

York County Council on Aging



Title VI Plan

Adopted: May 2026

Lauren L Giles, Executive Director

Date

Tracy Plunkett, Board Chairman

Date



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1.0 Title VI/Nondiscrimination Policy Statement and Management Commitment to Title VI Plan

49 CFR Part 21.7(a): Every application for Federal financial assistance to which this part applies shall contain, or be accompanied by, an assurance that the program will be conducted or the facility operated in compliance with all requirements imposed or pursuant to [49 CFR Part 21].

York County Council on Aging assures the South Carolina Department of Transportation (SCDOT) that no person shall on the basis of race, color, national origin, age, disability, family or religious status, as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity undertaken by the agency.

York County Council on Aging further agrees to the following responsibilities with respect to its programs and activities:

1. Designate a Title VI Liaison that has a responsible position within the organization and access to the recipient's Chief Executive Officer or authorized representative.
2. Issue a policy statement signed by the Executive Director or authorized representative, which expresses its commitment to the nondiscrimination provisions of Title VI. The policy statement shall be circulated throughout the Recipient's organization and to the general public. Such information shall be published where appropriate in language other than English.
3. Insert the clauses of Section 4.5 of this plan into every contract subject to the Acts and the Regulations.
4. Develop a complaint process and attempt to resolve complaints of discrimination against York County Council on Aging.
5. Participate in training offered on the Title VI and other nondiscrimination requirements.
6. If reviewed by SCDOT or any other state or federal regulatory agency, take affirmative actions to correct any deficiencies found within a reasonable time period, not to exceed ninety (90) days.
7. Have a process to collect data on persons impacted by the agency's programs.
8. Submit the information required by FTA Circular 4702.18 to the primary recipients (refer to Appendix A of this plan)

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal funds, grants, loans, contracts, properties, discounts or other federal financial assistance under all programs and activities and is binding. The person whose signature appears below is authorized to sign this assurance on behalf of the agency.

Signatures: _____

Printed Name: Lauren L Giles
Executive Director

Tracy Plunkett
Board Chairman

Date

2.0 Introduction & Description of Services

York County Council on Aging submits this Title VI Plan in compliance with Title VI of the Civil Rights Act of 1964, 49 CFR Part 21, and the guidelines of FTA Circular 4702.18, published October 1, 2012.

York County Council on Aging is a sub-recipient of federal funds and provides service in York County, SC. A description of the current York County Council on Aging system is included in Appendix B.

Title VI Liaison:

Ms. Lauren L Giles

York County Council on Aging

Executive Director

P.O. Box 11519

Rock Hill, SC 29731

York County Council on Aging must designate a liaison for Title VI issues and complaints within the organization. The liaison is the focal point for Title VI implementation and monitoring of activities receiving federal financial assistance. Key responsibilities of the Title VI Liaison include:

- Maintain knowledge of Title VI requirements.
- Attend training on Title VI and other nondiscrimination authorities when offered by SCDOT or any other regulatory agency.
- Disseminate Title VI information to the public including in languages other than English, when necessary.
- Develop a process to collect data related to the demographic make-up of service area population to ensure low income, minorities, and other underserved groups are included and not discriminated against.
- Implement procedures for the prompt processing of Title VI complaints.

2.1 First Time Applicant Requirements

FTA Circular 4702.1B, Chapter III, Paragraph 3: Entities applying for FTA funding for the first time shall provide information regarding their Title VI compliance history if they have previously received funding from another Federal agency.

York County Council on Aging is not a first-time applicant for FTA/SCDOT funding.

2.2 Annual Certifications and Assurances

FTA Circular 4702.IB, Chapter III, Paragraph 2: Every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with the Title VI regulations.

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with Title VI regulations. This requirement shall be fulfilled when the applicant/recipient submits its annual certifications and assurances. Primary recipients will collect Title VI assurances from sub-recipients prior to passing through FTA funds.

York County Council on Aging will remain in compliance with this requirement by annual submission of certifications and assurances as required by SCDOT.

2.3 Title VI Plan Concurrence and Adoption

This Title VI Plan received SCDOT concurrence on **April 5, 2018**. The Plan was updated in April of 2026. The updates were approved and adopted by York County Council on Aging Board of Directors during a meeting held on May 10, 2026. A copy of the meeting minutes and SCDOT concurrence letter from 2018 are included in Appendix C of this plan.

3.0 Title VI Notice to the Public

FTA Circular 4702.18, Chapter III, Paragraph 5: Title 49 CFR 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI.

3.1 Notice to Public

Recipients must notify the public of its rights under Title VI and include the notice and where it is posted in the Title VI Plan. The notice must include:

- A statement that the agency operates programs without regard to race, color and national origin
- A description of the procedures members of the public should follow in order to request additional information on the grantee's nondiscrimination obligations
- A description of the procedure members of the public should follow in order to file a discrimination complaint against the grantee

A sample of the notice is included in Appendix D of this Plan. The sample notice should be translated into other languages, as necessary.

3.2 Notice Posting locations

The Notice to Public will be posted at many locations to apprise the public of York County Council on Aging's obligations under Title VI and to inform them of the protections afforded them under Title VI. At a minimum, the notice will be posted in public areas of York County Council on Aging's office(s) including the reception desk and meeting rooms, and on the York County Council on Aging's website at www.vccoag.com. Additionally, York County Council on Aging will post the notice at stations, stops and on transit vehicles.

A sample version of this notice is included in Appendix D of this Plan along with any translated versions of the notice, as necessary.

4.0 Title VI Procedures and Compliance

FTA Circular 4702.1B, Chapter III, Paragraph 6: All recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to member of the public.

4.1 Complaint Procedure

Any person who believes he or she has been discriminated against on the basis of race, color or national origin by York County Council on Aging may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form (refer to Appendix E). York County Council on Aging investigates complaints received no more than 180 days after the alleged incident. York County Council on Aging will process complaints that are complete.

Once the complaint is received, York County Council on Aging will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office.

York County Council on Aging has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, York County Council on Aging may contact the complainant. The complainant has ten (10) business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within ten (10) business days, York County Council on Aging can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

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 Title VI violation and that the case will be closed. A 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. If the complainant wishes to appeal the decision, she/he has seven (7) days to do so from the time he/she receives the closure letter or the LOF.

The complaint procedure will be made available to the public on York County Council on Aging's website www.yccoag.com.

4.2 Complaint Form

A copy of the complaint form in English and Spanish is provided in Appendix E and on York County Council on Aging's [website www.yccoag.com](http://www.yccoag.com).

4.3 Record Retention and Reporting Policy

FTA requires that all direct and primary recipients (SCDOT) document their compliance by submitting a Title VI Plan to their FTA regional civil rights officer once every three (3) years. York County Council on Aging will submit updated Title VI Plans to SCDOT for concurrence any time a major change in the Plan occurs.

Compliance records and all Title VI related documents will be retained for a minimum of three (3) years and reported to primary recipients, as needed.

4.4 Sub-recipient Assistance and Monitoring

York County Council on Aging has no sub-recipients.

4.5 Contractors and Subcontractors

Each contract you sign with a contractor (and each subcontract the prime contractor signs with a subcontractor) must include the following assurance:

The contractor, sub recipient or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR part 26 in the award and administration of DOT-assisted contracts. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as the recipient deems appropriate.

Contractors and subcontractors are responsible for complying with the Title VI Program of the recipient with whom they are contracting. Contractors are not required to prepare or submit Title VI Programs. Recipients are responsible for ensuring that contractors are following the Title VI Program, and complying with Title VI.

5.0 Title VI Investigations, Complaints, and Lawsuits

FTA Circular 4702.18, Chapter III, Paragraph 7: In order to comply with the reporting requirements of 49 CFR 21.9(b), FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations ; lawsuits, and complaints naming the recipient.

In accordance with 49 CFR 21.9(b), York County Council on Aging must record and report any investigations, complaints, or lawsuits involving allegations of discrimination. The records of these events shall include the date the investigation, lawsuit, or complaint was filed; a summary of the allegations; the status of the investigation, lawsuit, or complaint; and actions taken by York County Council on Aging in response; and final findings related to the investigation, lawsuit, or complaint. The records for the previous three (3) years shall be included in the Title VI Plan when it is submitted to SCDOT.

York County Council on Aging has had no investigations, complaints, or lawsuits involving allegations of discrimination on the basis of race, color, or national origin over the past three (3) years. Therefore, the summary for lists in Table 1 below has no data.

Table 1: Summary of Investigations, Lawsuits, and Complaints

	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				

Appendices

Appendix A

Reporting Requirements

Reporting Requirements

There are many types of recipients of Federal financial assistance: designated recipients, direct recipients, primary recipients and sub-recipients. The reporting and monitoring requirements vary depending on what role an entity serves. One entity could be all four types of recipients, and therefore have many different reporting and monitoring requirements.

York County Council on Aging will provide the following documentation to South Carolina Department of Transportation Office of Public Transit with their annual certifications and assurances as applicable and upon request:

- Title VI Notice to the Public, including a list of locations where the notice is posted.
- Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint).
- Title VI Complaint Form
- List of transit-related Title VI investigations, complaints, and lawsuits.
- Public Participation Plan if applicable, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission.
- Language Assistance Plan if applicable, for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance.
- A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees.
- A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program.

Appendix B

Current System Description

Current System Description

1. York County Council on Aging is a non-profit organization that offers services to help improve the quality of life for the Elderly in York and Chester Counties.
2. Our vision is to strive to help the elderly maintain a safe, sufficient, and fulfilling lifestyle with respect for the choices of the Elderly in York and Chester Counties.
3. Home-Delivered Meals (Meals on Wheels) are for the frail and homebound elderly in our counties. A well-balanced nutritious meal is delivered to their home Monday through Friday.
4. Group Dining Meals are served to seniors at seven nutrition centers, located in Rock Hill, York, Fort Mill, Clover, Chester, Great Falls and Edgemoor. Each center offers activities, exercise, crafts, educational programs and socialization to enhance the physical, mental and emotional health of participants.
5. Transportation is provided for seniors to the nutrition sites in Rock Hill, York, Fort Mill, Clover, Chester, Great Falls and Edgemoor.
6. Transportation for medical or other necessities is offered to seniors as available. Transportation must be scheduled in advance.
7. Arthritis Foundation Exercise Program is offered at each location weekly.
8. Better Choices, Better Health Workshop are offered to learn and develop techniques to live a better quality of life with your disease. Participants learn how to better manage their conditions and control their health. Programs are specifically designed for people living with ongoing health conditions such as diabetes, arthritis, heart disease and other chronic health-related issues.
9. Home Care provides assistance to those who need help with housekeeping and meal preparation.
10. Information, Referral and Assistance is available to assist seniors and disabled citizens to identify resources, and seek help from various agencies.
11. Volunteer Program available to those individuals that would like to offer assistance and services to our seniors.
12. Services are available to anyone age 60 and older.
13. Some services are limited or may have a waiting list.
14. Donations are tax deductible and are appreciated.
15. Public transportation demand response services are offered in the urban and rural areas of York County with 5311 and 5307 funding.
16. Non-Emergency Medicaid transportation is offered in York County through contract with Logisticare.

17. York County Council on Aging has several locations that serve the area:

locations

A. Main Office

Highland Park Senior Center
917 Standard Street
Rock Hill, SC 29730
Business Hours: 7:30-4:30
Telephone Number: 803-327-6694
Executive Director: Lauren Giles
Program Coordinator: Ashley Bizzell

B. York Nutrition Center

14 N. Congress St
York, SC
Telephone Number: 803-684-6115

C. Clover Nutrition Center

234 Church Street
Clover, SC 29710
Telephone Number: 803-222-9286

D. Chester Nutrition Center

135 Wylie St.
Chester, SC 29707
Telephone Number: 803-385-6109

E. Great Falls Nutrition Center

Great Falls Presbyterian Church
500 Dearborn St.
Great Falls, SC 29055
Telephone Number: 803-482-4196

F. Edgemoor Nutrition Center

Edgemoor Community Center
1966 Westbrook Dr.
Edgemoor, SC 29712
Telephone Number: 803-789-5420

Hours for the Nutrition Center locations: 9:30 AM to 1:30 PM Monday through Friday

Hours for the Highland Park Senior Center location: 7:30 AM to 4:00 PM Monday through Friday.

Appendix C

Title VI Plan Adoption Meeting Minutes and SCDOT Concurrence Letter

Appendix D

Title VI Sample Notice to Public

Notifying the Public of Rights Under Title VI

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

TITLE VI NOTICE OF PROTECTIONS AGAINST DISCRIMINATION

York County Council on Aging operates its programs and services without regard to race, color and national origin. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with York County Council on Aging

Individuals wishing to request and/or receive additional information on its discrimination obligations, including its complaint procedures, please contact the person listed below or visit the administrative office at the address listed below:

Lauren L Giles, Executive Director York County Council on Aging
P.O. Box 11519
Rock Hill, SC 29731
www.yccoa.com
(803) 327-6694 ext. 303

Individuals wishing to file a discrimination complaint under Title VI, the written complaint must be filed to the address above within less than 180 days of the alleged discrimination. Written complaints may also be filed with the U. S. Department of Transportation/Federal Transit Administration (FTA) no later than 180 days after the date of the alleged discrimination, unless the time for filing is extended by FTA, at the following address.

Federal Transit Administration Office of Civil Rights
Attention: Complaint Team East Building, 5th Floor - TCR
1200 New Jersey Ave., SE
Washington, DC 20590

To accommodate limited English proficient individuals, oral complaints to be documented and/or translated may also be given at the above address.

AppendixE

Title VI Complaint Form

TITLE VI COMPLAINT FORM

SECTION I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format	Large Print	Audio Tape
Requirements?	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:		
I believe the discrimination I experienced was based on (check all that apply):		
☐ Race	☐ Color	☐ National Origin
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 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 Agency: _____

☐ State Court: _____ ☐ Local Agency: _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone: _____

Section VI

Name of agency complaint is against: _____

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:

Lauren L. Giles, Executive Director
York County Council on Aging
917 Standard Street
P.O. Box 11519
Rock Hill, SC 29731
(803)-327-6694

SCDOT
Departamento de Transporte de Carolina del Sur
Título VI. Formulario de Quejas

Sección I			
Nombre	Apellido	Genero	
Domicilio/Dirección	Ciudad, Estado	Código Postal (Zip Code)	
Teléfono (Casa/Celular)	Teléfono (Trabajo)	Correo electrónico (E-mail)	
Raza/Etnia del Denunciante			
☐ Negro/Afroamericano	☐ Blanco	☐ Hispano	☐ Asiático
☐ Indio Americano	☐ Nativo de Alaska	☐ Isleño del Pacifico	☐ Otra:
Sección II			
Tipo de Discriminación:			
☐ Raza	☐ Color	☐ Origen Nacional	
Explique con la mayor claridad posible lo que sucedió y porque considera que fue discriminado/a. Describa lo que sucedió, quien cree usted que fue responsable y como fueron otras personas tratadas de manera diferente. Por favor adjunte hojas adicionales si necesita más espacio. Así mismo, por favor incluya cualquier material escrito u otra información que usted piense puede ser relevante para su queja.			
Fecha y lugar de la discriminación alegada. Por favor incluya la fecha más temprana y la más reciente.			
Sección III			
La ley prohíbe intimidación o represalias en contra de cualquier persona porque ha tomado acción, o ha participado en acciones, para asegurar los derechos protegidos por las leyes. Si considera que ha sido víctima de represalias, aparte de la discriminación presentada en este formulario, por favor explique las circunstancias a continuación. Describa la acción que tomo por la cual cree que fue causa de la supuesta represalia.			

Sección IV			
Nombre de la persona o personas responsable(s) por el acto de discriminación.			
Nombre(s) de la(s) persona (s) que pueden ser contactadas para obtener información adicional que respalde o aclare su queja. (Adjunte hojas adicionales si es necesario).			
	Nombre	Dirección	Teléfono
1			
2			
3			
4			
Sección V			
Que acción o acciones han realizado usted o su representante para intentar resolver esta queja?			
Ha presentado esta queja con otras entidades? Por favor indique la entidad e incluya la fecha en la que haya presentado su queja, según corresponda:			
	Agencia	Nombre	Fecha
	Agencia Federal		
	Tribunal Federal		
	Agencia Estatal		
	Agencia Local		
	Tribunal Estatal		
Sección VI			
Por favor proporcione cualquier información adicional que considere útil para investigar este asunto.			
Explique brevemente que acción está buscando con esta queja.			
Firma del Denunciante		Fecha	
Por favor envíe este formulario a: South Carolina Department of Transportation Office of Title VI Program 955 Park Street Columbia, South Carolina 29201			
Solo Para Uso Oficial			
Date Complaint Received: _____			
Referred to: _____ Date Referred: _____			

1.0 Title VI/Nondiscrimination Policy Statement and Management Commitment to Title VI Plan

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York County Council on Aging assures the South Carolina Department of Transportation (SCDOT) that no person shall on the basis of race, color, national origin, age, disability, family or religious status, as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity undertaken by the agency.

York County Council on Aging further agrees to the following responsibilities with respect to its programs and activities:

1. Designate a Title VI Liaison that has a responsible position within the organization and access to the recipient's Chief Executive Officer or authorized representative.
2. Issue a policy statement signed by the Executive Director or authorized representative, which expresses its commitment to the nondiscrimination provisions of Title VI. The policy statement shall be circulated throughout the Recipient's organization and to the general public. Such information shall be published where appropriate in language other than English.
3. Insert the clauses of Section 4.5 of this plan into every contract subject to the Acts and the Regulations.
4. Develop a complaint process and attempt to resolve complaints of discrimination against York County Council on Aging.
5. Participate in training offered on the Title VI and other nondiscrimination requirements.
6. If reviewed by SCDOT or any other state or federal regulatory agency, take affirmative actions to correct any deficiencies found within a reasonable time period, not to exceed ninety (90) days.
7. Have a process to collect racial and ethnic data on persons impacted by the agency's programs.
8. Submit the information required by FTA Circular 4702.18 to the primary recipients (refer to Appendix A of this plan)

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal funds, grants, loans, contracts, properties, discounts or other federal financial assistance under all programs and activities and is binding. The person whose signature appears below is authorized to sign this assurance on behalf of the agency.

Printed Name: Lauren L. Giles
Executive Director

Tracy Plunkett
Board Chairman

May 10, 2026
Date

TITLE VI

PUBLIC PARTICIPATION PLAN

York County Council on Aging



Ms. Lauren L Giles
York County Council on Aging Executive Director
PO Box 11519
Rock Hill, SC 29731
(803) 327-6694, ext. 303
June 1, 2026

Every three years, on a date determined by South Carolina Department of Transportation (SCOOT), each subrecipient is required to submit the following plan as part of their Title VI Program.

Below you will find an outline of the Title VI Public Participation Plan, as required by USDOT Federal Transit Administration. This document explicitly describes the proactive strategies, procedures, and desired outcomes for the York County Council on Aging's public participation activities.

York County Council on Aging will work to achieve its public participation goal cooperatively with other public agencies and units of government by coordinating efforts when possible. It will coordinate particularly with the Region's counties, cities, villages, and towns, and the South Carolina Department of Transportation.

York County Council on Aging will seek to provide timely notices of important steps in planning, free and open access, and multiple means of participation within the Region in several ways.

The components of public participation will include:

- Open Meetings
- Advisory Committee Meetings
- Public Meetings and Comment Periods
- Targeted Format and Frequency
- Broad Notification
- Convenient Scheduling
- Website Updates
- Document Availability and Notification
- Engaging Underserved Populations, Low-Income Populations, and People with Disabilities
- Public Outreach and Briefings
- Incorporation of Public Input
- Evaluation of Public Participation

Open Meetings

Meetings of the Commission and its advisory committees are open to the public.

Agendas are posted on the York County Council on Aging website and at the Commission offices at least five days in advance.

Locations accessible by public transit are considered desirable and will be used for committee and public meetings if practical, especially for transportation planning, depending upon the subject matter and expected audience.

People needing disability-related accommodation are encouraged to participate, and reasonable accommodation will be made upon request. All locations will comply with the Americans with Disabilities Act of 1990.

Appendix G

Language Assistance Plan

LIMITED ENGLISH PROFICIENCY PLAN

York County Council on Aging

INTRODUCTION

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. The purpose of this Limited English Proficiency Plan is to outline the responsibilities of York County Council on Aging in regards to Limited English Proficient (LEP) persons and establish a process for providing assistance to LEP persons for YCCOA programs, activities, and services pursuant to Title VI of the Civil Rights Act of 1964.

Title VI of the Civil Rights Act of 1964

"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."

Plan Summary

York County Council on Aging staff has developed this limited English Proficiency Plan (LEP) to provide language assistance for LEP persons seeking meaningful access to York County Council on Aging. This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, and guidelines to notify LEP persons that assistance is available. In developing the York County Council on Aging LEP Plan, the York County Council on Aging staff undertook a USDOT Four-Factor LEP analysis, which considers the following:

The number or proportion of LEP persons eligible to be served or likely to be encountered by York County Council on Aging programs, activities, or services. The frequency with which LEP individuals come in contact with York County Council on Aging programs, activities, or services; The nature and importance of the program, activity or services provided by the York County Council on Aging to the LEP population; and the resources available to the York County Council on Aging and overall cost to provide LEP assistance.

Four Factor Analysis

FACTOR 1: Number or proportion of LEP persons eligible to be served or likely to encounter York County Council on Aging programs, activities, or services.

In order to determine the number of LEP persons, the York County Council on Aging collected various data from the US Census Bureau. This data was used to evaluate whether certain language groups met the Safe Harbor clause of the LEP guidance, whether a language LEP group exceeds 5% of the County's population, or have a minimum threshold of 1000 LEP persons in a certain language. Using the Demographic Profile Date of Census 2024, the LEP population was ascertained. Based on the population, 5.6% or 16,002 of the York County population is deemed an LEP person of Hispanic descent. The remaining LEP population that did not speak English well or Spanish, were within general language categories such as Inda- European and Asian & Pacific Islander languages. This categorization does not prove helpful in targeting specific language assistance to our LEP populations.

FACTOR 2: Frequency with which LEP individuals come in contact with York County Council on Aging programs, activities, or services.

The York County Council on Aging will assess the frequency at which staff has or could possibly have contact with LEP persons. This includes documenting phone inquiries and surveying public meeting attendees. No previous LEP requests have been received thus far. Documentation of LEP requests will be done annually upon implementation of the LEP plan.

FACTOR 3: Nature and importance of the program, activity or service provided by the York County Council on Aging to the LEP population.

To assess the nature and importance of the programs, activities, and services provided by York County Council on Aging to LEP and general community, the York County Council on Aging conducts an internal and external review:

Internal Review

Internally, York County Council on Aging staff evaluated programs and services based on the York County Council on Aging's function as one entity responsible for transportation planning in York County, the potential public interest, and the impact upon the quality of life of the public by York County Council on Aging functions. Per evaluation of York County Council on Aging programs, documents, and services, it was determined the following documents could be seen as vital documents:

- Coordinated Public Transit-Human Services Transportation Plan
- State of South Carolina Human Services Coordination Plan
- Public Participation Plan

Based on this evaluation and the language assessment in Factor 1 of the Four Factor analysis, the staff will seek partner organizations proficient in Spanish to provide information about York County Council on Aging plans and programs. Transportation and/or interpretation services, for Spanish and other languages, will be considered upon request and in coordination with partner agencies in the county. If any notice or document bears a direct impact toward a localized population that meets or exceeds the LEP Safe Harbor clause, then the notice or document will be considered for translation to include translating notices and key information contained within vital documents.

External Review

Externally, a public outreach effort within the identified language communities will be conducted. Community groups that work with the Spanish population will be outreached for their input. In this outreach, the York County Council on Aging staff will provide community groups a synopsis of what the primary purpose and functions of the York County Council on Aging System and ask what key issues, programs, services, are and activities they perceive are critical. These will be noted in the transportation planning process and sent forward to the agency and/or locality as applicable.

FACTOR 4: Resources available to the York County Council on Aging and overall costs to provide LEP assistance.

The York County Council on Aging assessment for available resources is an ongoing activity. Initially, volunteer staff of translators and interpreters will be identified.

HOW TO IDENTIFY AN LEP PERSON WHO NEEDS LANGUAGE ASSISTANCE

The following York County Council on Aging documents will be available in Spanish:

- York County Council on Aging brochures.
- Nondiscrimination Complaint Form.
- Additional translation and/or interpretation services will be considered upon request and in coordination with partner agencies in the county.

STAFF TRAINING

All York County Council on Aging staff will be provided access to the LEP Plan and will be offered training on procedures and services available. Training topics will include:

- Understanding Title VI of the Civil Rights Act of 1964 and LEP responsibilities.
- LEP program responsibilities and obligations. ••
- Language assistance services offered.
- Use of LEP Language Assistance Cards("/ *Speak Cards*").
- Documentation of language assistance requests.

PROVIDING NOTICE TO AVAILABLE LANGUAGE SERVICE TO LEP PERSONS

Signs should be posted that language assistance is available in public areas such as at York County Council on Aging reception area, conference room, waiting areas, and the York County Council on Aging website.

Outreach Techniques

If the York County Council on Aging staff knows that they will be presenting a topic in a geographic location with a known concentration of LEP persons, York County Council on Aging staff will make a concerted effort to have meeting notices, fliers, advertisements, or agendas printed in the alternative language. As well, York County Council on Aging staff will coordinate with local community groups to have someone available who can help interpret information at the meeting.

When running a general public meeting notice in a geographic location that could be of potential importance to LEP persons or if staff will be hosting a meeting or a workshop, York County Council on Aging staff will, to the extent possible, insert the following clause: "An interpreter will be available" in the predominant language.

York County Council on Aging staff will seek to coordinate with local community groups to have someone available who can help interpret information at the meeting.

Coordination with local community groups is a key outreach component as York County Council on Aging staff identifies and seeks to engage LEP person in York County Council on Aging programs and activities.

MONITORING AND UPDATING THE LEP PLAN

The York County Council on Aging will follow the Title VI Program monitoring and reporting schedule for the LEP Plan. Reports will address the following questions:

- How many LEP people were encountered?
- What is the current LEP population in York County?
- Has there been a change in the languages where translation services are needed?
- Is there still a need for continued language assistance for previously identified York County Council on Aging programs? Are there other programs that should be included?
- Have York County Council on Aging resources available, such as technology, staff, and financial costs changed?

DISSEMINATION OF THE YORK COUNTY COUNCIL ON AGING LIMITED ENGLISH PROFICIENCY PLAN

York County Council on Aging staff will post the LEP Plan on its website at www.yccoa.com. Any person with Internet access will be able to view the plan. Copies of the LEP Plan will also be provided to the York County Council on Aging member jurisdictions and interested parties upon request. The LEP is also undergoing reviews at the federal level and we will monitor and make changes if necessary.

Appendix H

Operating Area Language Data:

York County Council on Aging Service Area

Subject	York County, South Carolina			
	Percent of specified language speakers			
	Speak English only or speak English "very well"	Percent speak English only or speak English "very well"	Speak English less than "very well"	Percent speak English less than "very well"
	Estimate	Estimate	Estimate	Estimate
Population 5 years and over	275,743	96.2%	11,006	3.8%
Speak only English	(X)	(X)	(X)	(X)
Speak a language other than English	18,797	63.17%	11,006	36.9%
SPEAK A LANGUAGE OTHER THAN ENGLISH				
Spanish	9,717	60.7%	6,285	39.3%
5 to 17 years old	2,541	85.2%	441	14.8%
18 to 64 years old	6,748	55.4%	5,432	44.6%
65 years old and over	428	51.0%	412	49.0%
Other Indo-European languages	4,695	65.0%	2,528	35.0%
5 to 17 years old	560	44.6%	696	55.4%
18 to 64 years old	3,577	79.7%	911	20.3%
65 years old and over	558	37.7%	921	62.3%
Asian and Pacific Island languages	3,700	68.2%	1,722	31.8%
5 to 17 years old	505	75.3%	166	24.7%
18 to 64 years old	3,059	72.2%	1,175	27.8%
65 years old and over	136	26.3%	381	73.7%
Other languages	685	59.3%	471	40.7%
5 to 17 years old	62	18.3%	276	81.7%
18 to 64 years old	489	100.0%	0	0.0%
65 years old and over	134	40.7%	195	59.3%
CITIZENS 18 YEARS AND OVER				
All citizens 18 years old and over	219,150	98.4%	3,476	1.6%
Speak only English	(X)	(X)	(X)	(X)
Speak a language other than English	11,262	76.4%	3,476	23.6%
Spanish	5,738	71.2%	2,317	28.8%
Other languages	5,524	82.7%	1,159	17.3%

Data is based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to non-sampling error (for a discussion of non-sampling variability, see Accuracy of the Data). The effect of non-sampling error is not represented in these tables.

Methodological changes to data collection in 2024 may have affected language data for 2024. Users should be aware of these changes when using multi-year data containing data from 2024. For more information, see: Language User Note.

Methodological changes to data collection in 2024 may have affected language data for 2024. Users should be aware of these changes when using multi-year data containing data from 2024. For more information, see: Language User Note.

While the 2020-2024 American Community Survey (ACS) data generally reflect the February 2024 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances, the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the **OMB** definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2024 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2020-2024 American Community Survey 5-Year Estimates

Public Participation Plan

Public participation allows members of the community to provide input so that their concerns, desires, and values are considered as part of the York County Council on Aging's (YCCOA) decision-making process. By following these guidelines, it is possible that these individuals can have a direct influence and potentially affect this process, thus allowing the YCCOA to better serve the needs of our community.

The YCCOA's Public Participation Plan serves as a guide for public outreach, to ensure that the public is both informed and able to give meaningful levels of input on programs and activities. The plan also emphasizes the importance of reaching out to traditionally underrepresented groups such as low income, minority, and Limited English Proficient (LEP) populations, to ensure they are given the opportunity to participate in this process. The communication activities may focus in different mediums depending on the program or population affected. These include but are not limited to:

I. Public Information and Notifications:

YCCOA publishes notices, brochures, proposals, or programs, including how the public can obtain information and make comments, where meetings are to take place, and other applicable information. The notices for public input are posted 14 days in advance, so the public has time to consider proposals and make comments. Advertised notices will include contact information for any individuals interested in participating.

The notice methods may include:

- Press releases to local media
- Website
- On bus advertising
- Printed brochures
- Spanish translated materials including forms such as Title VI notice information
- Social Media, including Facebook

II. Meeting Locations:

YCCOA will continue to offer a public meeting location that has convenient access to public transit and is centrally located so that anyone in its transit service area can attend meetings and receive information about any programs and activities that will impact them. Meetings are to be held at different times of the day for easier access. The public meeting location is accessible to those with disabilities. If notified five (5) business days prior to the meeting, language or hearing interpreters will be made available.

III. Public Meeting Forums:

On critical issues such as major transit service changes, YCCOA will conduct public meetings with transit service customers. YCCOA will prepare proposals in sufficient detail and make these available prior to the meetings for interested individuals. If the proposal involves service changes, maps will be made available. YCCOA will collect comments (oral and written) and have a sign-in sheet available. If no one is in attendance, staff will wait for 10 minutes, announce the reason for the meeting, provide statement that no one is in attendance and close the meeting.

IV. Websites:

YCCOA provides information of its transit services on its websites: www.yccoa.com.

V. Outreach to Community Groups:

YCCOA has staff members, as requested and available, to speak to faith-based organizations, neighborhood communities and other community groups.

Language Assistance Plan

The Language Assistance Plan addresses York County Council on Aging's (YCCOA) procedures for ensuring individuals with Limited English Proficiency are accommodated.

Should YCCOA have no staff member or any other contact who is able to interpret for the individuals with Limited English Proficiency, we will use an interpretation services. Multiple providers are listed on-line.

Nota al Público

Sobre sus Derechos Bajo el Título VI

- El Departamento de Transporte de Carolina del Sur (SCDOT) opera sus programas y ofrece sus servicios sin importar raza, color u origen nacional de acuerdo con el Título IV de la Ley de los Derechos Civiles. Cualquier persona que cree que él o ella ha sido agraviado por cualquier práctica discriminatoria, ilegal bajo el Título IV, puede presentar una queja con el SCDOT, la Administración Federal de Transito (FTA) o la Administración Federal de Carreteras (FHWA).

- Quejas pueden ser presentadas a cualquier de las siguientes agencias:

South Carolina Department of Transportation	Federal Transit Administration	Federal Highway Administration
Departamento de Transporte de Carolina del Sur	Administración de Transito Federal	Administración Federal de Carreteras
Attn: Title VI Program Manager	Office of Civil Rights	Attn: Title VI Team Leader
955 Park Street, Post Office Box 191	East Bldg, 5 th Floor-TCR	1200 New Jersey Avenue, SE
Columbia, South Carolina 29229	1200 New Jersey Ave, SE	Washington, DC 20590
Phone: (803) 737-5095	Washington, DC 20590	Email: Nicole.mcwhorter@dot.gov
Email: BlackburnNS@scdot.org		

- Toda queja debe ser presentada en un plazo máximo de 180 días a partir de la fecha del presunto acto de discriminación.
- Para información adicional sobre el Programa del Título IV, puede contactar al Programa Gerente del Título IV para el SCDOT o visite la página web: <https://www.scdot.org/business/bus-development-titleVI.aspx>.

~Si se necesita *información en otro idioma llame al (803) 737-5095.*

~ If information is needed in another language, contact (803) 737-5095