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## Executive Summary

Describe your 5310 Organization's mission and purpose, clients served, the services that you provide with the grant funds, and how long you have been a FTA sub-recipient. Also include your agency's organizational chart and contact information. (SEE ATTACHMENT 1)

## Non Discrimination Policy Statement

The **Arc of Hilo**'s policy assures full compliance with Title VI of the Civil Rights act of 1964, the Restoration Act of 1987, and related statutes and regulations in all programs and activities. Title VI states that "no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination" under **The Arc of Hilo** sponsored program or activity. There is no distinction between the sources of funding.

**The Arc of Hilo** also assures that every effort will be made to provide programs, services and activities in a nondiscriminatory manner to minority and low income populations. Furthermore, **The Arc of Hilo** will take reasonable steps to provide meaningful access to services for persons with Limited English Proficiency (LEP).

When **The Arc of Hilo** distributes Federal-aid funds to another entity/person, **The Arc of Hilo** will ensure all sub-recipients fully comply with **The Arc of Hilo** Title VI Nondiscrimination Program requirements. **The Arc of Hilo** has delegated the authority to **Christine Gosse, HR Manager**, Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.

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SIGNATURE OF AUTHORIZED OFFICIAL

Michelle Hiraishi

President & CEO

TITLE

February. 19, 2019

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DATE

## Non Discrimination Notice to the Public

### Notification of Rights Under Title VI

#### **The Arc of Hilo**

**The Arc of Hilo** operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964, and related nondiscrimination authorities, any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with **The Arc of Hilo**.

For more information on **The Arc of Hilo** Title VI Program, and/or discrimination complaint procedures, contact **The Arc of Hilo**; or visit our administrative office at 1099 Waianuenue Ave., Hilo. HI 96720.

A complainant may file a complaint directly with the State of Hawaii Department of Transportation (HDOT) Office of Civil Rights, ATTN: Title VI Specialist, 200 Rodgers Boulevard, Honolulu, HI 96819 or the Federal Transit Administration (FTA) ATTN: 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 **Christine Gosse 808-935-8535 #226**.

**List of Locations Where Title VI Notice Is Posted**

The Title VI Non-Discrimination Notice to the public is currently posted at the following locations:

Location Name	Address	City
<b>The Arc of Hilo</b> <b>Posted in Arc of Hilo's</b> <b>FTA funded vehicles</b>	<b>1099 Waianuenu Ave.</b>	<b>Hilo, HI</b>
<b>The Arc of Hilo website</b>	<b><a href="http://www.arcof hilo.org">www.arcof hilo.org</a></b>	

## Discrimination Complaint Procedures

These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, as they relate to any program or activity that is administered by **The Arc of Hilo**, or its consultants, contractors and vendors. In addition to these procedures, complainants have the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

- (1) Any person who believes they have been discriminated against on the basis of race, color, or national origin, may file a discrimination complaint by completing and submitting the agency's Title VI Complaint Form.
- (2) Formal complaints must be filed within one-hundred eighty (180) calendar days of the latest incident of alleged discrimination, or the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.
- (3) Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number.
- (4) Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant(s) is required to mail the signed, original of the fax or email transmittal for the complaint to be processed.
- (5) Allegations received by telephone will be reduced to writing and provided to the complainant(s) for confirmation or revision before processing. A complaint form will be forwarded to the complainant(s) to complete, sign and return for processing.
- (6) Once submitted **The Arc of Hilo** will review the complaint form to determine jurisdiction. All complainants will receive an acknowledgement letter informing them of whether the complaint will be investigated by **The Arc of Hilo** or submitted to the State or Federal authority for processing.

- (1) **The Arc of Hilo** will notify HDOT OCR of **all** discrimination complaints within seventy-two (72) hours via telephone at (808) 831-7912 or email at [hdot-titlevi@hawaii.gov](mailto:hdot-titlevi@hawaii.gov)
- (2) **The Arc of Hilo** has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant(s). The complainant(s) has no later than one-hundred ten (110) 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(s) or does not receive the additional information within one-hundred ten (110) business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant(s) no longer wishes to pursue their case.
- (3) After the investigation is completed, an investigative report will be drafted, and the parties will be notified of the outcome. A letter shall be issued summarizing the investigative findings, and whether or not there was a violation of the Agency's nondiscrimination policy. In instances where there was no finding, the parties will be informed of such and that the case is closed. In cases where there appeared to be a violation, the parties shall be informed that appropriate action shall be taken to ensure that the alleged act(s) of discrimination stops. Complainants shall be notified of their right to pursue other avenues of recourse.
- (4) A copy of the investigative report and the notification letter shall be submitted to HDOT within seventy-two (72) hours of being issued to the parties.
- (5) A complainant dissatisfied with **The Arc of Hilo** decision may file a complaint with the Hawaii Department of Transportation, Office of Civil Rights, Attention Title VI Specialist, 200 Rodgers Boulevard, Honolulu, HI 96819 or the Federal Transit Administration, Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590.

A copy of these procedures can be found online at HDOT OCR:  
<http://hidot.hawaii.gov/administration/ocr/title-vi-program/>

# Discrimination Complaint Form

<b>Section I:</b>		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	Large Print <input type="checkbox"/>	Audio Tape <input type="checkbox"/>
	TDD <input type="checkbox"/>	Other <input type="checkbox"/>
<b>Section II:</b>		
Are you filing this complaint on your own behalf?	Yes* <input type="checkbox"/>	No <input type="checkbox"/>
<i>*If you answered "yes" to this question, go to <b>Section III</b>.</i>		
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.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>Section III:</b>		
I believe the discrimination I experienced was based on (check all that apply):		
Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/>		
<b>Date of Alleged Discrimination (Month, Day, Year):</b>		
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 need, please use the back of this form.		
<b>Section VI:</b>		
Have you previously filed a discrimination complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If yes, please provide any reference information regarding your previous complaint.

**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, name 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:

Name of person complaint is against:

Title:

Location:

Telephone Number (if available):

You may attach any written materials or other information that you think is relevant to your Complaint. Your signature and date are required below

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



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

Christine Gosse, HR Manager  
**The Arc of Hilo**  
1099 Waianuenu Ave.  
Hilo, HI 96720

A copy of this form can be found online at:

**[www.arcof hilo.org](http://www.arcof hilo.org)**

## Discrimination Investigations, Complaints and Lawsuits

Description/Name	Date (Month/Day/ Year)	Summary (include the basis of complaint: race, color, national origin, disability)	Status	Action (s) Taken (Final findings?)
<b>INVESTIGATIONS</b>				
1) None				
2)				
<b>LAWSUITS</b>				
1) None				
2)				
<b>COMPLAINTS</b>				
1) None				
2)				

This form will be submitted annually to HDOT OCR. If no investigations, lawsuits, or complaints were filed, type “None” for each category.

**The Arc of Hilo** has not had any Title VI discrimination complaints, investigations, or lawsuits in **2017-18**.

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The Arc of Hilo

*FTA 5310*

*Public Participation Plan*

**The Arc of Hilo** engages the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public will be invited to participate in the process whether through public meetings or surveys. As an agency receiving federal financial assistance, **The Arc of Hilo** made the following community outreach efforts:

REQUIRED: List all public meetings or public hearings that the agency conducts. List all publications and/or public announcements of the events and include the frequency of the event(s) held.

<b>Event Date</b> (Actual date held, Quarterly, Annual, Various)	<b>Your Agency Name</b> Staffer(s) (Full Name)	<b>Event</b> (Fair, Project mtg., Agency mtg., Council mtg.)	<b>Date Publicized and Communication Method</b> (Public Notice, Posters, Social Media)	<b>Outreach Method</b> (Meeting, Outreach, Survey, Fair, etc.)	<b>Notes</b> (Number of days event held, format used in conducting the meeting, Type of Event, Location, Number of Participants)
Job Fair\ (Annual) March 6, 2019	The Arc of Hilo HR Manager, Christine Gosse Commercial Services Manager, Janelle Ocampo	University of Hawaii Job Fair	Event promoted by UH Hilo	Booth at Fair & Surveys	1 day; Information booth; Job Fair UH Hilo, HI lobby Outreach fair:500 participants. Title VI Notice displayed.
America's Job Center  Hawaii Community College	The Arc of Hilo HR Manager, Christine Gosse Commercial Services Manager, Janelle Ocampo	Date TBD on both events	Social Media, Newspaper	Date TBD on both events	1 day each event. Information booth. Outreach:1000 participants Title VI Notice displayed.

**The Arc of Hilo** does not serve the public as a whole. Participants are on a referral basis to our programs and services.

In the upcoming year **The Arc of Hilo** does not anticipate holding any public events. We do not have public information pamphlets.

Limited English Proficiency Plan

*FTA 5310*

*Limited English Proficiency  
(LEP) Plan*



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The **Arc of Hilo** has developed the following LEP Plan to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to **The Arc of Hilo** programs, services, or activities as required by Executive Order 13166. An LEP 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.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining **The Arc of Hilo** extent of obligation to provide LEP services, **The Arc of Hilo** undertook a USDOT's four-factor LEP analysis which considers the following:

- (1) The number or proportion of LEP persons eligible in **The Arc of Hilo** service area who may be served or likely to encounter by **The Arc of Hilo** program, activities, or services.

**Service Area:** Our service area includes all of Hilo, Waiakea, Kea`au and Pahoa  
**Subdivisions:** Orchidland, Hawaiian Paradise Park, Mountain View, Ainaloa

- (2) The frequency with which LEP individuals come in contact with **The Arc of Hilo** services.
- (3) The nature and importance of the program, activities or services provided by **The Arc of Hilo** to the LEP population.
- (4) The resources available to **The Arc of Hilo** and overall costs to provide LEP assistance.

A brief description of these considerations is provided in the following section.

A Statement in (for example: Spanish or a specific language per your community make up) will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested. (List all other efforts to provide services to LEP individuals).

#### Safe Harbor Provision

**The Arc of Hilo** complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish (for example) LEP language. With respect to Title VI information, the following shall be made available in Spanish (for example) LEP:

- (1) Title VI Notice
- (2) Complaint Procedures
- (3) Complaint Form

In addition, we will conduct our marketing (including using translated materials) in a manner that reaches each LEP group. Vital Documents include the following:

- (1) Notices of free language assistance for persons with LEP
- (2) Notice of Non-Discrimination and Reasonable Accommodation
- (3) Outreach Materials
- (4) Your Agency's Bus Schedules
- (5) Route Changes
- (6) Public Hearings

**PROVIDE SAMPLE DOCUMENTS OF THE TYPES OF SERVICES YOUR AGENCY PROVIDES FOR LEP INDIVIDUALS  
No other languages, only English.**

## Non-elected Committees Membership Table

A sub-recipient who selects the membership of transit-related, non-elected planning boards, advisory councils, or committees must provide a table depicting the membership of those organizations broken down by race. Sub-recipients also must include a description of the efforts made to encourage participation of minorities on these boards, councils, and committees.

Table Depicting Membership of Committees, Councils, Broken Down by Race

Body	Caucasian	Latino	African American	Asian American	Native American	Native Hawaiian/Other Pacific Islander
Population SEE ATTACHMENT 2						
Board of Directors	80%			20%		

Describe the process the agency uses to encourage the participation of minorities on such Committees: **The Arc of Hilo** is located in an ethnically diverse area and the members of our board represent a cross section of our local population. We encourage any individual who has a desire to serve on our board to apply and their application is reviewed by the Board Chair and members of the committee.

**The Arc of Hilo** does **NOT** select the membership of any transit-related committees, planning boards, or advisory councils.

## Monitoring for 5310 Sub-Recipient Title VI Compliance

HDOT will monitor 5310 sub-recipients' compliance with FTA Title VI requirements. Oversight includes periodic on-site visits, review of submitted Title VI Plans, review of Title VI training programs and sub-recipient's agency-conducted surveys etc.

### **The Arc of Hilo:**

1. Submits its Title VI Plan every three (3) years.
2. Submits its Title VI Plan which has been approved by a governing entity or highest Authority of the agency.
3. Conducts Title VI Training for all employees. Documents its training program (date, attendance, topic(s) covered, number of hours per topic per session, lecture, video lesson etc.).
4. Conducts Title VI Training for all FTA defined Safety-Sensitive Employees. Documents its training program. (date, attendance, topic(s) covered, number of hours per topic per session, lecture, video lesson etc.).
5. Posts its Notice of Rights Under Title VI Notices in FTA funded vehicles.
6. Posts its Notice of Rights Under Title VI Notices in office and other publicly accessible places, including group meetings and other informational gatherings for its clients, and general public.
7. Posts its Notice of Rights Under Title VI Notices on agency website, brochures, bulletins, etc.
8. Describes how it monitors Title VI compliance by its officers, and employees.
9. Keeps records of discrimination complaints, and resolutions, etc.
10. Conducts surveys of clients, community, coordinated services to assess the level and effectiveness of ensuring non-discrimination.

## Title VI Training

**DESCRIBE HOW YOUR AGENCY TITLE VI COORDINATORS, AND STAFF ARE TRAINED IN TITLE VI.** Please list trainings attended in the last year as well as upcoming trainings that will be attended (provide date, site location, attendance sheets, topic etc.). These include online webinars, online classes, trade shows, industry related seminars dealing with Title VI, LEP, and Environmental Justice content.

The Arc of Hilo conducts annual staff meetings at which information regarding Title VI is provided to all staff members regarding non-discrimination policies and procedures for compliance and reporting purposes.



## Title VI Equity Analysis

A Title VI Equity Analysis is only required if the sub-recipient is planning to acquire land upon which to construct a facility or plans to construct a facility. Do not conduct the analysis unless you are planning to acquire land for this purpose or construct a facility.

A sub-recipient planning to acquire land to construct certain types of facilities must not discriminate on the basis of race, color, or national origin, against persons who may, as a result of the construction, be displaced from their homes or businesses. “Facilities” in this context does not include transit stations or bus shelters, but instead refers to storage facilities, maintenance facilities, and operation centers.

There are many steps involved in the planning process prior to the actual construction of a facility. It is during these planning phases that attention needs to be paid to equity and non-discrimination through equity analysis. The Title VI Equity Analysis must be done before the selection of the preferred site.

Even if facility construction is financed with non-FTA funds, if the sub-recipient organization receives any FTA dollars, it must comply with this requirement.

If the construction of the facility is funded with FTA funds, you may be subject to Environmental Justice (EJ), FTA Disadvantaged Business Enterprise (DBE), American with Disabilities Act (ADA) and Buy America requirements etc.

**The Arc of Hilo** has no current or anticipated plans to develop new transit facilities covered by these requirements. No facilities covered by these requirements were developed since **1954**.

## Board Approval for the Title VI Program

Board Resolution attached signed by Board Chair, dated Feb. 4, 2019

### Resolution Approving Federal Transit Authority 5310 Title VI Plan

Whereas The Arc of Hilo Board of Directors has the responsibility to ensure The Arc of Hilo services comply with Title VI of the Civil Rights Act of 1964, the Restoration Act of 1987, and all its related statues and regulations;

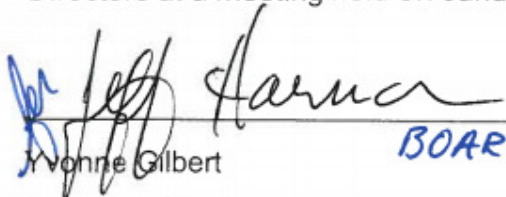
Whereas the business operations of The Arc of Hilo include: The Arc of Hilo, Hilo Arc Housing Corporation No. 1 DBA Hale Ulu Hoi II, and Hale Ulu Hoi III; now, therefore, be it

*Resolved*, that the Board of Directors of The Arc of Hilo ensures that

1. The Arc of Hilo operates its programs and services without regard to race, color, or national origin;
2. no person shall, on the grounds of race, color, or nation origin, be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination under any The Arc of Hilo sponsored program or activity;
3. any The Arc of Hilo Board of Director, staff, client, or client caregiver who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with The Arc of Hilo Title VI Program Coordinator.

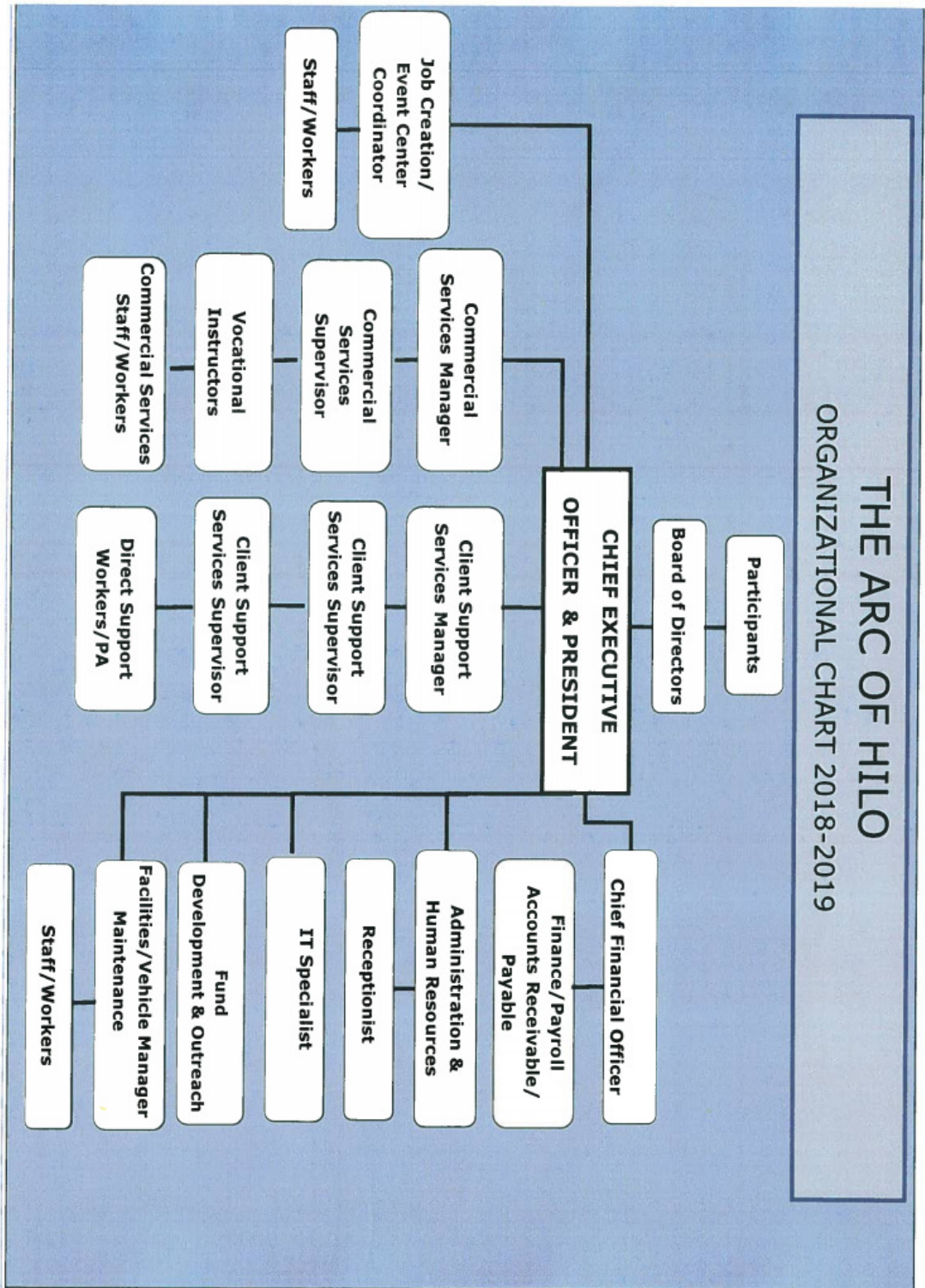
### Certification

I hereby certify that the above Resolution was adopted by The Arc of Hilo Board of Directors at a meeting held on January 29, 2019.

  
Yvonne Gilbert  
BOARD PRESIDENT 2/4/19

Secretary, Board of Directors

# Organizational Chart



## APPENDIX: Four-Factor Analysis

REFERENCE: Federal Transit Administration CIRCULAR 4702.1B

FTA C 4702.1B

Chap. III-7

In order to ensure meaningful access to programs and activities, recipients shall use the information obtained in the Four Factor Analysis to determine the specific language services that are appropriate to provide. A careful analysis can help a recipient determine if it communicates effectively with LEP persons and will inform language access planning. The Four Factor Analysis is an individualized assessment that balances the following four factors:

### **Factor 1: Determining the Number and Proportion of LEP Persons Served or Encountered in the Service Area.**

This population will be program- specific. In addition to the number or proportion of LEP persons served, the recipient's analysis should, at a minimum, identify:

- a) How LEP persons interact with the recipient's agency;
- b) Identification of affected LEP communities, and assess the number or proportion of LEP persons from each language group to determine the appropriate language services for each language group;
- c) The literacy skills of LEP populations in their native languages, in order to determine whether translation of documents will be an effective practice; and
- d) Whether LEP persons are underserved by the recipient due to language barriers.

### **Factor 2: Determine the Frequency with Which LEP Individuals Come into Contact with NRCS Programs, Activities, and Services.**

Recipients should survey key program areas and assess major points of contact with the public, such as:

- a) Use of bus and rail service;
- b) Purchase of passes and tickets through vending machines, outlets, websites, and over the phone;
- c) Participation in public meetings;
- d) Customer service interactions;

- e) Ridership surveys; and
- f) Operator surveys.

**Factor 3: Determine the Importance to LEP Persons of Your Program Activities and Services.**

Generally speaking, the more important the program, the more frequent the contact and the likelihood that language services will be needed. The provision of public transportation is a vital service, especially for people without access to personal vehicles. 5310 regional planning activities will impact every person in a region. Development of a coordinated plan to meet the specific transportation needs of seniors and people with disabilities will often also meet the needs of LEP persons. A person who is LEP may have a disability that prevents the person from using fixed route service, thus making the person eligible for ADA complementary paratransit. Transit providers, States, and 5310s must assess their programs, activities and services to ensure they are providing meaningful access to LEP persons. Facilitated meetings with LEP persons are one method to inform the recipient on what the local LEP population considers to be an essential service, as well as the most effective means to provide language assistance.

**Factor 4: Determine the Resource Available to the Recipient and Costs.**

Resource and cost issues can often be reduced by technological advances, reasonable business practices, and the sharing of language assistance materials and services among and between recipients, advocacy groups, LEP populations and Federal agencies. Large entities and those entities serving a significant number of LEP persons should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance.

**Developing a Language Assistance Plan.**

After completing the Four Factor Analysis, the recipient shall use the results of the analyses to determine which language assistance services are appropriate. Additionally, the recipient shall develop an assistance plan to address the identified needs of the LEP population(s) it serves. USDOT's LEP Guidance recognizes that certain recipients, such as those serving very few LEP persons or those with very limited resources, may choose not to develop a written plan. However, FTA has determined it is necessary to require its recipients to develop an assistance plan in order to ensure compliance. A recipient may formally request an exemption from this requirement if it believes it fits within the exception described.

Recipients have considerable flexibility in developing a Language Assistance Plan, or LEP Plan. An LEP Plan shall, at a minimum:

- a) Include the results of the Four Factor Analysis, including a description of the LEP population(s) served;
- b) Describe how the recipient provides language assistance services by language;
- c) Describe how the recipient provides notice to LEP persons about the availability of language assistance;

- d) Describe how the recipient monitors, evaluates and updates the language access plan; and
- e) Describe how the recipient trains employees to provide timely and reasonable language assistance to LEP populations.

FTA will solely determine, at the time the recipient submits its Title VI Program or subsequent to a complaint investigation or compliance review, whether a recipient's plan is sufficient to ensure meaningful access and thus ensure the recipient is not engaging in discrimination on the basis of national origin.

### **Translation of Vital Documents**

After completing the Four Factor Analysis, a recipient may determine that an effective LEP plan for its community includes the translation of vital documents into the language of each frequently encountered LEP group eligible to be served and/or likely to be affected by the recipient's programs and services.

Vital written documents include, but are not limited to: 1) consent and complaint forms; 2) intake and application forms with the potential for important consequences; 3) written notices of rights; 4) notices of denials, losses, or decreases in benefits or services; and 5) notices advising LEP individuals of free language assistance services.

Examples of vital documents include an ADA complementary paratransit eligibility application, a Title VI complaint form, notice of a person's rights under Title VI, and other documents that provide access to essential services.

Failure to translate these vital documents could result in a recipient denying an eligible LEP person access to services and discrimination on the basis of national origin.





## ATTACHMENT 1

### EXECUTIVE SUMMARY FOR THE ARC OF HILO

The Arc of Hilo, formed 66 years ago, serves low income people, including those with disabilities through job creation, quality of life enhancement, life skills education, and residential accommodations in affordable housing for 54 elderly and disadvantaged individuals. The Arc serves close to 100 Hawaiian residents and their families and currently employs 80 residents, including 30+ people with disabilities. The most challenged of our clients get individualized support services 24 hours a day, seven days a week. Our Adult Day Health (ADH) Program services people between the ages of 24 to 70. Commercial Services Program employs people between 18 and 55.

The current transportation service provided by The Arc of Hilo to our disabled clients is as follows: clients reach our offices by: regular taxi (using taxi vouchers), or Coordinated Services, or HC Hele-On bus services, or Hawaii County Economic Opportunity Council buses. The Arc transportation fleet supplies transportation for our two primary Service Groups: Commercial Services and Community Support Services. There are no written service agreements with any of these agencies; however, they have been providing this service for years.

The Arc's ADH Program provides training to increase levels of functioning in the areas of self-care, hygiene, communication, personal & social skills, transportation & employment. The Arc's Personal Assistance Program provides long-term one-on one, individualized care. The Arc is a job creator for low income individuals with systemic and/or personal barriers to employment & self-sufficiency.

Our goal is to create jobs in a diverse set of industries that are not dependent upon the tourism & are not as vulnerable to economic downturns. We are dedicated to taking resources & creating businesses that serve the community in landscaping, laundry, building maintenance, janitorial services and training in the conference, hospitality, and food service in the Event Center.

The Arc of Hilo has been a FTA sub-recipient for 9 years.

The Arc of Hilo's Organizational Chart is included in this document.

#### Contact Information:

Michelle M. Hiraishi, CEO and President

[mhiraishi@hiloarc.org](mailto:mhiraishi@hiloarc.org)

1099 Waiuanue Ave.

Hilo, HI 96720

808-935-8535 # 224



## ATTACHMENT 2

### **Population by Race** : Data via US Census (2017 ACS 5-Year Survey): Table B03002

<b>Race</b>	<b>Population</b>
Total	
Asian	540,556
White	357,308
Two or More Races	338,498
Native Hawaiian and Other Pacific Islander	142,600
Black or African American	25,884
Some Other Race	14,056
American Indian and Alaska Native	2,756