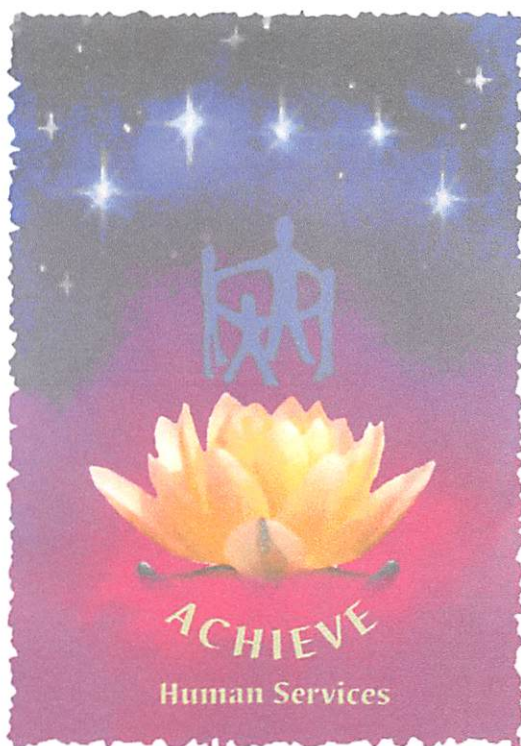


## Public Participation Plan

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# *ACHIEVE Human Services, Inc. Public Participation Plan*

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**ACHIEVE Human Services, Inc.** is engaging 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, **ACHIEVE Human Services, Inc.** made the following community outreach efforts:

ACHIEVE Human Services forms part of the Yuma Metropolitan Organization (YMPO) Plan. The Yuma Regional Transportation Coordination Plan defines a set of strategies to advance local efforts in meeting the mobility needs of transportation disadvantaged individuals in the Yuma region. For the purposes of this plan, transportation disadvantaged individuals are defined as older adults aged 65 and over, persons living in poverty, persons with disabilities, and veterans. The plan analyzes the demographics of the transportation disadvantaged populations within the Yuma region, identifies destinations throughout the extents of the region, and inventories mobility resources available to the general public and targeted populations. Through public outreach and analysis, the plan then identifies mobility needs and strategies to resolve those needs. These meetings are held quarterly.

ACHIEVE Human Services forms part of the Western Arizona Council of Government (WACOG) Plan. A minimum of five (5) public meetings shall be held; One (1) public meeting in each of the following jurisdictions, combining where and when feasible; after draft findings are determined: (1) Arizona Strip (Inc. Colorado City) covering northern Mohave County, (2) Bullhead City and western Mohave County, (3) Kingman and central Mohave County, (4) Quartzite and central/southern La Paz, (5) Parker and northern La Paz. Meetings should be held at a time that caters to working and nonworking individuals/businesses. All public meetings shall include invites to local tribal agencies. • Display boards and/or Power Point presentation and handouts • Notification by flyers, newspaper ads, email, Social Media • Present draft study to WACOG Technical Advisory Committee • Present Final Study to WACOG Executive Board.

ACHIEVE Human Services, Inc. forms part of the Lake Havasu Metropolitan Organization (LHMPO) Plan. The goals are to enhance regional transportation mobility and accessibility. Plan, design and implement a coordinated transportation system so that improvements are consistent with regional development and infrastructure. Preserve and improve the function of the existing transportation system and public involvement.

The ACHIEVE Human Services, Inc. Board of Directors meetings are held six times per year at the ACHIEVE Corporate office, 3250A East 40th Street, Yuma, AZ 85365. The public is invited to attend through word-of-mouth campaigns.

In the upcoming year **ACHIEVE Human Services, Inc.** will make the following community outreach efforts:

-Job/hiring/transition fairs offer ACHIEVE the opportunity to share marketing materials with the public and to speak about the services offered throughout the community to include transportation service. These fairs occur periodically throughout the year, sometimes monthly, in Yuma, Mohave, La Paz, Pinal and Gila counties at various locations—schools, churches, civic centers or hiring centers.



**-AHS will continue to conduct public tours of our facilities.**

ACHIEVE welcomes the public to tour our recycling facility and campus areas during normal business hours. This open-tour policy is advertised to the public through word-of-mouth and ongoing community mixers/socials. Tours should be coordinated in advance to ensure adequate staff will be able to accommodate the request. ACHIEVE is open Monday-Friday, 8 a.m. to 5 p.m.

**-Billboard marketing campaign to advertise services throughout Yuma, Mohave, La Paz, Pinal and Gila counties.**

ACHIEVE advertises year-round through billboard advertisements that publicly advertise our services and contact information.

**-Chief Executive Officer (CEO) memorandums published monthly for staff and employee distribution.**

**-CEO participation in local, national and international agencies to advocate for individuals with disabilities.**

The President/CEO is a member of, and a chair for, numerous agencies designed to raise awareness of, and petition the government for, better programs, services, and funding for people with disabilities.

**-Print and digital publications via the local Chamber of Commerce**

AHS advertises and incorporates articles and flyers in the local Yuma Chamber of Commerce print and online marketing campaigns monthly.

**-ACHIEVE partners with other local agencies to provide Safe Affordable Reliable Accessible (SARA) Rides to people with disabilities in the local community.**

**-Transportation services are publicly offered during Individual Support Plan meetings with various providers throughout the community.**

**-ACHIEVE's plethora of services are offered during marketing campaigns like ACHIEVE Enterprise Services' Pay it Forward program as a means to give back to the local community.**

**In the event of a route or rate change:**

If a route or rate change occurs, ACHIEVE will ensure every possible communication method is utilized to inform its stakeholders of the changes. This communication will be provided by email, in a hard-copy letter, and ACHIEVE will publish the change on our website to ensure that all affected parties are notified in a timely manner. The information on the route and/or rate change will also be communicated in Spanish as well as English.