

TOWN OF LISBON

INCORPORATED 1786

BOARD OF SELECTMEN

1 NEWENT ROAD
LISBON, CONN. 06351-2926
TEL. (860) 376-3400
FAX. (860) 376-6545



TOWN OF LISBON LANGUAGE ASSISTANCE PLAN AS PROVIDED BY TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

COMPLIANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

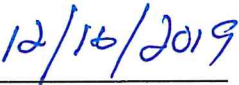
TOWN OF LISBON

The Town of Lisbon does not discriminate in the provision of services, the administration of its programs, or contractual agreements. The Town of Lisbon endorses Title VI of the Civil Rights Act of 1964 which prohibits discrimination on the grounds of race, color or national origin in programs and activities receiving federal financial assistance. Title VI provides 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 any program covered by the regulations."

This policy is effectuated through the methods of administration outlined in the Town's Title VI Compliant Procedure and is fully implemented to ensure compliance by the Town as the recipient and by subrecipients. The cooperation of all Town personnel is required.

A handwritten signature in blue ink, appearing to read "T. Sparkman", written over a horizontal line.

Thomas W. Sparkman, First Selectman

A handwritten date "12/16/2019" in blue ink, written over a horizontal line.

Date

Notifying the Public of Rights under Title VI

Town of Lisbon

- The Town of Lisbon operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Town of Lisbon.
- For more information on the Town of Lisbon civil rights program, and the procedures to file a complaint, contact 860-376-3400, TRS 711; ejoseph@lisbonct.com; or visit our administrative office at 1 Newent Road, Lisbon, CT 06351. For more information, visit lisbonct.com.
- A complainant may file a complaint directly with the Connecticut Department of Transportation by filing a complaint with the Office of Contract Compliance, Attention: Title VI Coordinator, 2800 Berlin Turnpike, Newington, CT 06111
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- If information is needed in another language, contact 860-376-3400.

TOWN OF LISBON TITLE VI COMPLAINT FORM

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

Section IV

Have you previously filed a Title VI complaint with this agency?

Yes

No

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, check 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:

Contact person:

Title:

Telephone number:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature

Date

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

- Town of Lisbon, 1 Newent Road, Lisbon, CT 06351 ; or
- Connecticut Department of Transportation, Office of Contract Compliance, Attn: Title VI Coordinator, 2800 Berlin Turnpike, Newington, CT 06111; or
- Federal Transit Administration, FTA Civil Rights Office, 1200 New Jersey Avenue SE, Washington, DC 20590

Title VI Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Town of Lisbon may file a Title VI complaint by completing and submitting the Town of Lisbon Title VI Complaint Form. The Town of Lisbon investigates complaints received no more than 180 days after the alleged incident. The Town of Lisbon will process complaints that are complete.

Once the complaint is received, the Town of Lisbon will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office. The Town of Lisbon will notify the Connecticut Department of Transportation's Title VI Coordinator of any Title VI complaints filed, within 10 business days of receipt.

The Town of Lisbon has 30 days to investigate the complaint. If more information is needed to resolve the case, the Town of Lisbon may contact the complainant. The complainant has 30 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 or does not receive the additional information within 30 business days, the Town of Lisbon can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or any other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Connecticut Department of Transportation, Office of Contract Compliance, Attn: Title VI Coordinator, 2800 Berlin Turnpike, Newington, CT 06111; or directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Town of Lisbon Title VI Complaint Log

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

TOWN OF LISBON		DEMOGRAPHY	
LANGUAGE	COUNT (SPEAKS ENGLISH LESS THAN VERY WELL)	PERCENT OF OTHER POPULATION (TOTAL POPULATION OF 4136)	LEP OR SAFE HARBOR THRESHOLD REACHED
SPANISH	0	0	NO
FRENCH CAJUN OR HAITIAN	23	.56%	NO
RUSSIAN, POLISH OR OTHER SLAVIC LANGUAGES	0	0	NO
CHINESE (INCLUDING MANDARIN, CANTONESE	10	.24%	NO
OTHER	0	0	NO



C16001

LANGUAGE SPOKEN AT HOME FOR THE POPULATION 5 YEARS AND OVER

Universe: Population 5 years and over

2013-2017 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Technical Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities, and towns and estimates of housing units for states and counties.

	Lisbon town, New London County, Connecticut	
	Estimate	Margin of Error
Total:	4,136	+/-59
Speak only English	3,962	+/-108
Spanish:	42	+/-49
Speak English "very well"	42	+/-49
Speak English less than "very well"	0	+/-12
French, Haitian, or Cajun:	38	+/-34
Speak English "very well"	15	+/-18
Speak English less than "very well"	23	+/-21
German or other West Germanic languages:	11	+/-17
Speak English "very well"	11	+/-17
Speak English less than "very well"	0	+/-12
Russian, Polish, or other Slavic languages:	37	+/-35
Speak English "very well"	37	+/-35
Speak English less than "very well"	0	+/-12
Other Indo-European languages:	5	+/-9
Speak English "very well"	5	+/-9
Speak English less than "very well"	0	+/-12
Korean:	0	+/-12
Speak English "very well"	0	+/-12
Speak English less than "very well"	0	+/-12
Chinese (incl. Mandarin, Cantonese):	32	+/-37
Speak English "very well"	22	+/-24
Speak English less than "very well"	10	+/-15
Vietnamese:	0	+/-12
Speak English "very well"	0	+/-12
Speak English less than "very well"	0	+/-12
Tagalog (incl. Filipino):	0	+/-12
Speak English "very well"	0	+/-12
Speak English less than "very well"	0	+/-12
Other Asian and Pacific Island languages:	0	+/-12
Speak English "very well"	0	+/-12
Speak English less than "very well"	0	+/-12
Arabic:	0	+/-12
Speak English "very well"	0	+/-12

FREQUENCY: In the most recent survey of the Senior Center Van Driver, Meal Site Server and Senior Coordinator/Municipal Agent for the Elderly, there have been no requests for language assistance. This same survey was conducted with members of the Lisbon Senior Center and residents who receive services through Meals-On-Wheels as well as transportation services (i.e. doctor appointments, shopping, etc.). The results were the same, with no requests for language assistance.

IMPORTANCE: The transportation services provided through the Lisbon Senior Center allow for the delivery of daily meals to homebound residents, the ability to go to the bank, pharmacy, medical appointments, shopping as well as go to and from the Senior Center. The service area for transportation is Lisbon, Griswold, Norwich, Franklin and Plainfield.

RESOURCES and COSTS: Currently, there are no funds “dedicated” for LEP outreach assistance as the need has been nonexistent. However, on one previous occasion during a Planning & Zoning Commission public hearing the Town hired a private company to provide language assistance. There are sufficient funds available in our “contracted services” line item in the General Government Budget to accommodate LEP outreach if necessary.

LANGUAGE ASSISTANCE PLAN (LAP): As evidenced by the results of the four factor analysis the current need for language assistance services is negligible. However, as a member community of the Southeast Area Transit District and the Southeastern Connecticut Council of Governments and the Thames Valley Council for Community Action, the Town of Lisbon has available language assistance services including Spanish, Haitian, Creole and Chinese. The notice of the availability of language assistance include but are not limited to Title VI Notice to the Public, Website (Google Translate link), Town Newsletter and on the community bulletin board in the Lisbon Town Hall and Lisbon Senior Center.

PUBLIC PARTICIPATION PLAN: The transportation services provided through the Lisbon Senior Center includes routine survey of the needs of those using the service, including the need for language assistance. Included in this survey is outreach on social media, the local community church and Lisbon Central School. While the local newspaper coverage of services and programs including language assistance provided to residents, the Town is becoming more proactive on social media and in our quarterly newsletter. All meetings involving the transportation plan were conducted at times and in a place open to public participation.

MONITORING and UPDATING THE PLAN: The need for additional proactive translation of outreach and project materials will be evaluated for each planning activity that may disproportionately impact LEP individuals. The Town of Lisbon will re-evaluate language needs every three years in advance of its Title IV review with CT DOT. The Town's Language Assistance Plan will be revised as language needs change, as additional guidance on Title IV compliance is made available, as new communication technologies enter common use by LEP populations and the general public.

EMPLOYEE TRAINING: The Town of Lisbon's Title IV Coordinator briefs new employees on Title IV policies and procedures at the time they are hired. Employees will be provided a refresher approximately every two years and after the Coordinator attends any training sessions. Employees will also be updated with changes to policy and procedures as needed.