United Way of Pierce County Title VI Plan

I. Plan Statement

It is the policy of United Way of Pierce County that no person shall on the grounds of race, color, and national origin, be excluded from participation in, be denied services, or be subjected to discrimination in any operation of United Way of Pierce County's Access Pierce Transportation Program as provided by Title VI of the Civil Rights Act of 1964 and related statutes.

Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with United Way of Pierce County.

For additional information regarding Title VI complaint procedures or for materials in another language or format contact the Access Pierce Director at accesspierce@uwpc.org. Persons who are deaf or hard of hearing may make a request by calling the Washington Relay Service at 711.

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.

II. Information Dissemination

United Way of Pierce County notifies the public of their rights under Title VI through:

- The agency's web site at https://www.uwpc.org/uwpc-title-viada-policy and posted at Reception Desk
- UWPC ADA Policy
- UWPC Title VI Complaint Form

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III. Complaint Policy & Procedures

The complainant may file a complaint, in writing, up to 180 days from the date of the alleged incident. The complaint should include the following information:

- Name, mailing address, and how to contact you.
- How, when, where, and why you believe you were discriminated against. Include the location, name and contact information of any witnesses.
- Other information that you deem significant.

All complaints alleging discrimination will be addressed by United Way of Pierce County. A letter acknowledging receipt of the complaint will be mailed within 30 days.

Complaints should be mailed to:
United Way of Pierce County
ATTN: Access Pierce Director
1501 Pacific Ave STE 400
Tacoma, WA 98402

If the complainant is not satisfied with the outcome of the complaint, they have the right to file a complaint or lawsuit with one of the following organizations:

Organization Name and Address		
Washington State Department of Transportation Public Transportation Division Attn: Title VI Coordinator P O Box 47387 Olympia, WA 98504-47387	Federal Transit Administration Attn: Title VI Program Coordinator East Building, 5th Floor – TCR 1200 New Jersey Ave, SE Washington, DC 20590	U.S. Department of Justice Civil Rights Division Coordination and Review Section - NWB 950 Pennsylvania Avenue, NW Washington, DC 20530

United Way of Pierce County will track all complaints with the following information:

- Type of complaint, investigation, or lawsuit
- Date of complaint, investigation, or lawsuit
- A summary of the allegation(s)
- The status of the complaint, investigation, or lawsuit
- Actions taken in response to the complaint, investigation, or lawsuit.

Each complaint file will be kept for a minimum of 6 years beyond the end of the project.

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IV. LEP PLAN - Access for Persons with Limited English Proficiency (LEP)

Four Factor Analysis

(1)**The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.**

U.S. Census Bureau. "Language Spoken at Home for the Population 5 Years and Over." *American Community Survey, ACS 1-Year Estimates Detailed Tables, Table C16001*, https://data.census.gov/table/ACSDT1Y2024.C16001?q=Table+C16001+&g=050XX00US53053.

Pierce County, WA		
Label	**Estimate**	**Percent of Total Population**
Total:	888,025	100.00%
Speak only English	736,491	
Spanish:	56,077	
Speak English "very well"	35,760	
Speak English less than "very well"	20,317	2.3%
French, Haitian, or Cajun:	5,183	
Speak English "very well"	3,354	
Speak English less than "very well"	1,829	0.21%
German or other West Germanic languages:	3,675	
Speak English "very well"	3,260	
Speak English less than "very well"	415	0.05%
Russian, Polish, or other Slavic languages:	10,378	
Speak English "very well"	6,038	
Speak English less than "very well"	4,340	0.49%
Other Indo-European languages:	13,056	
Speak English "very well"	8,037	
Speak English less than "very well"	5,019	0.57%
Korean:	7,758	
Speak English "very well"	3,166	
Speak English less than "very well"	4,592	0.52%
Chinese (incl. Mandarin, Cantonese):	3,915	
Speak English "very well"	1,774	

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Speak English less than "very well"	2,141	0.24%
Vietnamese:	5,065	
Speak English "very well"	1,618	
Speak English less than "very well"	3,447	0.39%
Tagalog (incl. Filipino):	11,551	
Speak English "very well"	8,128	
Speak English less than "very well"	3,423	0.39%
Other Asian and Pacific Island languages:	21,163	
Speak English "very well"	13,463	
Speak English less than "very well"	7,700	0.87%
Arabic:	1,465	
Speak English "very well"	844	
Speak English less than "very well"	621	0.07%

(2)**The frequency with which LEP persons come into contact with the program.**

**Additional language requests were not statistically impactful.*

UWPC Interpreter Data		
Label	**Total**	**Percent of Requests**
Total Requests from: 01/2024-12/2025	1166	100.00%
Spanish:	891	76%
French, Haitian, or Cajun:	55	4.7%
Russian, Polish, or other Slavic languages:	83	7.1%
Dari/Farsi:	21	1.8%
Korean:	11	0.94%
Chinese (incl. Mandarin, Cantonese):	2	0.17%
Vietnamese:	18	1.5%
Tagalog (incl. Filipino):	2	0.17%
Portugese:	19	1.6%
Arabic:	17	1.5%

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Based on 2025 internal client data, next to English the highest language requested was Spanish. Other languages had so few requests to be statistically impactful. The next highest languages include French, Russian, Portuguese, Vietnamese, Arabic, American Sign Language and Korean.

	2023	2024	2025
Percent of callers who spoke a language other than English.	2%	2%	1%
Percent of callers who identified as having a disability	51%	54%	54%
Percent of callers who identified as a race other than White	70%	70%	67%

(3)**The nature and importance of the program, activity, or service provided by the program to people's lives**

The importance of UWPC Access Pierce Transportation Navigation Services to LEP persons is generally considered equivalent or higher to other populations who access transportation services. LEP populations find it more difficult to receive information, services, and benefits in a timely and relevant manner, therefore ensuring access to interpretation services and materials translated in the most needed languages will provide more transportation opportunities to clients. Clients' primary destinations are essential employment, life sustaining trips to medical appointments, food access, financial stability, social and legal services, and substance and mental health support. Primary populations receiving transportation services are seniors and adults with disabilities. Access to and knowledge of community resources is one of the biggest barriers to the LEP population being able to utilize the resources they need. Access Pierce is an important part of breaking down that barrier.

(4)**The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach**.

United Way relies heavily on partners in the community with high LEP participation to share our services by word of mouth. Outreach is performed by presenting services to regional coalitions and community partners.

United Way of Pierce County provides outreach in the form of providing flyers and cards upon request, tabling at resource events, participating in community partner meetings and providing specialized training on our services. Some examples of these actions include tabling at the 2025 Art Night and Community Resource Fair at Stafford Elementary School and presenting at the Tacoma Public Schools Nurses meeting. We also regularly provide our marketing materials for free to our local partners including the Asia Pacific Cultural Center, Puyallup Tribe, TacomaProBono, Tacoma Community House, and many others.

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- United Way of Pierce County's Access Pierce provides immediate language assistance services through telephone interpretation in over 180 languages. Access Pierce has been contracted with United Language Group to provide this service. Through this service Access Pierce serves the LEP populations identified in the four-factor analysis as well as callers who need a less common language.
- Services are all offered remotely through Access Pierce. We assist LEP persons via phone, text or e-mail when they choose to use our services
- Access Pierce provides notice to LEP persons about the availability of language assistance via the interactive voice response (IVR) system when the caller dials United Way's Access Pierce.
- Access Pierce monitors and evaluates the language plan via tracking reports provided by United Language Group as well as feedback from the Access Pierce program's community partner agencies who serve LEP populations.
- Access Pierce staff are trained to operate a 3-way call with an interpreter when one is requested. They are also trained to offer the service for clients who may not know that it is available or for those that are finding it difficult to move through a conversation in English.

There is no cost to LEP clients for any interpretation request.

V. Public Participation Plan

UWPC Access Pierce Transportation Program has implemented its LEP/Language Assistance Plan and will review it annually, including contacts with LEP persons to determine the frequency of contacts, the language used, and how the contacts were handled.

<u>IMPLEMENTATION:</u>

- We provided outreach in the form of providing flyers and cards upon request, tabling at resource events, participating in community partner meetings and providing specialized training on our services. Some examples of these actions include tabling at the 2025 Art Night and Community Resource Fair at Stafford Elementary School and presenting at the Tacoma Public Schools Nurses meeting. We also regularly provide our marketing materials for free to our local partners including the Asia Pacific Cultural Center, Puyallup Tribe, TacomaProBono, Tacoma Community House, and many others.
- The primary strategy used to engage minority and LEP populations is through prioritizing and engaging those that use our services who identify a language other than English or need for interpreter services within our phone communication system.
- UWPC Transportation Program will track requests for translation services, including information about the frequency of LEP contacts, the language used and how the request was handled
- Access Pierce accepts direct referrals for services from community partners that include LEP community members.
- Navigation services offer follow-up contacts for minority and LEP callers. With the caller's consent, follow-up calls are made and a survey is conducted. The feedback from that data and those comments impact the Access Pierce Transportation Program services.

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UWPC BOARD DEMOGRAPHICS

Race	
White	11
African American	4
Middle Eastern	1
Hispanic/Latino	1
Asian/Pacific Islander	5
Total	22

Gender	
Female	13
Male	9
Total	22

**Updated as of 3/26/2026.* The only advisory committee for United Way's Access Pierce program is the United Way of Pierce County Board.

VI: Title VI Complaint History

United Way of Pierce County has no Title VI investigations, complaints, or lawsuits since the time of the last Plan submission.**Current as of 3/26/2026*

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VII: Translations

United Way of Pierce County
Title VI Plan Statement and Procedures
(Spanish)

Declaración del Título Vl

United Way del Condado de Pierce opera sus programas sin distinción de raza, color o nacionalidad, de acuerdo con el Título VI de la Ley de Derechos Civiles. Cualquier persona que considere que ha sido agraviada por alguna práctica discriminatoria ilegal bajo el Título VI, puede presentar una queja ante United Way del Condado de Pierce.

Para obtener mayor información sobre los procedimientos de queja del Título VI, o para obtener materiales en otros idiomas o formatos, comuníquese con el Director Access Pierce en accesspierce@uwpc.org. Las personas sordas o con dificultades auditivas pueden hacer una solicitud llamando al servicio de retransmisión de Washington al 711.

Se puede presentar una queja directamente ante la Administración Federal de Tránsito, entregando dicha queja en la Oficina de Derechos Civiles, Atención: Coordinador del Programa del Título VI, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Políticas y procedimientos de quejas

El/La denunciante puede presentar una queja, por escrito, hasta 180 días a partir de la fecha del presunto incidente. La queja deberá incluir la siguiente información:

- Nombre, domicilio postal y el medio para ser contactado
- Cómo, cuándo, dónde y por qué considera que usted fue discriminado/a. Incluya la ubicación, los nombres y la información de contacto de cualquier testigo.
- Cualquier información que usted considere importante.

Todas las quejas sobre discriminación serán atendidas por United Way del Condado de Pierce. Una carta con acuse de recibo de la queja se enviará por correo en un periodo de 30 días.

Las quejas deben enviarse por correo a:
United Way of Pierce County
ATTN: Access Pierce Director
1501 Pacific Ave STE 400
Tacoma, WA 98402

Si el/la denunciante no está satisfecho/a con el resultado de la queja, tiene derecho a presentar una queja o demanda ante alguna de las siguientes organizaciones:

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Nombre y dirección de las organizaciones		
Washington State Department of Transportation Public Transportation Division Attn: Title VI Coordinator P O Box 47387 Olympia, WA 98504-47387	Federal Transit Administration Attn: Title VI Program Coordinator East Building, 5th Floor – TCR 1200 New Jersey Ave, SE Washington, DC 20590	U.S. Department of Justice Civil Rights Division Coordination and Review Section - NWB 950 Pennsylvania Avenue, NW Washington, DC 20530

United Way of Pierce County
Title VI Plan Statement and Procedures
(Russian)

Раздел Vl
Заявление

Организация United Way of Pierce County осуществляет свои программы без учета расовой принадлежности, цвета кожи или национального происхождения в соответствии с Разделом VI Закона о гражданских правах. Любое лицо, считающее себя пострадавшим от незаконного дискриминационного действия может обратиться с жалобой в организацию United Way of Pierce County в соответствии с Разделом VI.

Для получения дополнительной информации о процедурах рассмотрения жалоб в соответствии с Разделом VI, а также при поиске материалов на другом языке или в другом формате обращайтесь к директору (Director) Access Pierce по электронной почте accesspierce@uwpc.org. Глухие или слабослышащие могут сделать запрос, позвонив в Вашингтонскую службу коммутируемых сообщений по номеру 711.

Заявитель может обратиться непосредственно в Федеральное управление транзита (Federal Transit Administration), подав жалобу в Управление по гражданским правам (Office of Civil Rights): Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Порядок рассмотрения жалоб

Заявитель может подать жалобу в письменном виде в течение 180 дней с момента предполагаемого инцидента. В жалобе должна быть отражена следующая информация:

- Имя, почтовый адрес и способ связи с заявителем.

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- Как, когда, где и почему, по вашему мнению, вы подверглись дискриминации. Укажите местонахождение, имена и контактную информацию возможных свидетелей.
- Другая информация, которую вы считаете важной.

Все жалобы на дискриминационное поведение будут рассмотрены организацией United Way of Pierce County.
Письмо с подтверждением получения жалобы будет отправлено вам по почте в течение 30 дней.

Жалобы следует направлять по адресу:
United Way of Pierce County
ATTN: Access Pierce Director
1501 Pacific Ave STE 400
Tacoma, WA 98402

Если заявитель не удовлетворен результатом рассмотрения жалобы, он имеет право подать жалобу или иск в одну из следующих инстанций:

Название и адрес организации		
Washington State Department of Transportation (Департамент транспорта штата Вашингтон) Public Transportation Division (Отдел общественного транспорта) Attn: Title VI Coordinator P O Box 47387 Olympia, WA 98504-47387	Federal Transit Administration (Федеральное управление транзитных перевозок) Attn: Title VI Program Coordinator East Building, 5th Floor – TCR 1200 New Jersey Ave, SE Washington, DC 20590	U.S. Department of Justice Civil Rights Division Coordination and Review Section - NWB (Отдел по гражданским правам Министерства юстиции США Отдел координации и контроля) 950 Pennsylvania Avenue, NW Washington, DC 20530

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United Way of Pierce County
Title VI Plan Statement and Procedures
(Vietnamese)

Tuyên Bố Theo Điều Khoản Vl

United Way of Pierce County điều hành các chương trình của họ không phân biệt chủng tộc, màu da, hay nguồn gốc quốc gia, tuân thủ Điều Khoản VI của Đạo Luật Dân Quyền. Bất kỳ ai cho rằng mình đã bị xâm hại bởi bất kỳ hành động phân biệt đối xử phi pháp nào theo Điều Khoản VI cũng có thể nộp đơn khiếu nại cho United Way of Pierce County.

Để biết thêm thông tin về các thủ tục khiếu nại theo Điều Khoản VI hoặc các tài liệu bằng ngôn ngữ hoặc định dạng khác, hãy liên lạc với Giám Đốc Access Pierce qua accesspierce@uwpc.org. Những người khiếm thị hoặc khiếm thính có thể yêu cầu bằng cách gọi cho Dịch Vụ Chuyển Tiếp Washington qua số 711.

Người khiếu nại có thể nộp đơn khiếu nại trực tiếp tới Cơ Quan Quản Lý Giao Thông Liên Bang bằng cách nộp đơn khiếu nại cho Phòng Dân Quyền (Office of Civil Rights), Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Chính Sách & Thủ Tục Khiếu Nại

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Người khiếu nại có thể nộp đơn khiếu nại bằng văn bản lên đến 180 ngày kể từ ngày xảy ra vụ việc bị cáo buộc. Khiếu nại phải bao gồm thông tin sau đây:

- Tên, địa chỉ gửi thư, và cách liên lạc với quý vị.
- Cách thức, thời gian, địa điểm, và tại sao quý vị tin rằng mình đã bị phân biệt đối xử. Bao gồm địa điểm, tên và thông tin liên lạc của bất kỳ người làm chứng nào.
- Thông tin khác mà quý vị cho là quan trọng.

Tất cả các khiếu nại cáo buộc phân biệt đối xử sẽ được giải quyết bởi United Way of Pierce County. Thông báo xác nhận đã nhận được khiếu nại sẽ được gửi qua đường bưu điện trong vòng 30 ngày.

Khiếu nại phải được gửi đến:

United Way of Pierce County
ATTN: Access Pierce Director
1501 Pacific Ave STE 400
Tacoma, WA 98402

Nếu người khiếu nại không hài lòng với kết quả giải quyết khiếu nại, họ có quyền gửi đơn khiếu nại hoặc đơn kiện đến một trong các tổ chức sau đây:

Tên và Địa Chỉ Tổ Chức		
Washington State Department of Transportation Public Transportation Division Attn: Title VI Coordinator P O Box 47387 Olympia, WA 98504-47387	Federal Transit Administration Attn: Title VI Program Coordinator East Building, 5th Floor – TCR 1200 New Jersey Ave, SE Washington, DC 20590	U.S. Department of Justice Civil Rights Division Coordination and Review Section - NWB 950 Pennsylvania Avenue, NW Washington, DC 20530

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Title VI Plan Statement and Procedures
(Korean)

제6장 설명

United Way of Pierce County는 민권법(Civil Rights Act) 제6장에 따라 인종, 피부색 또는 출신 국가와 무관하게 프로그램을 운영하고 있습니다. 제6장에 의거하여 불법적인 대우를 받았다고 생각하는 사람은 United Way of Pierce County에 불만사항을 접수할 수 있습니다.

제6장 불만사항 처리 절차에 대한 기타 정보나 다른 언어 또는 형식으로 된 자료는 Access Pierce 디렉터에게 accesspierce@uwpc.org로 문의해 주십시오. 청각 장애가 있으신 분은 Washington Relay Service에 711번으로 전화하여 도움을 요청하실 수 있습니다.

민원인은 다음 주소로 불만사항을 발송하여 Federal Transit Administration에 직접 접수하실 수도 있습니다(Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590).

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불만사항 정책 및 절차

민원인은 해당 사건이 발생한 날부터 180일 이내에 불만사항을 서면으로 접수할 수 있습니다. 불만사항에는 다음의 정보가 포함되어야 합니다.

- 이름, 우편 주소, 연락 방법
- 차별을 받은 방법, 시기, 장소, 이유. 장소, 목격자의 이름 및 연락처 정보를 포함해 주십시오.
- 중요하다고 판단되는 기타 정보.

차별에 관한 모든 신고 사항은 United Way of Pierce County가 처리합니다. 불만사항 접수를 알리는 안내문이 30일 이내에 발송됩니다.

불만사항은 다음 주소로 보내주십시오.
United Way of Pierce County
ATTN: Access Pierce Director
1501 Pacific Ave STE 400
Tacoma, WA 98402

민원인이 불만사항의 처리 결과에 만족하지 않을 경우, 다음 중 하나의 기관에 다시 불만사항을 접수하거나 소송을 제기할 권리를 가집니다.

기관 이름 및 주소		
Washington State Department of Transportation Public Transportation Division Attn: Title VI Coordinator P O Box 47387 Olympia, WA 98504-47387	Federal Transit Administration Attn: Title VI Program Coordinator East Building, 5th Floor – TCR 1200 New Jersey Ave, SE Washington, DC 20590	U.S. Department of Justice Civil Rights Division Coordination and Review Section - NWB 950 Pennsylvania Avenue, NW Washington, DC 20530

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(Tagalog)

Pahayag sa Title VI

Pinapatakbo ng United Way of Pierce County ang mga programa nito nang hindi isinaalang-alang ang lahi, kulay, o bansang pinagmulan ayon sa Title VI ng Civil Rights Act. Ang sinumang tao na naniniwala na siya ay naagrabyado sa pamamagitan ng anumang labag sa batas na gawang nagdidiskrimina sa ilalim ng Title VI ay maaaring maghain ng reklamo sa United Way of Pierce County.

Para sa karagdagang impormasyon hinggil sa mga pamamaraan ng paghahain ng reklamo sa Title VI o para sa mga materyal sa ibang wika o pormat, makipag-ugnayan sa Access Pierce Director sa accesspierce@uwpc.org. Ang mga tao

na bingi o nahihirapang makarinig ay maaaring humiling sa pamamagitan ng pagtawag sa Washington Relay Service sa 711.

Ang nagrereklamo ay maaaring diretsang maghain sa Federal Transit Administration sa pamamagitan ng pag-file ng reklamo sa Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Patakaran at Pamamaraan sa Reklamo

Ang nagrereklamo ay maaaring maghain ng reklamo, sa pagsulat, hanggang 180 araw mula sa petsa ng sinabing insidente. Dapat ilakip sa reklamo ang sumusunod na impormasyon.

- Pangalan, mailing address, at kung paano ka makokontak.
- Paano, kailan, saan, at bakit mo pinapaniwalaan na ikaw ay nadiskrimina. Ilakip ang lokasyon, mga pangalan, at impormasyon sa pagkontak ng sinumang mga saksi.
- Iba pang impormasyon na ipinagpalagay mo na mahalaga.

Ang lahat ng reklamo na nagpapahiwatig ng diskriminasyon ay haharapin ng United Way of Pierce County. Ang isang sulat na kumikilala ng pagtanggap ng reklamo ay imi-mail sa loob ng 30 araw.

Ang mga reklamo ay dapat i-mail sa:
United Way of Pierce County
ATTN: Access Pierce Director
1501 Pacific Ave STE 400
Tacoma, WA 98402

Kung hindi kuntento ang nagrereklamo sa resulta ng reklamo, may karapatan sila na maghan ng reklamo o asunto sa isa sa sumusunod na mga organisasyon:

Pangalan at Address ng Organisasyon		
Washington State Department of Transportation Public Transportation Division Attn: Title VI Coordinator P O Box 47387 Olympia, WA 98504-47387	Federal Transit Administration Attn: Title VI Program Coordinator East Building, 5th Floor – TCR 1200 New Jersey Ave, SE Washington, DC 20590	U.S. Department of Justice Civil Rights Division Coordination and Review Section - NWB 950 Pennsylvania Avenue, NW Washington, DC 20530

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