
Title VI Plan and Procedures
Title VI of the Civil Rights Act of 1964

Hampton-Newport News Community Services Board

Adopted

January 27, 2022



Table of Contents

I.	INTRODUCTION	2
II.	OVERVIEW OF SERVICES	3
III.	POLICY STATEMENT AND AUTHORITIES	4
IV.	NONDISCRIMINATION ASSURANCE TO DRPT	5
V.	PLAN APPROVAL DOCUMENT	6
VI.	ORGANIZATION AND TITLE VI PROGRAM RESPONSIBILITIES	7
VII.	PROCEDURES FOR NOTIFYING THE PUBLIC OF TITLE VI RIGHTS AND HOW TO FILE A COMPLAINT.....	9
	Title VI Complaint Procedures	10
VIII.	Public Outreach and Involvement.....	13
IX.	LANGUAGE ASSISTANCE PLAN FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP).....	14
	Introduction And Legal Basis	14
X.	MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES.....	22
XI.	Monitoring Title VI Complaints	22
	Appendix A - Title VI Notice to the Public	24
	Appendix B - Title VI Notice to the Public List of locations	25
	Appendix C - Hampton-Newport News Community Services Board Quality Management and Human Rights Policy References	26
	Appendix D – Complaint Form	27
	Appendix E - Investigations, Lawsuits and Complaints Document	28
	Appendix F - Summary of Outreach Efforts.....	29
	Appendix G -Table Minority Representation on Committees by Race	30

I. INTRODUCTION

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "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." (42 U.S.C. Section 2000d).

The Civil Rights Restoration Act of 1987 clarified the intent of Title VI to include all programs and activities of Federal-aid recipients, sub-recipients, and contractors whether those programs and activities are federally funded or not.

Recently, the Federal Transit Administration (FTA) has placed renewed emphasis on Title VI issues, including providing meaningful access to persons with Limited English Proficiency.

Recipients of public transportation funding from FTA and the Virginia Department of Rail and Public Transportation (DRPT) are required to develop policies, programs, and practices that ensure that federal and state transit dollars are used in a manner that is nondiscriminatory as required under Title VI.

This document details how Hampton-Newport News Community Services Board incorporates nondiscrimination policies and practices in providing services to the public. Hampton-Newport News Community Services Board's Title VI policies and procedures are documented in this plan and its appendices and attachments. This plan will be updated periodically (at least every three years) to incorporate changes and additional responsibilities that arise.

II. OVERVIEW OF SERVICES

The Hampton-Newport News Community Services Board (H-NNCSB) offers services to individuals with mental health, intellectual disability, and/or substance use disorders. Our services are available for individuals of all ages who reside in Hampton and Newport News, Virginia. The H-NNCSB was established in 1971 and is currently the second largest CSB in Virginia. The H-NNCSB is governed by fifteen citizen Board Members, eight of which are appointed by the Newport News City Council and seven by the Hampton City Council. In 1994, seven programs at the H-NNCSB were nationally accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF), which distinguished the agency for becoming the first CSB in Virginia to have such accreditation.

Currently, the H-NNCSB employs over 700 employees, to include full-time and part-time positions. In FY20, the H-NNCSB provided unduplicated services to over 12,000 individuals in the cities of Hampton and Newport News. The mission of the Hampton-Newport News Community Services Board is to provide a comprehensive continuum of services and supports promoting prevention, recovery, and self-determination for people affected by mental illness, substance use, and intellectual and developmental disabilities. The H-NNCSB strives to advance the well-being of the communities we serve, as evidenced by H-NNCSB providing a variety of transportation services, H-NNCSB including but not limited to: transportation to appointments, outings, and other programs within the community.

III. POLICY STATEMENT AND AUTHORITIES

Title VI Policy Statement

Hampton-Newport News Community Services Board is committed to ensuring that no person shall, on the grounds of race, color, national origin, as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 (PL 100.259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity, whether those programs and activities are federally funded or not.

The Hampton-Newport News Community Services Board Title VI Manager is responsible for initiating and monitoring Title VI activities, preparing required reports, and other responsibilities as required by Title 23 Code of Federal Regulations (CFR) Part 200, and Title 49 CFR Part 21.

Daphne Cunningham, Deputy Exec. Dir.
for Natalie Christian

Signature of Authorizing Official

1/27/2022
Date

Authorities

Title VI of the 1964 Civil Rights Act provides that no person in the United States 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 any program or activity receiving federal financial assistance (refer to 49 CFR Part 21). The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of the terms “programs or activities” to include all programs or activities of Federal Aid recipients, sub recipients, and contractors, whether such programs and activities are federally assisted or not.

Additional authorities and citations include: Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d); Federal Transit Laws, as amended (49 U.S.C. Chapter 53 et seq.); Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended (42 U.S.C. 4601, et seq.); Department of Justice regulation, 28 CFR part 42, Subpart F, “Coordination of Enforcement of Nondiscrimination in Federally-Assisted Programs” (December 1, 1976, unless otherwise noted); U.S. DOT regulation, 49 CFR part 21, “Nondiscrimination in Federally-Assisted Programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act of 1964” (June 18, 1970, unless otherwise noted); Joint FTA/Federal Highway Administration (FHWA) regulation, 23 CFR part 771, “Environmental Impact and Related Procedures” (August 28, 1987); Joint FTA/FHWA regulation, 23 CFR part 450 and 49 CFR part 613, “Planning Assistance and Standards,” (October 28, 1993, unless otherwise noted); U.S. DOT Order 5610.2, “U.S. DOT Order on Environmental Justice to Address Environmental Justice in Minority Populations and Low-Income Populations,” (April 15, 1997); U.S. DOT Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons, (December 14, 2005), and Section 12 of FTA’s Master Agreement, FTA MA 13 (October 1, 2006).

IV. NONDISCRIMINATION ASSURANCE TO DRPT

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from the Federal Transit Administration (FTA) must be accompanied by an assurance that the applicant will carry out the program in compliance with DOT's Title VI regulations. This requirement is fulfilled when the Virginia Department of Rail and Public Transportation (DRPT) submits its annual certifications and assurances to FTA. DRPT shall collect Title VI assurances from sub-recipients prior to passing through FTA funds.

As part of the Certifications and Assurances submitted to DRPT with the Annual Grant Application and all Federal Transit Administration grants submitted to the DRPT, Hampton-Newport News Community Services Board submits a Nondiscrimination Assurance which addresses compliance with Title VI as well as nondiscrimination in hiring (EEO) and contracting (DBE), and nondiscrimination on the basis of disability (ADA).

In signing and submitting this assurance, Hampton-Newport News Community Services Board confirms to DRPT the agency's commitment to nondiscrimination and compliance with federal and state requirements.

V. PLAN APPROVAL DOCUMENT

I hereby acknowledge the receipt of the Hampton-Newport News Community Services Board Title VI Implementation Plan 2022-2025. I have reviewed and approve the Plan. I am committed to ensuring that no person is excluded from participation in, or denied the benefits of transit services on the basis of race, color, or national origin, as protected by Title VI according to Federal Transit Administration (FTA) Circular 4702.1B Title VI requirements and guidelines for FTA sub-recipients.

*Daphne Cunningham, Deputy Exec. Director
for Natale Christian*

1/27/2022

Natale Christian, Executive Director

Date

Hampton-Newport News Community Services Board

VI. ORGANIZATION AND TITLE VI PROGRAM RESPONSIBILITIES

The Hampton-Newport News Community Services Board's Resource Development Specialist is responsible for ensuring implementation of the agency's Title VI program. Title VI program elements are interrelated and responsibilities may overlap. The specific areas of responsibility have been delineated below for purposes of clarity.

General Title VI Responsibilities of the Agency

The Title VI Manager is responsible for substantiating that these elements of the Plan are appropriately implemented and maintained, and for coordinating with those responsible for public outreach and involvement and service planning and delivery.

1. Data Collection

To ensure that Title VI reporting requirements are met, Hampton-Newport News Community Services Board will maintain:

- A database or log of Title VI complaints received. The investigation of and response to each complaint is tracked within the database or log.
- A log of the public outreach and involvement activities undertaken to ensure that minority and low-income people had a meaningful access to these activities.

2. Annual Report and Updates

As a sub-recipient of FTA funds, Hampton-Newport News Community Services Board is required to submit a Quarterly Report Form to DRPT that documents any Title VI complaints received during the preceding quarter and for each year. Hampton-Newport News Community Services Board will also maintain and provide to DRPT an annual basis, the log of public outreach and involvement activities undertaken to ensure that minority and low-income people had a meaningful access to these activities.

Further, the H-NNCSB will submit to DRPT updates to any of the following items since the previous submission, or a statement to the effect that these items have not been changed since the previous submission, indicating date:

- A copy of any compliance review report for reviews conducted in the last three years, along with the purpose or reason for the review, the name of the organization that performed the review, a summary of findings and recommendations, and a report on the status or disposition of the findings and recommendations;
- Limited English Proficiency (LEP) plan;
- Procedures for tracking and investigating Title VI complaints;
- A list of Title VI investigations, complaints or lawsuits filed with the agency since the last submission; and

- A copy of the agency notice to the public that it complies with Title VI and instructions on how to file a discrimination complaint.

3. Annual Review of Title VI Program

Each year, in preparing for the Annual Report and Updates, the Title VI Manager will review the agency's Title VI program to assure implementation of the Title VI plan. In addition, they will review agency operational guidelines and publications, including those for contractors, to verify that Title VI language and provisions are incorporated, as appropriate.

4. Dissemination of Information Related to the Title VI Program

Information on our Title VI program will be disseminated to agency employees, contractors, and beneficiaries, as well as to the public, as described in the "public outreach and involvement" section of this document, and in other languages when needed according to the LEP plan as well as federal and State laws/regulations.

5. Resolution of Complaints

Any individual may exercise his or her right to file a complaint if that person believes that he, she or any other program beneficiaries have been subjected to unequal treatment or discrimination in the receipt of benefits/services or prohibited by non-discrimination requirements. Hampton-Newport News Community Services Board will report the complaint to DRPT within three business days (per DRPT requirements), and make a concerted effort to resolve complaints locally, using the agency's Title VI Complaint Procedures. All Title VI complaints and their resolution will be logged as described under Section 1, "Data Collection", and reported annually (in addition to immediately) to DRPT.

6. Written Policies and Procedures

Our Title VI policies and procedures are documented in this plan and its appendices and attachments. This plan will be updated periodically to incorporate changes and additional responsibilities that arise. During the course of the Annual Title VI Program Review (item 3 above), the Title VI Manager will determine if an update is needed.

7. Internal Education

Our employees will receive training on Title VI policies and procedures upon hiring and upon promotion. This training will include requirements of Title VI, our obligations under Title VI (LEP requirements included), and required data that must be gathered and maintained. In addition, training will be provided when any Title VI-related policies or procedures change (agency-wide training), or when appropriate in resolving a complaint.

Title VI training is the responsibility of the H-NNCSB Human Resources Department.

8. Title VI Clauses in Contracts

In all federal procurements requiring a written contract or Purchase Order (PO), Hampton-Newport News Community Services Board's contract/PO will include appropriate non-discrimination clauses. The Title VI Manager will work with the Credential and Procurement Coordinator, who is responsible for procurement contracts and PO's to ensure appropriate non-discrimination clauses are included.

VII. PROCEDURES FOR NOTIFYING THE PUBLIC OF TITLE VI RIGHTS AND HOW TO FILE A COMPLAINT

Requirement to Provide a Title VI Public Notice

Title 49 CFR Section 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. At a minimum, Hampton-Newport News Community Services Board shall disseminate this information to the public by posting a Title VI notice on the agency's website and in public areas of the agency's office(s), including the reception desk, meeting rooms, and in federally-funded vehicles.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "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" (42 U.S.C. Section 2000d).

Hampton-Newport News Community Services Board is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1B. If you feel you are being denied participation in or being denied benefits of the transit services provided by Hampton-Newport News Community Services Board or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, please contact:

Compliance@hnnscsb.org

SEE APPENDIX A-Title VI Notice to the Public
SEE APPENDIX B-Title VI Notice to the Public List of Locations

Title VI Complaint Procedures

In order to comply with the reporting requirements established in 49 CFR Section 21.9(b), the H-NNCSB has developed procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public. The H-NNCSB has developed a Title VI complaint form. The form and procedure for filing a complaint is available on the agency's website and its facilities.

Any individual may exercise his or her right to file a complaint with Hampton-Newport News Community Services Board if that person believes that he or she has been subjected to unequal treatment or discrimination in the receipt of benefits or services. The H-NNCSB will report the complaint to DRPT within three business days (per DRPT requirements), and make a concerted effort to resolve complaints locally, using the agency's Nondiscrimination Complaint Procedures. All Title VI complaints and their resolution will be logged and reported annually (in addition to immediately) to DRPT.

Hampton-Newport News Community Services Board includes the following language on all printed information materials, on the agency's website, in press releases, in public notices, in published documents, and on posters on the interior of each vehicle operated in passenger service:

The Hampton-Newport News Community Services Board is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964.

For additional information on Hampton-Newport News Community Services Board's nondiscrimination policies and procedures, or to file a complaint, please visit the website at www.hnncsb.org or contact our Compliance and Standard Manager Compliance@hnncsb.org or call 757-788-0300.

Instructions for filing Title VI complaints are posted on the agency's website and in posters on the interior of each vehicle operated in passenger service and agency's facilities, and are also included within Hampton-Newport News Community Services Board's transportation guide book. The process for filing complaints is outlined in the section entitled "Procedures for Handling and Reporting Investigations/Complaints and Lawsuits".

SEE APPENDIX C-H-NNCSB Policy and Procedures References
SEE APPENDIX D – Complaint Form

Procedures for Handling and Reporting Investigations/Complaints and Lawsuits

Should any Title VI investigations be initiated by the FTA or DRPT, or any Title VI lawsuits be filed against the Hampton-Newport News Community Services Board, the agency will adhere to the following:

When to File a Complaint

Any individual, group of individuals, or entity that believes they have been subjected to discrimination on the basis of race, color, or national origin may file a written complaint with the H-NNCSB's Compliance and Standards Manager.

Method of Filing a Complaint

- The preferred method of filing a complaint is to use the *Title VI Complaint Form* (Appendix D) and send it to:

Compliance and Standards Manager
Hampton-Newport News Community Services Board
300 Medical Drive
Hampton, Virginia 23666
[**Compliance@hnnscsb.org**](mailto:Compliance@hnnscsb.org)

- Verbal complaints will be accepted by the Compliance and Standards Manager (CSM). To make a verbal complaint, individuals may call (757) 788-0300 and ask for the Compliance and Standards Manager. Complaints received by any other employee of the Hampton-Newport News Community Services Board should be immediately forwarded to the Compliance and Standards Manager.
- It should be noted that H-NNCSB staff will provide appropriate assistance to complainants, including those persons with disabilities or who are limited in their ability to communicate in English.
- In addition to the abovementioned options, a complainant may file a Title VI complaint directly with:

Federal Transit Administration
Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Avenue SE
Washington, DC 20590

- A complaint must be filed within 180 calendar days of the alleged occurrence utilizing one of the options provided.
- The Compliance and Standards Manager will only process complaints that are complete.

Tracking/Documenting Complaints

- Any written or verbal complaint(s) alleging discrimination as indicated by Title VI of the Civil Rights Act of 1964, as amended, will be recorded upon receipt in a log sheet (Appendix E) and maintained by the Compliance and Standards Manager. The log, at a minimum, should include: Name of the complainant(s); Date complaint was received;

Nature of the complaint; Action taken by the agency; Initial/signature of the agency representative handling the complaint.

Investigating Complaints

- Upon receipt of the complaint, the Compliance and Standards Manager (CSM) will record the complaint on the Title VI Complaint Log and notify the H-NNCSB's Authorizing Official.
- The CSM will notify the Department of Rail and Transportation (DRPT) of the H-NNCSB's receiving of the complaint within three (3) business days of its receipt.
- The CSM will begin an investigation into the complaint within 10 business days of the H-NNCSB's receipt of the complaint. (**Note: A complaint must be filed within 180 calendar days of the alleged occurrence. Please see section "Method of Filing a Complaint".*) The CSM will adhere to the H-NNCSB's organizational policies governing investigations (see Appendix C), and/or as otherwise indicated in this procedural section.
- The complainant will be informed that they have a right to have a witness or representative present during the interview with the CSM and can submit any documentation he/she perceives as relevant to proving his/her complaint.
- At the conclusion of the investigation, the CSM will send the complainant written communication regarding the outcome of the investigation, including information on how to appeal the finding. DRPT will serve as the appealing forum to a complainant that is not satisfied with the outcome of an investigation conducted by Hampton-Newport News Community Services Board. DRPT will analyze the facts of the case and will issue its conclusion to the appellant according to their procedures.
- If the complaint was substantiated, the letter will indicate the course of action that will be followed to correct the situation. If the complaint is determined to be unfounded, the letter will explain the reasoning, and refer the complainant to DRPT in the event the complainant wishes to appeal the determination.
- A complaint may be dismissed for the following reasons:
 - The complainant requests the withdrawal of the complaint.
 - An interview cannot be scheduled with the complainant after reasonable attempts.
 - The complainant fails to respond to repeated requests for additional information needed to process the complaint.
- The CSM will complete the complaint investigation within 60 days of the H-NNCSB's receipt of the complaint.

Transportation-Related Title VI Investigations, Complaints, and Lawsuits

Background

All recipients shall prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin:

- Active investigations conducted by FTA and entities other than FTA;
- Lawsuits; and
- Complaints naming the recipient.

This list shall include the date that the transportation-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint. This list shall be included in the Title VI Program submitted to DRPT every three years and information shall be provided to DRPT quarterly and annually.

SEE APPENDIX E – Investigations, Lawsuits, and Complaints Document

VIII. PUBLIC OUTREACH AND INVOLVEMENT

PUBLIC PARTICIPATION PLAN

Introduction

The Public Participation Plan (PPP) is a guide for ongoing public participation endeavors. Its purpose is to ensure that Hampton-Newport News Community Services Board utilizes effective means of providing information and receiving public input on transportation decisions from low income, minority and limited English proficient (LEP) populations, as required by Title VI of the Civil Rights Act of 1964 and its implementing regulations.

Under federal regulations, transit operators must take reasonable steps to ensure that Limited English Proficient (LEP) persons have meaningful access to their programs and activities. This means that public participation opportunities, normally provided in English, should be accessible to persons who have a limited ability to speak, read, write, or understand English.

In addition to language access measures, other major components of the PPP include: public participation design factors; a range of public participation methods to provide information, to invite participation and/or to seek input; examples to demonstrate how population-appropriate outreach methods can be and were identified and utilized; and performance measures and objectives to ensure accountability and a means for improving over time.

Hampton-Newport News Community Services Board established a public participation plan or process that will determine how, when, and how often specific public participation activities should take place, and which specific measures are most appropriate.

Hampton-Newport News Community Services Board will make these determinations based on a demographic analysis of the population(s) affected, the type of plan, program, and/or service under consideration, and the resources available. Efforts to involve minority and LEP populations in public participation activities may include both comprehensive measures, such as placing public notices at all transit stations, stops, and vehicles, as well as targeted measures to address linguistic,

institutional, cultural, economic, historical, or other barriers that may prevent minority and LEP persons from effectively participating in our decision-making process.

Some Of Those Effective Public Outreach Practices Includes:

- a. Scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities.
- b. Employing different meeting sizes and formats.
- c. Coordinating with community and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- d. Newspaper ads in publications that serve LEP populations.
- e. Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments.
- f. Agency has a Cultural Competency Committee that oversees the language access plan.

SEE APPENDIX F-Summary of Outreach Efforts

IX. LANGUAGE ASSISTANCE PLAN FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP)

Introduction And Legal Basis

LEP is a term that defines any individual not proficient in the use of the English language. The establishment and operation of an LEP program meets objectives set forth in Title VI of the Civil Rights Act and Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency (LEP). This Executive Order requires federal agencies receiving financial assistance to address the needs of non-English speaking persons. The Executive Order also establishes compliance standards to ensure that the programs and activities that are provided by a transportation provider in English are accessible to LEP communities. This includes providing meaningful access to individuals who are limited in their use of English. The following LEP language implementation plan, developed by Hampton-Newport News Community Services Board is based on FTA guidelines.

As required, Hampton-Newport News Community Services Board developed a written LEP Plan (below). Using American Community Survey (ACS) Census data, Hampton-Newport News Community Services Board has evaluated data to determine the extent of need for translation services of its vital documents and materials.

LEP persons can be a significant market for public transit, and reaching out to these individuals can help increase their utilization of transit. Therefore, it also makes good business sense to translate vital information into languages that the larger LEP populations in the community can understand.

Assessment of Needs and Resources

The need and resources for LEP language assistance were determined through a four-factor analysis as recommended by FTA guidance.

Factor 1: Assessment of the Number and Proportion of LEP Persons Likely to be Served or Encountered in the Eligible Service Population

The agency has reviewed census data on the number of individuals in its service area that have limited English Proficiency, as well as the languages they speak.

U.S. Census Data – American Community Survey (2011-2015)

Data from the U.S. Census Bureau’s American Community Survey (ACS) were obtained through www.census.gov by H-NNCSB’s service area. The agency’s service area includes a total of 10,147 (3.42%) persons with Limited English Proficiency (those persons who indicated that they spoke English less than “very well,” in the 2011-2015 ACS Census). The 2011-2015 ACS data was used due to the lack of LEP by language group data for the 2012-2016 ACS estimates.

Information from the 2011-2015 ACS also provides more detail on the specific languages that are spoken by those who report that they speak English less than very well. Languages spoken at home by those with LEP are presented below. These data indicate the extent to which translations into other language are needed to meet the needs of LEP persons.

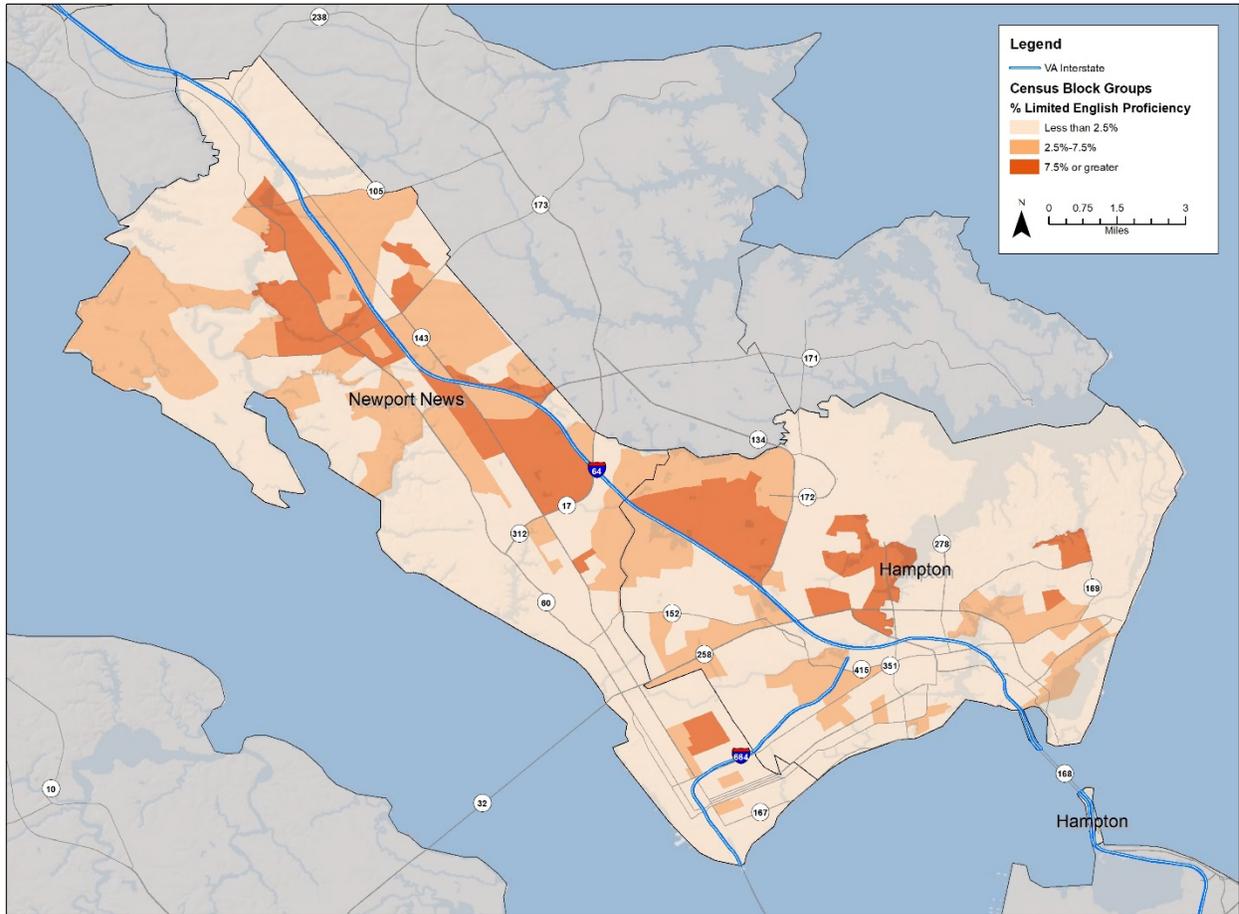
Table 1 - LEP Individuals by Language Spoken

H-NNCSB Service Area			
Language	Number of LEP Population	Percent of Service Area Population Speaking Language	Percent of LEP Population Speaking Language
Spanish or Spanish Creole	5,315	1.79%	52.38%
Vietnamese	915	0.31%	9.02%
Korean	680	0.23%	6.70%
Tagalog	399	0.13%	3.93%
Arabic	325	0.11%	3.20%
Other Indic languages	319	0.11%	3.14%
African languages	297	0.10%	2.93%
Mon-Khmer	267	0.09%	2.63%
French	213	0.07%	2.10%
Persian	166	0.06%	1.64%
German	138	0.05%	1.36%
Chinese	138	0.05%	1.36%

Other Asian languages	137	0.05%	1.35%
Other Indo-European languages	119	0.04%	1.17%
Greek	103	0.03%	1.02%
Russian	97	0.03%	0.96%
Hindi	76	0.03%	0.75%
Serbo-Croatian	65	0.02%	0.64%
Japanese	59	0.02%	0.58%
Other Pacific Island languages	58	0.02%	0.57%
Thai	53	0.02%	0.52%
Gujarati	44	0.01%	0.43%
Laotian	37	0.01%	0.36%
Urdu	35	0.01%	0.34%
Portuguese or Portuguese Creole	27	0.01%	0.27%
Italian	18	0.01%	0.18%
Other Native North American languages	13	0.00%	0.13%
Scandinavian languages	13	0.00%	0.13%
French Creole	11	0.00%	0.11%
Hebrew	10	0.00%	0.10%
Total LEP Population	10,147	3.42%	
Total Service Area Population	296,461		

The most spoken language group among LEP individuals is Spanish or Spanish Creole (5,315). No other language group surpasses the Safe Harbor Provision. Figure 1 maps the percentage of LEP individuals by Census Block Group. Larger percentages of LEP persons are found in western Hampton and northern Newport News.

Figure 1 – % LEP by Census Block Group



Factor 2: Assessment of Frequency with Which LEP Individuals Come Into Contact with the Transit Services or System

Hampton-Newport News Community Services Board reviewed the relevant benefits, services, and information provided by the agency and determined the extent to which LEP persons have come into contact with these functions through the following channels:

- Calls to Hampton-Newport News Community Services Board’s customer service telephone line;
- Visits to the agency’s headquarters;
- Attendance at community meetings or public hearings hosted by Hampton-Newport News Community Services Board;
- Attendance at some community group meetings

It was found that the agency provided adequate provisions for those LEP persons in need. We will continue to identify emerging populations as updated Census and American Community Survey data become available for our service area. In addition, when LEP persons contact our agency, we attempt to identify their language and keep records on contacts to accurately assess the frequency of contact. To assist in language identification,

we use a language identification flashcard based on that which was developed by the U.S. Census. (<http://www.lep.gov/ISpeakCards2004.pdf>)]

Factor 3: Assessment of the Nature and Importance of the Transit Services to the LEP Population

Hampton-Newport News Community Services Board provides the following programs, activities and services:

Mental Health Services includes: case management, outpatient psychotherapy, medications administration, day clubhouse, supported employment, community residential and supported living programs, emergency housing, transitional housing, emergency services, in-home services, psychosocial rehabilitation, partial hospitalization, and assertive outreach to the homeless mentally ill. Substance Abuse Services includes: emergency services, case management, outpatient drug free & opioid replacement therapy, primary residential alcohol/drug treatment, non-medical detoxification, transitional residential programming, prevention and education, jail-based treatment services, HIV testing and counseling, coordinated services for pregnant and post-partum women. IDD Services includes: case management, day support, adult day care, education/recreation, after school, respite care, supported employment (through a contract arrangement with ARC-Peninsula), residential group homes, family support, early intervention and prevention, behavioral consultation, emergency services, and supported living.

Based on past experience serving and communicating with LEP persons and interviews with community agencies, we learned that the following services/routes/programs are currently of particular importance LEP persons in the community.

Case management and substance abuse services.

The following are the most critical services provided by Hampton-Newport News Community Services Board for all customers, including LEP persons.

- Case management
- Mental health therapy
- Crisis stabilization
- ARTS Services
- ID support coordination services
- Housing services
- Other paratransit services
- Services targeted at low income persons

Factor 4: Assessment of the Resources Available to the Agency and Costs

The following language assistance measures currently being provided by Hampton-Newport News Community Services Board

- Interpreters – approximately \$100 an hour
- Language Line – approximately \$100 a month
- Bi-lingual publications approximately \$500 to \$2000 to create depending on complexity
- Staff Assistance – approximately \$40 hours when needed

We anticipate that these activities and costs will increase as we expand services. We anticipate this cost to be approximately \$2000 yearly.

Based on the analysis of demographic data and contact with community organizations and LEP persons, Hampton Newport News Community Services Board has determined that there are no additional services needed to provide meaningful access.

The available budget that could be currently be devoted to additional language assistance expenses is \$5000. This amount is likely to be stable over time. The H-NNCSB also has bilingual staff that can be utilized to provide services as needed. A listing of the staff is being developed and will be available.

Feasible and Appropriate Language Assistance Measures

Based on the available resources, the following language assistance measures are feasible and appropriate for our agency at this time:

- Translation of documents into other languages
- Language lines for interpretation
- Staff Interpreters

LEP Implementation Plan

Through the four-factor analysis, Hampton-Newport News Community Services Board has determined that the following types of language assistance are most needed and feasible:

- Translation of documents into other languages
- Language lines for interpretation
- Staff Interpreters

Agency staff that come into contact with LEP persons can access language services by offering the individual a language identification flashcard, having a supply of translated documents on hand, or transferring a call to bilingual staff. All staff will be provided with a list of available language assistance services and additional information and referral resources. This list will be updated at least annually.

Responding to LEP Callers

Staff who answer calls from the public respond to LEP customers as follows:

- Transferring the person to a bilingual staff or transferring the consumer to a language line.

Responding to Written Communications from LEP Persons

The following procedures are followed when responding to written communications from LEP persons:

- Utilize computer programs to translate the documents to appropriately respond.
- Utilize translation service as needed.

Responding to LEP Individuals in Person

The following procedures are followed when an LEP person visits our customer service and administrative office:

- Utilize translations lines and bilingual staff

The following procedures are followed by operators when an LEP person has a question on board a Hampton-Newport News Community Services Board vehicle:

The staff attempts to have bilingual materials available. They can also call the main line to be connected to a language line.

Staff Training

As noted previously, all Hampton-Newport News Community Services Board staff are provided with a list of available language assistance services and additional information and referral resources, updated annually.

All new hires receive training on assisting LEP persons as part of their sensitivity and customer service training. This includes:

- A summary of the agency's language assistance plan;
- A course in Cultural Sensitivity policies and practices of the H-NNCSB;
- A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and
- A description of the agency's cultural sensitivity.

Also, all staff who routinely come into contact with customers, as well as their supervisors and all management staff, receive annual refresher training on policies and procedures related to assisting LEP persons.

Providing Notice to LEP Persons

LEP persons are notified of the availability of language assistance through the following approaches:

- following our Title VI policy statement included on our vital documents.
- on our website, with links to translations of vital documents in other languages.
- through signs posted on our vehicles and in our customer service and administrative offices.
- through ongoing outreach efforts to community organizations, schools, and religious organizations.

LEP persons will also be included in all community outreach efforts related to service and fare changes.

Monitoring/updating the plan

This plan will be updated on a periodic basis (at least every three years), based on feedback, updated demographic data, and resource availability.

As part of ongoing outreach to community organizations, Hampton-Newport News Community Services Board will solicit feedback on the effectiveness of language assistance provided and unmet needs. In addition, we will conduct periodic focus groups, internal meetings with staff who assist LEP persons, and a review of updated Census data, formal studies of the adequacy and quality of the language assistance provided, and determine changes to LEP needs.

In preparing the triennial update of this plan, Hampton-Newport News Community Services Board will conduct an internal assessment using the Language Assistance Monitoring Checklist provided in the FTA's "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons.

Based on the feedback received from community members and agency employees, Hampton-Newport News Community Services Board will make incremental changes to the type of written and oral language assistance provided as well as to their staff training and community outreach programs. The cost of proposed changes and the available resources will affect the enhancements that can be made, and therefore Hampton-Newport News Community Services Board will attempt to identify the most cost-effective approaches.

As the community grows and new LEP groups emerge, Hampton-Newport News Community Services Board will strive to address the needs for additional language assistance.

X. MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES

Title 49 CFR Section 21.5(b)(1)(vii) states that a recipient may not, on the grounds of race, color, or national origin, “deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program.”

Hampton-Newport News Community Services Board has transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which we select.

1. The Hampton-Newport News Community Services Board is governed by a Board of Directors appointed by the City Councils of Newport News (8 appointed members) and Hampton (7 appointed members)
 - a. Citizens interested in serving on the Board of Directors express their interest through their cities Board, Commission and Committee Selection and Application Process
 - b. Candidates for appointment have the chance to learn about the H-NNCSB through Board Pool Forums held on a periodic basis.
 - c. Appointment is made by each city council based on the number of openings that are available up to the maximum for each city.

SEE APPENDIX G - TABLE MINORITY REPRESENTATION ON COMMITTEES BY RACE

XI. MONITORING TITLE VI COMPLAINTS

As part of the complaint handling procedure, the H-NNCSB’s Compliance and Standards Manager investigates possible inequities in service delivery for the route(s) or service(s) about which the complaint was filed. Depending on the nature of the complaint, the review examines span of service (days and hours), frequency, routing directness, interconnectivity with other routes and/or fare policy. If inequities are discovered during this review, options for reducing the disparity are explored, and service or fare changes are planned if needed.

In addition to the investigation following an individual complaint, the Compliance and Standards Manager periodically reviews all complaints received to determine if there may be emerging patterns or trends. At a minimum, this review is conducted as part of preparing the Annual Report and Update for submission to DRPT.

APPENDICES

APPENDIX A - TITLE VI NOTICE TO THE PUBLIC

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "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" (42 U.S.C. Section 2000d).

Hampton-Newport News Community Services Board (H-NNCSB) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1B. If you feel you are being denied participation in or being denied benefits of the transit services provided by H-NNCSB, or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, our contact information is:

Compliance and Standards Manager
Hampton Newport News Community Services Board
300 Medical Drive
Hampton, VA 23666
757-788-0300
Compliance@HNNCSB.org

APPENDIX B - TITLE VI NOTICE TO THE PUBLIC LIST OF LOCATIONS

Public Notices are displayed:

In vehicles

At the main office

**APPENDIX C - HAMPTON-NEWPORT NEWS COMMUNITY SERVICES
BOARD QUALITY MANAGEMENT AND HUMAN RIGHTS POLICY
REFERENCES**

- **QM-016 Investigations and Serious Incident Reviews**
- **Human Rights Policies and Procedures**

APPENDIX D – COMPLAINT FORM

Title VI Complaint Form

Name (Complainant):	Person completing this form, if not the complainant:
	Person providing administrative support in completing this form, if applicable:
Phone number:	Email address:
Home address (street #, city, state, zip):	If applicable, name and position of person(s) who allegedly discriminated against you: Click to enter information
Date of Alleged Incident(s):	Location of Alleged Incident(s):
<p>Have you filed this complaint with any other federal and state agency, or with any federal or state court?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, check all that apply:</p> <p><input type="checkbox"/> Federal Agency <input type="checkbox"/> Federal Court <input type="checkbox"/> State Agency <input type="checkbox"/> State Court</p> <p>Please provide the name and phone number of the contact persons at the agency/court where the complaint was filed:</p>	
<p>Type of Title VI Discrimination:</p> <p><input type="checkbox"/> Race/Ethnicity <input type="checkbox"/> Religion <input type="checkbox"/> Disability <input type="checkbox"/> Sexual Orientation <input type="checkbox"/> Gender <input type="checkbox"/> Age <input type="checkbox"/> National Origin <input type="checkbox"/> Income</p>	
<p>Please explain, as clearly as possible, what happened, why you believe it happened, and how you were discriminated against. Indicate who was involved. Be sure to include how other persons were treated differently from you. (Please use additional sheets if necessary and attach a copy of written materials pertaining to your case, if applicable.)</p>	
<p>Please list any person(s) we may contact for additional information to support your complaint:</p>	
<p>The Hampton-Newport News Community Services Board only accepts completed, signed Title VI Complaint Forms. Please sign and date this Complaint Form below:</p>	
<p>_____</p> <p>(Signature)</p>	<p>_____</p> <p>(Date)</p>

APPENDIX E - INVESTIGATIONS, LAWSUITS AND COMPLAINTS DOCUMENT

List 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.				
Lawsuits				
1.				
Complaints				
1.				

APPENDIX F - SUMMARY OF OUTREACH EFFORTS

The Hampton-Newport News CSB public outreach practices include:

- Scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities.
- Employing different meeting sizes and formats.
- Coordinating with community and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- Newspaper ads in publications that serve LEP populations.
- Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments.
- Agency has a Cultural Competency Committee that oversees the Language Access Plan.

APPENDIX G -TABLE MINORITY REPRESENTATION ON COMMITTEES BY RACE

Table Minority Representation on Committees by Race

Committee	Black or African American	White/ Caucasian	Latino/ Hispanic	American Indian or Alaska Native	Asian	Native Hawaiian or other Pacific Islander	Other <i>*Note</i>	Totals
Board of Directors	11	3	0	0	1	0	0	15

**Note – Other races reported: Lithuania, Ukrainian, and Polish*