

HALL COUNTY, NEBRASKA



LIMITED ENGLISH PROFICIENCY PLAN

January 2015

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Limited English Proficiency Policy Statement

Hall County is committed to providing equal opportunity in all programs and services to ensure full compliance with all civil rights laws, including Title VI of the 1964 Civil Rights Act as amended. Equal opportunity includes physical & program access for individuals with disabilities and program access for individuals with Limited English Proficiency (LEP).

This policy contains a four prong analysis which examines:

- Number of limited English proficiency individuals served,
- Frequency with which LEP individuals come into contact with the program,
- Nature and importance of services provided, and
- Resources available to the County.

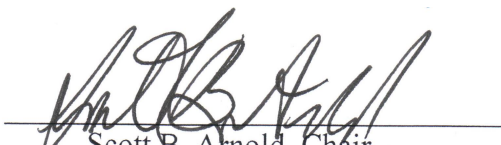
This policy is intended to ensure Hall County's compliance with the Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency and was drafted upon consideration of the services offered, the community served, the resources of Hall County, and the costs of various language service options.

It is Hall County's Policy to provide language access services to populations of individuals with Limited English Proficiency (LEP) who are eligible to be served or likely to be directly affected by our programs. Such services will be focused on providing meaningful access to our programs, services and/or benefits.

It is Hall County's Policy to provide assistance to individuals with Limited English Proficiency in an efficient and timely manner so as not to delay a determination of eligibility, receipt of eligible services/benefits or participation in a County run program beyond that of an English speaking individual or family.

Any individual eligible for programs/services provided by Hall County who cannot speak, read, write, or understand the English Language at a level that permits them to interact effectively with our staff has the following rights:

- A right to qualified interpreter services at no cost to them.
- A right not to be required to rely on their minor children, other relatives or friends as interpreters.
- A right to file a grievance about the language access services provided them.



Scott B. Arnold, Chair
Hall County Board of Supervisors

January 2015

Authorities

LEP Executive Order 13166 and Title VI of the Civil Rights Act prohibit discrimination on the basis of national origin, among other things. LEP Executive Order (Executive Order 13166) ensures that, consistent with Title VI, individuals with Limited English Proficiency (“LEP”) have meaningful access to federally conducted and federally funded programs and activities.

Guidance

At the time the EO was published, the Department of Justice (DOJ) also issued a guidance document for agencies to follow in designing their own LEP program for recipients, and in creating plans for making Federal activities and programs meaningfully accessible. The guidance clarified the LEP responsibilities under Title VI, including disparate impact regulations and a 1976 DOJ regulation requiring translation of documents in certain circumstances. Agencies are to consider four factors in developing their LEP programs:

1. The number of LEP individuals in the eligible service population or likely to be encountered in recipient activities and programs.
2. The frequency with which LEP individuals came into contact with the program.
3. The importance of the service or information provided by the program.
4. The resources available.

Definitions

Effective Communication – In a County setting, effective communication occurs when agency staff has taken necessary steps to make sure that someone who is LEP is given adequate information in their language to understand the services, benefits or the requirements for services or benefits offered by or through the County. The steps must allow an individual the opportunity to qualify for the benefits or services provided by the County without unnecessary delay due to LEP. Effective communication also means that someone that is LEP is able to communicate the relevant circumstances of their situation to County staff.

Interpretation – Interpretation means the oral or spoken transfer of a message from one language into another language.

Limited English Proficiency – An individual with limited English proficiency or “LEP” who is not able to speak, read, write or understand the English language well enough to allow them to interact effectively with County staff. An LEP

individual is therefore entitled to language assistance under Title VI of the Civil Rights Act of 1964 with respect to a particular type of service, benefit or encounter.

Meaningful Access – Meaningful access to benefits, programs and services is the standard required of the County since it receives Federal funding. Meaningful access requires compliance by the County with Federal LEP requirements as set out in relevant Federal laws. To ensure meaningful access for people with LEP, the County must make available to applicants/recipients of benefits/services free language assistance that results in accurate and effective communication that does not result in undue delay or denial of benefits to which the LEP applicant/recipient is eligible.

Translation - Translation means the written transfer of a message from one language into another language.

Vital Documents - Forms or documents designed and utilized by Hall County that are critical for accessing federally funded services or benefits. Vital documents that have been translated into Spanish for use on federally funded county road & bridge projects are on the Nebraska Department of Roads website and include:

- “Your Rights Under Title VI” brochure
- Notice under ADA
- Complaint Procedure/Form
- Asistencia Para La Relocalizacion (Relocation Assistance Brochure, available through the Right of Way Division)
- El Progreso de las Autopistas y su Propiedad (Highway Progress and Your Property, available through the Right of Way Division)
- Adquisicion de Derecho de Paso y su Propiedad (Acquisition of Right of Way, available through Right of Way Division)

Four-Factor Analysis

Hall County is required to take reasonable steps to ensure meaningful access to our programs and activities by LEP individuals, using the 4-factor analysis.

1. The number or proportion of LEP individuals eligible to be served or likely to be encountered by a program, activity or service of Hall County.
2. The frequency with which LEP individuals come in contact with the program.
3. The nature and importance of the program, activity or service provided by Hall County.
4. The resources available to Hall County and costs of the program.

Languages Spoken within the State of Nebraska

Percentages of Languages spoken within the State of Nebraska according to the 2008 to 2012 American Community Survey:

Subject	Nebraska				
	Total		Percent of specified language speakers		
			Speak English "very well"		Speak English less than "very well"
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
Population 5 years and over	1,696,552	+/-286	95.3%	+/-0.1	4.7%
Speak only English	89.6%	+/-0.1	(X)	(X)	(X)
Speak a language other than English	10.4%	+/-0.1	54.5%	+/-0.8	45.5%
Spanish or Spanish Creole	6.9%	+/-0.1	50.8%	+/-1.1	49.2%
Other Indo-European languages	1.5%	+/-0.1	74.2%	+/-2.2	25.8%
Asian and Pacific Island languages	1.3%	+/-0.1	48.9%	+/-3.2	51.1%
Other languages	0.7%	+/-0.1	58.0%	+/-4.2	42.0%

CITIZENS 18 YEARS AND OVER					
Subject	Total	Margin of Error	Estimate	Margin of Error	Estimate
All citizens 18 years and over	1,305,336	+/-2,099	98.2%	+/-0.1	1.8%
Speak only English	94.5%	+/-0.1	(X)	(X)	(X)
Speak a language other than English	5.5%	+/-0.1	67.6%	+/-1.2	32.4%
Spanish or Spanish Creole	3.3%	+/-0.1	65.9%	+/-1.5	34.1%
Other languages	2.2%	+/-0.1	70.1%	+/-1.7	29.9%

Languages Spoken within Hall County

Subject	Hall County, Nebraska				
	Total		Percent of specified language speakers		
			Speak English "very well"		Speak English less than "very well"
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
Population 5 years and over	53,910	+/-58	89.1%	+/-1.0	10.9%
Speak only English	80.7%	+/-1.2	(X)	(X)	(X)
Speak a language other than English	19.3%	+/-1.2	43.5%	+/-4.9	56.5%
Spanish or Spanish Creole	17.3%	+/-1.1	43.0%	+/-5.3	57.0%
Other Indo-European languages	0.5%	+/-0.2	90.0%	+/-10.1	10.0%
Asian and Pacific Island languages	0.5%	+/-0.3	24.1%	+/-22.6	75.9%
Other languages	1.0%	+/-0.4	40.8%	+/-15.5	59.2%
CITIZENS 18 YEARS AND OVER					
All citizens 18 years and over	38,171	+/-498	95.9%	+/-0.8	4.1%
Speak only English	91.8%	+/-1.1	(X)	(X)	(X)
Speak a language other than English	8.2%	+/-1.1	49.3%	+/-7.6	50.7%
Spanish or Spanish Creole	6.8%	+/-1.0	49.3%	+/-8.2	50.7%
Other languages	1.3%	+/-0.4	49.2%	+/-17.7	50.8%

Source: U.S. Census Bureau, 2008-2012 American Community Survey

Explanation of Symbols:

1. An '***' entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An '-' entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An '-' following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An '+' following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An '***' entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An '*****' entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An '(X)' means that the estimate is not applicable or not available.

Prevalent Languages

The previous tables show 8.2% of the population in Hall County who are 18 years and older speak a language other than English. That is above the State average of 5.5%. The single most prevalent, non-English language for Hall County citizens 18 years and older is Spanish at 6.8%.

Hispanic or Latino Population

According to the U. S. Census Bureau for 2010, Hall County, Nebraska has a total population 58,607 with 13,653 (23.3%) being Hispanic or Latino. The potential exists that a large proportion of this Hispanic or Latino population may be Limited English Proficiency.

Language Assistance Measures

Hall County does not require, suggest or encourage LEP individuals to use friends, family or minor children as interpreters. The County will, on a case by case basis, consider factors such as: competence of the family member or friend used as the interpreter; the appropriateness, the circumstances and ability to provide quality and accurate information, potential or actual conflicts of interest and confidentiality of the information being interpreted to determine adequacy of the interpretation to ensure sufficient communication of information.

Able to Communicate

If the level of communication between the county employee and the LEP individual is sufficient that the transaction can be completed, no further work is needed.

Not Able to Communicate

If the level of communication is limited enough that communication is not happening and the transaction cannot be completed, the following steps can be helpful in establishing more effective communication:

1. **I Speak Cards:** The county employee will show the LEP individual the "I Speak Cards". The customer/individual will identify the language in which they are able to communicate.
 - The "I Speak Cards" are a form of multi-lingual flash cards used to identify the language used by an individual.

- Once the language has been identified, an over-the-phone interpreter service such as the “Language Line”, on line web translation sites, smart phone language translation apps, or other language assistance measures can be considered to assist in communication with the LEP individual.
 - While staff may not be able to provide translation assistance at that time, the “I Speak Cards” are an excellent tool to identify language needs for the future.
 - The Census Bureau’s “I Speak Cards” are to be located at each Hall County office and present at County Board meetings.
 - The use of the “I Speak Cards” is intended for office situations where LEP individuals might approach a counter and are not intended for situations in the field or at the corrections center.
 - The I Speak Cards are available on the NDOR’s web site at: <http://www.transportation.nebraska.gov/humanres/title-6/docs/title-vi-ada-ISpeakCards.pdf>.
2. **Internet:** Once the language has been identified:
- If computer and internet services are available and accessible to the employee and the LEP individual, the computer and internet can be used.
 - On-line web translation sites can be a helpful tool to assist the employee and the LEP individual in communicating.
 - For instance, free translation in many languages is available at www.translate.google.com.
3. **Language Line:** Once the language has been identified:
- An over-the-phone interpreter service such as the “Language Line” can be a helpful tool to assist the employee and the LEP individual in communicating.
4. **Smart Phone Apps:** Once the language has been identified:
- If a smartphone is available and accessible to the employee and the LEP individual, smartphone apps can be used.
 - The Apps available for smart phones can be a helpful tool to assist the employee and the LEP individual in communicating.

Outreach

Hall County outreach efforts will include:

- Key print materials such as meeting notices, fliers, advertisements and agendas will be translated and made available at meetings or public hearings where a specific and concentrated LEP population is identified or anticipated.
- A sign-in sheet table will be set up for Hall County sponsored meetings or public hearings on federally assisted programs. A staff member will be available to greet and briefly speak to each attendee to informally gauge the attendee's ability to speak and understand English.
- The LEP portion of Hall County's website has links to:
 - The I Speak Cards
 - The NDOR's LEP Plan
 - The Language Translation Information on the NDOR's website
 - The Federal Interagency Working Group on LEP
 - Hall County's LEP Policy Statement
 - Hall County's LEP Plan
 - Hall County's LEP Complaint Procedures and Complaint Form

Dissemination

Hall County's LEP Policy Statement will be posted at Hall County Offices. In addition, Hall County's LEP Policy Statement, LEP Plan, and LEP Complaint Procedures will be posted on Hall County's Website where any individual with internet access will be able to access the plan. Copies of the LEP Plan will be provided, on request, to any individual(s) requesting the document.

Questions regarding this plan should be directed to Hall County's Title VI Coordinator:

Marla Conley
Hall County Clerk and Title VI Coordinator
121 South Pine Street
Grand Island, Nebraska 68801
Phone: (308) 385-5080
E Mail: marlac@hallcountyne.gov

Training

At a minimum, the following training will be provided to Hall County employees:

- Information on the L.E.P. Plan and Responsibilities
- Description of Language Assistance Services offered to the public
- Use of the “ I Speak Cards”
- Use of the Internet on Line Translation sites
- The availability of the “Language Line” interpreter services
- Use of smart phone language translation apps
- Procedure to handle a potential LEP Complaint

Monitoring and Updating the LEP Plan

Hall County will update the LEP Plan as required or as deemed necessary. At minimum, the plan will be reviewed and updated as the Title VI Plan is updated. Updates may include the following:

- Update of the current LEP population within the County (as the US Census is updated).
- Determine whether complaints have been received concerning the agency’s failure to meet the needs of the LEP individuals.
- Annual questionnaires of Hall County Elected and Appointed Officials about contact with LEP individuals. The questionnaire will cover:
 - The number of LEP contacts encountered since last questionnaire.
 - Determination as to whether the need for language assistance services has changed.
 - Consider requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings.
 - How the needs of the LEP individuals have been addressed.
- Determination whether language assistance measures have been effective and sufficient in meeting the need.
- Determination whether the County’s financial resources are sufficient to fund language assistance resources needed.

APPENDIX

- I Speak Cards
<http://www.transportation.nebraska.gov/humanres/title-6/docs/title-vi-ada-ISpeakCards.pdf>
- LEP Self-evaluation Questionnaire
- LEP Complaint Procedures and Complaint Form

- | | |
|--|------------------------|
| <input type="checkbox"/> <p>ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.</p> | 1. Arabic |
| <input type="checkbox"/> <p>Խոսողո՞ւմ ե՞սք նշո՞ւմ կատարե՞ք այս քանակուսում, եթե խոսո՞ւմ կա՞մ կարողո՞ւմ եք հայերեն:</p> | 2. Armenian |
| <input type="checkbox"/> <p>যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।</p> | 3. Bengali |
| <input type="checkbox"/> <p>ល្អបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។</p> | 4. Cambodian |
| <input type="checkbox"/> <p>Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.</p> | 5. Chamorro |
| <input type="checkbox"/> <p>如果你能读中文或讲中文，请选择此框。</p> | 6. Simplified Chinese |
| <input type="checkbox"/> <p>如果你能讀中文或講中文，請選擇此框。</p> | 7. Traditional Chinese |
| <input type="checkbox"/> <p>Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.</p> | 8. Croatian |
| <input type="checkbox"/> <p>Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.</p> | 9. Czech |
| <input type="checkbox"/> <p>Kruis dit vakje aan als u Nederlands kunt lezen of spreken.</p> | 10. Dutch |
| <input type="checkbox"/> <p>Mark this box if you read or speak English.</p> | 11. English |
| <input type="checkbox"/> <p>اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بنید.</p> | 12. Farsi |

<input type="checkbox"/>	Cocher ici si vous lisez ou parlez le français.	13. French
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
<input type="checkbox"/>	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
<input type="checkbox"/>	Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
<input type="checkbox"/>	अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
<input type="checkbox"/>	Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
<input type="checkbox"/>	Jelölje meg ezt a kockát, ha megérta vagy beszéli a magyar nyelvet.	19. Hungarian
<input type="checkbox"/>	Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
<input type="checkbox"/>	Marchi questa casella se legge o parla italiano.	21. Italian
<input type="checkbox"/>	日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
<input type="checkbox"/>	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
<input type="checkbox"/>	ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	24. Laotian
<input type="checkbox"/>	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

<input type="checkbox"/>	Assinale este quadrado se você lê ou fala português.	26. Portuguese
<input type="checkbox"/>	Însemnați această căsuță dacă citiți sau vorbiți românește.	27. Romanian
<input type="checkbox"/>	Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
<input type="checkbox"/>	Обележите овај квадратик уколико читате или говорите српски језик.	29. Serbian
<input type="checkbox"/>	Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
<input type="checkbox"/>	Marque esta casilla si lee o habla español.	31. Spanish
<input type="checkbox"/>	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
<input type="checkbox"/>	ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.	33. Thai
<input type="checkbox"/>	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
<input type="checkbox"/>	Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	35. Ukrainian
<input type="checkbox"/>	اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
<input type="checkbox"/>	Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
<input type="checkbox"/>	באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish

HALL COUNTY LEP SELF-EVALUATION QUESTIONNAIRE

Hall County is committed to providing equal opportunity in all programs and services to ensure full compliance with all civil rights laws, including Title VI of the 1964 Civil Rights Act. Equal opportunity includes physical and program access for individuals with disabilities and program access for individuals with Limited English Proficiency (LEP).

Hall County will update the LEP Plan as required or as deemed necessary. This questionnaire will help the county self-evaluate its programs and services regarding LEP individuals.

Questionnaire

Please check the appropriate answers. If necessary, attach additional pages of explanation.

1. Estimate how often does your office have contact with L.E.P. individuals?

_____ times per day

_____ times per week

_____ times per month

_____ times per year

YES **NO** **N/A**

2. Are you aware of any complaints about your office's failure to meet the needs of LEP individuals?

If yes, please provide additional details: _____

3. Has the need for translation services changed from last year?

If yes, please provide additional details: _____

YES NO N/A

4. Has your office had requests for language assistance at past meetings?

If yes, please provide recommendations for upcoming meetings:

5. What does your office do to meet the needs of LEP individuals?

6. Does the county have sufficient resources and funding for language assistance measures?

If no, please provide recommendations for additional resources:

This L.E.P. Self-Evaluation Questionnaire was completed on _____, by:
Date

Name

Title

Submit the Completed Questionnaire to:
Marla Conley
Hall County Clerk and Title VI Coordinator
121 South Pine Street
Grand Island, Nebraska 68801
Phone: (308) 385-5080
E Mail: marlac@hallcountyne.gov

HALL COUNTY

NEBRASKA



Limited English Proficiency (L.E.P.) Discrimination Complaint Procedures

Allegations of Discrimination in Federally Assisted Programs or Activities

1. Anyone who believes that they, individually, as a member of any specific class, or in connection with any disadvantaged business enterprise, have been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987, as amended, may file an L.E.P. Discrimination Complaint with Hall County. A complaint may also be filed by a representative on their behalf. All complaints will be referred to Hall County's Title VI Coordinator for review and action.
2. Intimidation or retaliation of any kind regarding the filing of a Limited English Proficiency discrimination complaint is prohibited by law.
3. In order to have the complaint considered under this procedure, the complaint should be filed as soon as possible, but must be filed no later than 180 calendar days after:
 - The date of alleged act of discrimination; or
 - Where there has been a continuing course of conduct, the date on which that conduct was discontinued.

In either case, Hall County may extend the time for filing or waive the time limit in the interest of justice, specifying in writing the reason for so doing.

4. Complaints shall be in writing and shall be signed by the complainant and/or the complainant's representative. Alternative means of filing a complaint will be made available to accommodate individuals with disabilities upon request. If necessary, the Title VI Coordinator will assist in reducing the complaint to writing and submit the written version of the complaint to the individual for signature. Complaints shall set forth as fully as possible the facts and circumstances surrounding the claimed discrimination. The complaint shall then be handled according to Hall County's investigative procedures.

5. Within 10 days, the Title VI Coordinator will:
 - Acknowledge receipt of the complaint.
 - Confirm that the complainant wishes to go forward with the complaint.
 - Inform the complainant of procedures to be followed.
 - Advise the complainant of other avenues of redress available, such as the Nebraska Department of Roads (NDOR).
 - Confirm that there are allegations that need to be investigated, and
 - Gather additional facts and further clarify the complaint.

6. Hall County will advise NDOR within 10 days of receipt of the allegations (for complaints related to a federally funded program or activity). Generally, the following information will be included in every notification to NDOR:
 - Name, address, and phone number of the complainant.
 - Name(s) and address(es) of alleged discriminating official(s).
 - Basis of complaint (race/color, age, national origin or disability)
 - Date of alleged discriminatory act(s).
 - Date of complaint received by Hall County.
 - A statement of the complaint.
 - Other agencies (State, Local or Federal) where the complaint has been filed.
 - An explanation of the actions Hall County has taken or proposed to resolve the issue that was raised in the complaint.

7. NDOR will forward the complaint to FHWA if the complaint is against Hall County. FHWA Office of Civil Rights will determine the appropriate individual and/or organization to conduct the investigation.

8. Within 60 days, the Title VI Coordinator will conduct an investigation of the allegation and based on the information obtained (for contractors and sub-contractors working on a non-federally funded program or activity), will render a recommendation for action in a report of findings to the Chair of the Hall County Board of Supervisors. The complaint should be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report of findings.

9. Within 90 days of receipt of the complaint, the Chair of the Hall County Board of Supervisors will notify the complainant in writing of the final decision reached (for contractors and sub-contractors working on a non-federally funded program or activity), including the proposed disposition of the matter. The notification will advise the complainant of his/her appeal rights with NDOR, or USDOT; if they are dissatisfied with the final decision rendered by the County. The Title VI Coordinator will also provide NDOR with a copy of this decision and summary of findings upon completion of the investigation.

10. Any complaints received against Hall County should immediately be forwarded to NDOR for investigation. Hall County will not investigate any complaint in which it has been named in the complaint.

11. Investigation of Complaint: An investigator will review and investigate the complaint. As part of the review, the investigator will at minimum:

- Gather relevant documentation from the complainant not included in the complaint, such as forms, memos, letters, and photograph information
- Contact complainant to arrange and conduct interview, if needed
- Maintain log of all activities associated with complaint
- Complete investigation report of information, findings, photos, and recommendations for correction to the proper Federal Agency overseeing the department in which the complaint occurred.

12. Dismissal of Complaint: A complaint may be dismissed for the following reasons:

- The complaint is untimely filed.
- The complaint does not allege a basis covered by the statutes for which the County is responsible.
- The complaint does not allege any harm with regard to covered programs or statutes.
- The complainant requests the withdrawal of the complaint.
- The complainant fails to respond to repeated requests for additional information needed to process the complaint.
- The complainant cannot be located after reasonable attempts.

13. Contacts for the different Title VI Administrative Jurisdictions are as follows:

Title VI Coordinator
Marla Conley
Hall County Clerk
121 South Pine Street
Grand Island, Nebraska 68801
(308) 385-5080

Nebraska Department of Roads
Human Resources, Title VI Program
1500 NE Highway 2, P.O. Box 94759
Lincoln, NE 68509-4759
(402) 479-4870

Federal Highway Administration
Nebraska Division Office
100 Centennial Mall North
Lincoln, NE 68508
(402)437-5765

Limited English Proficiency (L.E.P.) Complaint Form



Title VI of the 1964 Civil Rights Act, as amended requires that no person in the United States shall, on the ground of race, color, national origin, age, disability/handicap or gender, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity receiving federal financial assistance.

Note: The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please let us know.

1. Complainants' Name _____
2. Street Address _____
3. City, State and Zip Code _____
4. Telephone Number (home) _____ business _____
Cell _____
5. Individual discriminated against (if someone other than the complainant)

Name _____
Address _____
City, State and Zip Code _____
6. Which of the following best describes the reason you believe the Limited English Proficiency discrimination took place? Was it because of: (check reason)
 - a. Race/Color _____
 - b. National Origin _____
 - c. Age _____
 - d. Disability _____

7. What date did the alleged discrimination take place and the location? Explain what happened and whom you believe was responsible. Please attach additional sheets if additional space is required.

8. 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 Agency
___ State Court _____ Local Agency

9. Please provide information about a contact person at the Agency/Court where the complaint was filed.

Name _____

Address _____

City, State and Zip Code _____

Telephone Number _____

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

Complainant's Signature

Date

Please file Complaint with:

Title VI Coordinator
Marla Conley
Hall County Clerk
121 South Pine Street
Grand Island, NE 68801