed against us. *See list below.*
Attach additional information as needed.

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

PUBLIC PARTICIPATION PLAN

MELMARK is committed to fostering meaningful engagement with our employees, clients, families, and key stakeholders. We prioritize gathering valuable feedback from within our organization and from those directly involved in our services to build collaborative and responsive relationships. Rather than public forums, we utilize internal surveys and structured feedback mechanisms to ensure that diverse voices, including those of our employees, participants, and their families, are heard. Our community is diverse, representing a range of racial, ethnic, and linguistic backgrounds, with employees, clients, and their families representing 12 different states and even more countries. To maintain consistent and transparent communication, we share accessible information through digital platforms, newsletters, and social media. We regularly evaluate and adapt our outreach efforts to stay aligned with the evolving needs of our stakeholders, underscoring our dedication to inclusivity, transparency, and growth.

LANGUAGE ASSISTANCE PLAN

MELMARK is committed to ensuring accessible services for individuals in our service population with limited English proficiency (LEP) by providing essential language assistance and accommodations. The number of LEP individuals in our service population, intensity of the support programs (e.g., residential program versus a day-only program), the communication modality (e.g., picture exchange versus spoken language), and the funding provided specific to language support are all factors in supporting individual LEP needs. The individual needs and supports are documented within individualized service plans. In addition to individual support needs, **MELMARK** provides broad support such as interpretation services, translated materials, and verbal notifications to meet these needs. We also utilize translation services to convert documents as needed, ensuring information is accessible to clients and families in their primary/preferred languages. Additionally, our website can be translated into 12 languages, enhancing access to our programs and services.

In compliance with **Title VI of the Civil Rights Act of 1964**, **Executive Order 13166**, and **ADA guidelines**, **MELMARK** strives to provide meaningful access to LEP individuals, as required for federally funded organizations. Our policies include:

- Offering **free interpretation services** to support effective communication.
- We utilize **language access technologies** (i.e., Google Translate) to streamline communication and improve service accessibility.
- Training staff to deliver culturally competent care and to follow established language assistance procedures.

In line with **Office for Civil Rights (OCR) guidelines**, **MELMARK** informs LEP individuals of their right to language assistance at no cost. Integrating these federally mandated practices upholds our commitment to accessible, culturally aware, and exceptional care.

Furthermore, **MELMARK** adheres to **Section 504 of the Rehabilitation Act** and **ADA requirements**, offering auxiliary aids to ensure that all clients, including those with disabilities, have equal access to our programs. We continually review and adapt our language services to align with the evolving needs of our community, reaffirming our commitment to providing equitable access for all.

RESULTS OF THE FOUR FACTOR ANALYSIS

Factor 1 – Demography: Identifies the number or proportion of LEP persons served and the languages spoken in the service area.

- Pennsylvania Department of Health, [Pennsylvania Languages Map](#)
- U.S. Census Bureau, [Response Outreach Area Mapper \(ROAM\)](#)

According to the American Community Survey (ACS) 5-year estimate provided on the website above, Delaware County within the commonwealth of Pennsylvania:

Total Population: 576,830
Total LEP: estimated 18,500

Population 5+ Who Speak English Less Than "Very Well" and

1. **Speak Spanish (%): 1.12**
2. **Speak Russian (%): 0.00**
3. **Speak Chinese (%): 0.95**
4. **Speak Korean (%): 1.02**
5. **Speak Vietnamese (%): 0.00**
6. **Speak Tagalog (%): 0.00**
7. **Speak Arabic (%): 0.00**

According to the American Community Survey (ACS) 5-year estimate, Delaware County, Pennsylvania has a total population of 576,830. Of this population:

1. 1.12% speak Spanish and report speaking English less than "very well."
2. 0.95% speak Chinese and report limited English proficiency.
3. 1.02% speak Korean and report limited English proficiency.
4. 0.00% of the population speaks Russian, Vietnamese, Tagalog, or Arabic and reports speaking English less than "very well."

Based on these figures, the Spanish-speaking population in Delaware County exceeds the Safe Harbor threshold of 1% or 1,000 individuals. Therefore, **MELMARK** is required to provide written translations of vital documents for this language group. Other language groups, including Chinese and Korean, fall below the 5% or 1,000-person threshold, meaning Melmark is not required to provide written translations for these languages at this time.

According to the American Community Survey (ACS) 5-year estimate, Chester County within the Commonwealth of Pennsylvania:

- **Total Population: 502,244**
- **Total LEP: estimated 12,518**

Population 5+ Who Speak English Less Than "Very Well":

1. **Speak Spanish (%): 2.6**
2. **Speak Chinese (%): 0.0**
3. **Speak Korean (%): 0.0**
4. **Speak Vietnamese (%): 0.0**
5. **Speak Tagalog (%): 0.0**
6. **Speak Arabic (%): 0.0**
7. **Speak Russian (%): 0.0**

According to the most recent American Community Survey (ACS) 5-year estimates, Chester County, Pennsylvania, has a total population of approximately **502,244**. Within this population, about **59,595 individuals (11.9%)** speak a language other than English at home, indicating a significant presence of Limited English Proficient (LEP) individuals.

Based on these figures, the Spanish-speaking population in Chester County exceeds the Safe Harbor threshold of 1% or 1,000 individuals. Therefore, **MELMARK** must provide written translations of vital documents for this language group. Other language groups fall below the 5% or 1,000-person threshold, meaning Melmark is not required to provide written translations for these languages at this time.

In the future, if **MELMARK** meets the Safe Harbor Threshold for any language group, it will provide written translation of vital documents in such languages and also consider measures needed for oral interpretation. I am running a few minutes late; my previous meeting is running over.

Factor 2 – Frequency: Identifies the frequency staff comes into contact with LEP persons.

MELMARK provides rides to 200+ persons per year. While formal data has not been collected, the transit provider/lessee has indicated it has encountered 0 LEP persons using the service within the last six months.

The “I Speak” Language identification card listed below is a document we place in our office or vehicles and used by **MELMARK** staff to assist LEP individuals. Additional languages can be added as needed to match the demographic changes of **MELMARK**’s service area.

“I Speak” Language Identification Card

Mark this Box if you speak...	Language Identification Chart	Language
	Mark this box if you read or speak English	English
	Marque esta casilla si lee o habla español	Spanish
	Kos lub voj no yog koj paub twm thiab hais lus Hmoob	Hmong
	如果说中文在方框内打勾	Chinese
	Xin ñaùnh daáu vaøo oâ naøy neáu quyù vò bieát ñoïc vaø nouì ñöôic Vieät Ngöð.	Vietnamese
	당신이한국어말할경우이 상자를표시	Korean
	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	Tagalog
	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen	German
	Отметить этот флажок, если вы говорите по-русски	Russian
	Означите ову кућицу ако говорите српски	Serbian
	आप हिंदी बोलते हैं तो इस बक्से को चिह्नित करें	Hindi
	پر نشان لگائیں تو اس باکس بولتے ہیں اردو اگر آپ	Urdu

Note: For additional languages visit the US Census Bureau website <http://www.lep.gov/ISpeakCards2004.pdf>

Factor 3 – **Importance:** Explains how the program, service or activity affects people’s lives.

MELMARK understands an LEP person with language barrier challenges also faces difficulties obtaining health care, education, access to employment and nutrition meal sites, recreational services and socialization. A transportation system is a key link to connecting LEP persons to these essential services.

Factor 4 – **Resources and Costs:** Discusses funding and other resources available for LEP.

Although there is no separate budget specifically allocated for LEP outreach, the organization evaluates the need for language services based on the size of the LEP population, the intensity of care provided (e.g., residential versus day programs), and the required communication methods (e.g., verbal interpreters, written translation, or alternative communication tools like picture exchange systems). We continually review and adapt our language services to align with the evolving needs of our community, reaffirming our commitment to providing equitable access for all.

Table Depicting Minority Representation on Governing Body

These efforts include outreach initiatives specifically targeting underrepresented communities, which helps to raise awareness about opportunities for involvement in governance and decision-making processes. By partnering with local organizations that serve diverse populations, Melmark can identify and recruit potential committee members who reflect the community's demographics. To further support minority participation, Melmark has adopted transparent recruitment processes, ensuring that committee positions are advertised widely and accessible to all interested individuals.

Furthermore, the organization engages in ongoing evaluation of its diversity initiatives, using feedback to refine strategies and ensure they are effectively meeting the needs of minority communities. This commitment to continuous improvement is crucial in creating a more inclusive atmosphere that not only welcomes but actively encourages diverse participation in leadership roles.

	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino	Native Hawaiian or Pacific Islander	White
Service Area Pop.	0.4%	4.0%	17.5%	7.0%	0.1%	71.4%
Board of Directors	0%	0%	15%	0%	0%	85%

Attachment A. Documentation of Approval by Governing Body

Agency attach documentation of Approval by Governing Body here.