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# TITLE VI PROGRAM

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Ledyard Senior Center



Revised 4/1/2021

## **Notifying the Public of Rights under Title VI**

### **Ledyard Senior Center**

The Ledyard Senior Center 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 Ledyard Senior Center.

For more information on the Ledyard Senior Center civil rights program, and the procedures to file a complaint, contact 860-464-0478, TRS 711; Scott@ledyardrec.org; or visit our administrative office at 12 Van Tassel Drive, Gales Ferry, CT 06335. For more information, visit [www.Ledyardct.org](http://www.Ledyardct.org) or [www.ledyardrec.org](http://www.ledyardrec.org).

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, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

If information is needed in another language, contact 860-464-9112.

Si necesita información en otro idioma, comuníquese con 860- 464- 9112.

### **Notice to the Public Locations**

- Senior Center, Parks & Rec, and Ledyard Community Resource face book pages.
- Town and Parks & Recreation web sites. We are in the process of joining the Seniorcenterct.org website and will be posted there as well. [www.Ledyardct.org](http://www.Ledyardct.org) or [www.ledyardrec.org](http://www.ledyardrec.org).
- On bulletin boards at the Senior Center, Town Hall, Ledyard Senior Housing, and Community Center.
- In all Senior Center vehicles.
- In the Town wide Events Magazine that is mailed to all residents 4 times per year.

## **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 Ledyard Senior Center may file a Title VI complaint by completing and submitting the Ledyard Senior Center Title VI Complaint Form. The Ledyard Senior Center investigates complaints received no more than 180 days after the alleged incident. The Ledyard Senior Center will process complaints that are complete.

Once the complaint is received, the Ledyard Senior Center 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 Ledyard Senior Center will notify the Connecticut Department of Transportation's Title VI Coordinator of any Title VI complaints filed, within 10 business days of receipt.

The Ledyard Senior Center has 60 days to investigate the complaint. If more information is needed to resolve the case, Ledyard Senior Center may contact the complainant. The complainant has 10 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 10 business days, the Ledyard Senior Center 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.

For more information, visit [www.Ledyardct.org](http://www.Ledyardct.org) or [www.ledyardrec.org](http://www.ledyardrec.org).

## Ledyard Senior Center TITLE VI COMPLAINT FORM

<b>Section I:</b>				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
<b>Section II:</b>				
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
<b>Section III:</b>				
I believe the discrimination I experienced was based on (check all that apply):				
Race [ ] Color [ ] 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.				

<b>Section IV</b>		
Have you previously filed a Title VI complaint with this agency?	Yes	No
<b>Section V</b>		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? _____		
<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, check all that apply: <input type="checkbox"/> Federal Agency: _____ <input type="checkbox"/> Federal Court _____ <input type="checkbox"/> State Agency _____ <input type="checkbox"/> State Court _____ <input type="checkbox"/> Local Agency _____		
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		
<b>Section VI</b>		
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

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Signature

Date

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

- Ledyard Senior Center, 12 Van Tassel Drive Gales Ferry CT 06335 ; 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

For more information, visit [www.Ledyardct.org](http://www.Ledyardct.org) or [www.ledyardrec.org](http://www.ledyardrec.org).

## Ledyard Senior Center Title VI Complaint Log

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

## **Public Participation Plan for Ledyard Senior Center**

Ledyard Senior Center 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.

Ledyard Senior Center will make the following community outreach efforts for the upcoming year:

- Continuing with the admission of the Senior Center van trip information within the Town of Ledyard Events Magazine that goes out at the beginning of every season. Information includes where the van rides can take you, what days the vans are available, and the phone number to call to make your appointments or ask questions.
- Frequently keep the public updated with the van schedule and changes through the Senior Center page on Facebook and through phone calls made weekly to members.
- Every Senior Citizen meeting is available to the public and has a time for citizen comments to speak. Meetings are every 4<sup>th</sup> Wednesday of the month and give citizens a chance to voice any concerns, questions, or comments to the commission.
- Post information at Senior Housing, the Library's, Town Hall, and the Senior Center. Information will also be made available on the Town's website, the Parks & Recreation website, and we are working on getting information on the SeniorCenterCT.org website by the end of this year. [www.Ledyardct.org](http://www.Ledyardct.org) or [www.ledyardrec.org](http://www.ledyardrec.org).

# FOUR FACTOR ANALYSIS

<p><b>Factor One</b>  <i>Number/Proportion of LEP Persons in Service Area</i></p> <ul style="list-style-type: none"> <li>Spanish Language count that speaks English less than very well is 48, which is 0.4% of the total population of 13,502. Other Indo-European languages that speak English less than very well is 85, which his 0.6%. Asian and pacific islander languages that speak English less than very well is 118, which is 0.9% of the population.</li> <li>None of the LEP languages reach the LEP threshold of 5%, or the Safe Harbor Threshold (1000 persons).</li> </ul>	<p><b>Factor Two</b>  <i>Frequency of Contact with LEP Persons</i></p> <ul style="list-style-type: none"> <li>Our organization does not encounter LEP persons very often.</li> <li>We only have 2 members who would be LEP, 1 member speaks other Indo-European languages, and the other member speaks Pacific Islander languages.</li> </ul>
<p><b>Factor Three</b>  <i>Nature &amp; Importance of the Service to LEP Persons</i></p> <ul style="list-style-type: none"> <li>Our organization provides medical transportation on Monday, Tuesday, and Thursday. Examples of medical transportation are but not limited to; hospital appointments, doctor appointments, vaccine appointments, etc. We also provide grocery shopping and bank runs on every Friday.</li> <li>Our services greatly affect our members lives and those members who are LEP persons.</li> </ul>	<p><b>Factor Four</b>  <i>Resources Available &amp; Overall Costs</i></p> <ul style="list-style-type: none"> <li>We have a Spanish instructor that can be utilized to translate documents as needed.</li> <li>Funding is limited but we do have funds in our General Fund Budget that can be utilized to provide language assistance.</li> </ul>

## RESOURCES

[FTA Title VI Circular](#)  
[CTDOT Title VI Maps](#)  
[American Factfinder](#)  
[CTDOT Title VI Webpage](#)  
[U.S. Census Bureau](#)

## ACRONYMS

ACS: American Community Survey  
 CBO: Community Based Organization  
 FBO: Faith Based Organization  
 LAP: Language Assistance Plan  
 LEP: Limited English Proficiency

## QUESTIONS? CONTACT US!

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# Language Assistance Plan

<p style="text-align: center;"><b>Language Assistance measures</b></p> <ul style="list-style-type: none"> <li>· We can currently have documents translated by internal staff into Spanish as requested.</li> <li>· Bilingual staff member who speaks Hungarian.</li> <li>· Staff responds to written communications from LEP persons to the best of our ability's using Google translate. Any communications in Spanish can be translated and a response translated by our Spanish instructor.</li> <li>· Staff will respond to LEP persons face to face by using google translate.</li> <li>· If the need arises, we will utilize Language Line Solutions over the phone interpreting and document translation services.</li> </ul>	<p style="text-align: center;"><b>Staff training</b></p> <ul style="list-style-type: none"> <li>· Staff will be trained on the information included in our Title VI program.</li> <li>· LEP training will be provided at hire with annual refreshers.</li> <li>· As new language assistance measures are implemented staff will be informed/ trained on the new measures.</li> </ul>
<p style="text-align: center;"><b>Outreach/Notification</b></p> <ul style="list-style-type: none"> <li>· Our Title VI Notice to the Public notifies the public of the ability to request free language assistance.</li> <li>· The availability of language assistance will appear in the Town wide Events Magazine, Town website, Parks &amp; Rec website, displayed in our vehicles, and on the bulletin board in the Senior Center.</li> <li>· Notice of language assistance will be provided at registration.</li> <li>· If any LEP population exceeds 5% or 1,000 individuals our Title VI Notice to the Public, Title VI Complaint Form, Title VI Complaint Process, and our registration form will be translated.</li> </ul>	<p style="text-align: center;"><b>Monitoring &amp; Updating</b></p> <ul style="list-style-type: none"> <li>· Our LAP will be reviewed annually and updated triennially.</li> <li>· Staff will review census/ACS data every 5 years to identify any changes in LEP populations within our service area.</li> </ul>

## RESOURCES

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- ACS: American Community Survey
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## QUESTIONS? CONTACT US!

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**Ledyard Population Table**

Body	Caucasian	Hispanic/Latino	African American	Asian	Native American	2 or more races
Population	85.8%	5.4%	2.8%	4.6%	2.6%	4%

**Organizational Chart:**

