



TITLE VI PUBLIC PARTICIPATION PLAN

Noble - FTA Section 5310 Subrecipient

INTRODUCTION & PURPOSE

Noble receives Section 5310 funding through IndyGo to support the transportation needs of individuals with intellectual & developmental disabilities (IDD). As part of our responsibilities under the federal Title VI program, we maintain this Public Participation Plan to explain how Noble communicates transportation-related information and how individuals & families can participate when we consider significant changes to our transportation services.

ABOUT NOBLE'S TRANSPORTATION SERVICES

Noble provides specialized, closed-door transportation only to people who are enrolled in Noble programs. We do not operate on-demand transit, fixed routes, or any type of service that is open to the general public. Transportation is one component of services like Adult Day Services, Community Integration, Community Living, and Employment Services.

Vehicles purchased through the Section 5310 program are used entirely for these service-related purposes & only by eligible individuals consistent with the intent of the 5310 program.

NOBLE'S COMMITMENT TO TITLE VI

Noble does not discriminate against any person based on race, color, or national origin. Information about our Title VI protections and complaint procedure is available on our website, in Noble facilities, and can be provided in alternative formats upon request.

WHO WE ENGAGE

Our outreach efforts focus on individuals who rely on transportation provided by Noble and those who support them, including:

- People Receiving Services Through Noble
- Guardians, Families & Caregivers
- Case Managers & BDS Staff
- Direct Support Professionals & Program Staff
- Disability & Advocacy Organizations
- Community Partners & Mobility Coordination Groups

HOW WE COMMUNICATE

Noble uses several communication methods, depending on the situation:

- Email or Text Updates to Families & Guardians
- Directly to Families & Caregivers at Their Quarterly & Annual Person-Centered Individualized Service Plan Meetings
- Notices Posted at Noble locations
- Flyers or Information Sent Home
- Updates on Noble's website
- Announcements During Program Meetings
- Social Media (when appropriate)
- Website

Information is provided in plain language & alternative formats—including ASL interpretation, translated materials & large-print documents—are available upon request.

PUBLIC MEETINGS & INPUT OPPORTUNITIES

For major changes to transportation services, Noble will:

- Provide Advance Notice (at least 21 days)
- Offer At Least One Meeting or Listening Session, In-Person or Virtual
- Ensure Materials Are Accessible & Interpreters Are Available Upon Request
- Accept Comments by Email, Phone, Written Submission, or Meeting Attendance

Feedback is reviewed & considered before final decisions are made.

WHEN PUBLIC INPUT IS REQUIRED

Noble seeks input when:

- Transportation Availability or Hours May Be Reduced
- Service Will No Longer Be Offered for a Program
- Eligibility Criteria for Transportation May Change
- Significant Program Changes Are Proposed

Noble does not seek formal public input for routine or temporary operational adjustments such as routing or scheduling changes, staff changes, or minor policy updates.

HOW FEEDBACK IS REVIEWED

Input from individuals, families & stakeholders is documented & reviewed by Noble's leadership team. A summary of comments & Noble's responses is available upon request & may be shared with IndyGo when required.

ONGOING EVALUATION

Noble reviews this Public Participation Plan periodically & updates it as needed. Records of notices, outreach materials, meeting notes & summaries are maintained according to Title VI requirements.

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AVAILABILITY OF THE PLAN

This plan is available on Noble's website & a printed copy is available upon request. Alternate formats or translated copies can also be provided as needed.

SUMMARY OF OUTREACH EFFORTS SINCE THE LAST TITLE VI PROGRAM

While the provision of transportation is not the focal point of our services, it is a primary component of everything we do to ensure that the people we serve are getting their needs met & any barriers addressed. We do this in a very holistic way, beginning before a potential client even enters our services. One of the first discussions we have with individuals & their families during the client intake process is about their typical mode of transportation and/or any issues they experience with it. This gives us a better sense of their unique needs as well as helps us identify service-related trends.

Our services are designed to be person-centered so we meet with the individual and their support team each quarter as well as annually to share successes and issues, changes in goals and potential opportunities. Key to these discussions is transportation needs, changes and any recent issues that need to be addressed. To make sure that the individual is at the center of these quarterly meetings, we've developed a one-page My Meeting pictorial guide to help them cover the main areas of their lives, from Healthy Living to Safety & Security. Under Daily Life & Work, the individual is prompted to discuss what's working & what isn't with their transportation.

In our Service and Resource Handbook that is updated and distributed annually (and on request), a section covers transportation, safe travel tips and a resource guide on various transportation options and eligibility criteria. This list of resources is also spelled out in our Transition Handbook that is distributed to students who are getting ready to move from the classroom to adult life. The one-page Transition Guide also reminds them to identify & lock down their post-school transportation options. Similarly, we make a particular point of addressing transportation needs, barriers and options as a core part of the job exploration and placement process of our Employment Services, recognizing that reliable transportation is a must in retaining a job. Because it is also key to the ability to meet health care needs, shop for groceries, run errands & participate in the community, our Community Living staff members coordinate & provide their transportation.

Access to reliable transportation has become a key "selling point" for other services as well. The facilitator of our Family Support Network 2-gen services ensures that families have access to or are provided with free bus passes. We help individuals coordinate transportation by purchasing IndyGo tickets & coordinating their rides. Our marketing materials for services provided at Noble Art and the Career Center, for example, point out their easy access to bus lines.

On a broader level, the Director of our Career Center is Noble's representative participating in regular meetings of the Central Indiana Regional Transportation Authority (CIRTA) and the Mayor's Advisory Council (MAC). Likewise, we advocate public transportation as a legislative priority at the state level in concert with trade association partners INARF and The Arc of Indiana. Similarly, grant funders like United Way of Central Indiana understand transportation to be a basic need & require us to track the number of trips we provide each year for the people we serve. In the success stories that we provide to these funding partners, we share goals achieved like when an individual in our Career Exploration Group mastered the IndyGo public transportation app downloaded on his phone or when others can confidently navigate the bus system independently. We then share these success stories in our newsletters and on social media.

In this virtual space, we also take the opportunity to discuss issues through website blog posts like the one from May 6, 2025, called "Accessible Transportation Matters." You can view it at <https://www.mynoblelife.org/2025/05/accessible-transportation-matters/>. Our website also features a page on Title VI and ADA prominently under About Us, again on the Contact Us page & with a direct link located in the footer of the homepage. Finally, these & other outreach initiatives since the last Title VI Program are part of our Public Participation Plan, which is posted on this web page & updated annually.