

Tangipahoa Parish, LA
Title VI Program
2025-2027

Tangipahoa Parish Government
P.O. Box 215
Amite, LA 70422-0215
Phone (985) 748-3211
Website: www.tangipahoa.org

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Introduction

In compliance with Title VI of the Civil Rights Act of 1964, the Tangipahoa Parish Government, doing business as Tangipahoa Parish Government, operating its program with a third-party non-profit organization, administers all of its programs and provides public services without regard to race, color, or national origin. Tangipahoa Parish is committed to providing non-discriminatory service that is open to the general public. Tangipahoa Parish is committed to ensuring that no person is excluded from access to its services on the basis of race, color, or national origin. This document was developed to guide Tangipahoa Parish in the administration and management of its Title VI program. It will be updated at least every 3 years. For more information, please contact Tangipahoa Parish Government at (985) 748-3211 or email: HR@tangipahoa.org.

Title VI Complaint Procedures

Tangipahoa Parish has a standard process for investigation of all complaints. Anyone who believes that they have been subject to an unlawful discriminatory practice by Tangipahoa Parish Government has the right to file a complaint with the Parish of Tangipahoa. Anyone who has a discrimination complaint should call Tangipahoa Parish at (985) 748-3211 or email: HR@tangipahoa.org to explain the concern, using the appropriate forms provided by the Parish. Tangipahoa Parish's appropriate Title VI official will respond and request additional information with the goal of obtaining an appropriate resolution to the issue.

Members of the public may file a signed, written complaint within 180 days from the date of the alleged discrimination. At a minimum, the complaint should include the following information:

- Name, mailing address, and contact information (i.e., telephone number, email address, etc.)
- How, when, where, and why complainant alleges they were discriminated against.
- Names and contact information of any witnesses.
- Any other significant information.

Formal complaints shall be mailed to the attention of the person named below with the Parish of Tangipahoa, and at the following address:

Tangipahoa Parish Government
Human Resources Department
P.O. Box 215
Amite, LA 70422-0215

Full procedures for filing a complaint or allegation and a written complaint form, and Tangipahoa Parish's procedures for investigating complaints, can be found in Attachment B, included hereto.

Record of Title VI Investigations, Complaints, or Lawsuits

Tangipahoa Parish has not received any formal Title VI complaints during the current reporting period and is not aware of an active investigations, lawsuits, or complaints naming Tangipahoa Parish or its sub-recipients that allege discrimination on the basis of race, color, or national origin.

Tangipahoa Parish Limited English Proficiency (LEP) Plan

A full copy of Tangipahoa Parish 's outreach plan for individuals with limited English proficiency can be found in Attachment C, attached hereto.

Notification of Tangipahoa Parish Title VI Obligations

Tangipahoa Parish publicizes its Title VI program by posting its commitment on its website and in its headquarters public building, with its commitment to providing services without regard to race, color, or national origin. The Tangipahoa Parish Title VI Public Notice, shown below, is posted in all Tangipahoa Parish facilities.

**Tangipahoa Parish Government
Title VI Public Notice (shown in Spanish and in English)**

In compliance with Title VI of the Civil Rights Act of 1964, Tangipahoa Parish operates all of its programs and provides public services without regard to race, color, or national origin. Tangipahoa Parish is committed to providing non-discriminatory service that is open to the general public.

Anyone who believes that they have been subject to an unlawful discriminatory practice by Tangipahoa Parish, or its contracted third-party operators, has the right to file a complaint with the Parish of Tangipahoa. Anyone who has a discrimination complaint should call the Tangipahoa Parish Human Resources Department at (985) 748-3211. Tangipahoa Parish will respond and request additional information with the goal of obtaining an appropriate resolution. Formal complaints should be in writing and mailed to: Human Resources Department, P. O. Box 215, Amite, La. 70422-0215.

Analysis of Construction Projects

Tangipahoa Parish has undertaken no construction projects in relation to its program during the current reporting period and has none planned. However, any such project to be done will have a documented Categorical Exclusions or full Environmental Review Record prior to the start of construction.

When a construction project is undertaken in the future, Tangipahoa Parish will comply with the Environmental Justice and will incorporate an environmental justice analysis into its National Environmental Policy Act (NEPA) documentation of construction projects. The environmental justice analysis will identify any low-income and/or minority populations impacted by the project and describe all adverse and/or positive effects of the project, both during and after construction, that would affect the identified minority and low-income population. The analysis will also include mitigation and environmental enhancement actions incorporated into the project to address any adverse effects.

Sub-recipient Oversight

Tangipahoa Parish has a responsibility to provide contractor oversight for its service contractors/sub-recipients to ensure compliance with federal regulations. The Tangipahoa Parish Voluntary Council on Aging (TVCOA) is the non-profit operations service contractor for Tangipahoa Parish's program, though not considered a sub-recipient, among other possible sub-contractors. Monthly oversight meetings are held between Tangipahoa Parish and sub-recipients that include a review of any complaints (Title VI or otherwise) and/or service issues. At a minimum, monthly oversight meetings are held between Tangipahoa Parish and sub-recipients that include a review of any complaints (Title VI or otherwise) and/or service issues. Tangipahoa Parish uses the same sub-recipients.

Summary of Public Participation Efforts

Over the last reporting period, Tangipahoa Parish conducted or will conduct, the following public outreach and involvement activities:

- Public notice in new publications about the Civil Rights Plan and inviting public review and comment
- Posting of the Civil Rights Plan on the Parish website and inviting public review and comment
- Annual public notices to increase public awareness of the Civil Rights Plan and procedures
- Keeping the Plan available to the public at Parish offices

Public Participation Plan

To promote inclusive public participation with all Tangipahoa Parish residents, but especially minorities and lower income populations, and for public participation, the Parish has adopted a public citizen's Participation Plan, which is available to the public upon request or through review of the Parish website at www.tangipahoa.org.

Attachment A

Tangipahoa Parish Title VI Non-Discrimination Policy Statement

In compliance with Title VI of the Civil Rights Act of 1964, Tangipahoa Parish Government operates all of its programs and provides public services without regard to race, color, or national origin. Tangipahoa Parish is committed to providing non-discriminatory service that is open to the general public. Tangipahoa Parish is committed to ensuring that no person is excluded from access to its services on the basis of race, color, or national origin. Also, under the Americans with Disabilities Act of 1990, Tangipahoa Parish shall not discriminate against an individual with a physical or mental disability in connection with the provision of service.

Anyone who believes that they have been subject to an unlawful discriminatory practice by Tangipahoa Parish has the right to file a complaint with the Tangipahoa Parish Government. Anyone who has a discrimination complaint should call Tangipahoa Parish at (985) 748-3211, Human Resources Department. Tangipahoa Parish will respond and request additional information with the goal of obtaining an appropriate resolution. Formal complaints must be in writing and mailed or emailed to: Human Resources Department, P.O. Box 215, Amite, La. 70422-0215 or HR@tangipahoa.org.

Attachment B

Tangipahoa Parish Government Discrimination Complaint Procedure

In compliance with Title VI of the Civil Rights Act of 1964, Tangipahoa Parish operates all of its programs and provides public services without regard to race, color, national origin. Tangipahoa Parish is committed to providing non-discriminatory service that is open to the general public. Tangipahoa Parish is committed to ensuring that no person is excluded from access to its services on the basis of race, color, or national origin. Also, under the Americans with Disabilities Act of 1990, Tangipahoa Parish shall not discriminate against an individual with a physical or mental disability in connection with the provision of the public service, or other Title VI-Civil Rights complaints relating to the Parish government.

1. Anyone who believes that they have been subject to an unlawful discriminatory practice by Tangipahoa Parish Government has the right to file a written complaint within 180 days from the date of the alleged discrimination. Anyone who has a discrimination complaint should call Tangipahoa Parish at (985) 748-3211 and ask to speak to the Parish Human Resource Department. Tangipahoa Parish will respond and request additional information with the goal of obtaining an appropriate resolution promptly.
2. Formal complaints must be in writing, signed by the complainant and/or the complainant's representative, and mailed or emailed to the following address: Human Resources Department, P.O. Box 215, Amite, La. 70422-0215 or HR@tangipahoa.org. Complainants must describe as accurately as possible all facts and circumstances surrounding the alleged discrimination and use the Parish's complaint form provided. The complaint shall be handled according to these investigative procedures.
3. The Human Resources Department will review and investigate every complaint promptly. Reasonable measures will be undertaken to preserve any information that is confidential. The investigation will identify and review all relevant documents, practices and procedures; and identify and interview persons with knowledge of the Title VI violation (**the person making the complaint; witnesses or anyone identified by the Complainant; anyone who may have been subject to similar activity; or anyone with relevant information**).
4. Upon completion of the investigation, the Human Resources Department will complete a final written report on the complaint and the findings. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The Complainant will also receive a final report together with any remedial steps or actions to address the concern.
5. Human Resources Department shall maintain a log of Title VI complaints received from this process to include the date the complaint was filed, a summary of the allegations, the status of the complaint, and actions taken by Tangipahoa Parish in response to the complaint. If the Personnel Director cannot resolve the complaint with the complainant, the issue can be put on the agenda of the Parish Council for discussion.
6. A summary of the complaint and resolution will be included as part of the Title VI updates to any agency auditor requesting such information.

Tangipahoa Parish Title VI Complaint Form

In compliance with Title VI of the Civil Rights Act of 1964, the Tangipahoa Parish Government operates all of its programs and provides services without regard to race, color, or national origin. Tangipahoa Parish is committed to providing non-discriminatory service that is open to the general public. Anyone who believes that they have been subject to an unlawful discriminatory practice by Tangipahoa Parish has the right to file a Title VI complaint with the Parish of Tangipahoa. The complaint must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please call (985) 748-3211. The completed form must be sent to: Human Resources Department, P. O. Box 215, Amite, La. 70422-0215 or HR@tangipahoa.org.

Person Filing Complaint:

Name: _____
 First Name MI Last Name

Phone: (_____) _____ - _____ Alternate Phone: (_____) _____ - _____

Street Address: _____

City _____ State _____ Zip Code: _____

Mail Address: _____

City _____ State _____ Zip Code: _____

Name(s) & Contact Information for person(s) discriminated against *(if someone other than complainant):* _____

Phone: (_____) _____ - _____ Alternate Phone: (_____) _____ - _____

Mail Address: _____

City _____ State _____ Zip Code: _____

Describe the alleged discrimination incident as accurately as possible, including names, dates, and times. Provide the names of all Tangipahoa Parish or employees involved, if available. Explain what happened and who you believe was responsible. (Please use the back of this form if additional space is required.) _____

I affirm that I have read the above charge and that it is true to the best of my knowledge.

Complainant's Signature: _____ Date: ____/____/____

Attachment C

Tangipahoa Parish Government Limited English Proficiency (LEP) Plan

Introduction

This Limited English Proficiency (LEP) Plan has been prepared to address the Parish of Tangipahoa's responsibilities as a recipient of Federal financial assistance for the operation of its services, as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964 which prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Executive Order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency", indicates that differing treatment based upon a person's inability to speak, read, write, or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive Federal funds, including the Parish of Tangipahoa, or those doing business as TangipahoaProgram.

Tangipahoa Parish is committed to ensuring that no person is excluded from access to its services on the basis of race, color, or national origin. This plan was developed to guide the Parish in its administration and management of LEP related activities.

Plan Summary

Tangipahoa Parish has developed this LEP plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by Tangipahoa Parish. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write, or understand English. The U.S. Census shows that between 1.6% - 2.6% of the Parish-wide population speaks a language other than English, with only 1.6%, or less than 1,913 persons speaking English less than well.

This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available. In order to prepare this plan Tangipahoa Parish undertook the four-factor LEP analysis which considers the following factors:

1. The number and proportion of LEP persons in the service area who may be served or are likely to be served by Tangipahoa Parish.
2. The frequency with which LEP persons come in contact with Tangipahoa Parish's services.
3. The nature and importance of Tangipahoa Parish's services to the LEP population.
4. The resources available to Tangipahoa Parish and overall cost to provide LEP assistance.

Four-Factor Analysis

1. Assessing the Number and Proportion of LEP Persons Likely to be served by Tangipahoa Parish

US Census Data of the Service Area

US Census data from the 2013-2019 American Community Survey (ACS) 5-year estimates were used to determine the LEP population concentrations in the Tangipahoa Parish metropolitan planning area; see numbers below.

The ACS tracks information for persons speaking another language to determine how well such populations speak English. For the purpose of this analysis, the population speaking another language and speaking English less than very well is considered to be an LEP population, and the primary “other” language is Spanish.

Tangipahoa Parish, Louisiana			
	Total Percent of specified language speakers	Estimate – speak English very well	Estimate – Speak English less than very well (LEP)
Population 5 years and over	122,980	98.5%	1.5% (LEP)*
Speak only English	95.8%	95.8%	0
Speak a language other than English	4.2%	65.4%	34.6% of this LEP*
Spanish or Spanish Creole	2.5%	57.0%	43.0% of this LEP*
Other Indo-European languages	0.8%	89.7%	10.3% of this LEP*
Asian and Pacific Island languages	0.6%	70.6%	29.4% of this LEP*
Other languages	<0.2%	57.6%	42.4% of this LEP*

Source: U.S. Census Bureau, 2013-2019 American Community Survey 5-year Estimates

2. LEP Population in the Hammond Urban Area MPO

As referenced above from the U.S. Census Bureau, the LEP population in the entire Tangipahoa Parish is estimated to be 3,454. The Parish is a larger area than the larger MPO designated urbanized area however, with the urbanized area having approximately 65,000 persons over the age of 5. Using the LEP percentage of the population as 1.5%, that would provide an estimate of 975 persons in the designated LEP urbanized area population.

1. Contacts with Community Organizations that Would Likely Serve LEP Persons

Steps were taken to identify any concentrations of LEP persons in the Tangipahoa Parish urban metropolitan area through contacts with community organizations that serve LEP persons. TP contacted the communications liaison with the area public school district, the Parish United Way, and the area Human Services Coalition to request information on any specific LEP groups that they are aware of. No known organized diversity groups with LEP are known to exist in Tangipahoa Parish, although there are pockets of LEP speakers in various parts of the Parish. This is primarily Spanish speaking farm and construction workers that live, sometimes seasonally, in the Tickfaw-Independence area of the Parish. In discussions with the Parish’s Civil Rights-Communications Liaison, no instances of language barriers

have occurred in the past year with any of the Parish departments. When instances do occur, individuals generally speak Spanish and they generally bring an English-speaking adult with them to discuss their issues with Parish staff. However, the Parish does have a Spanish speaking full time worker on staff available to help with translation services if needed. The Parish of Tangipahoa has not to this point tracked LEP instances due to the low number of occurrences.

Local Colleges and School Districts- Contact with the one local University (Southeastern) revealed that while international students attend those institutions, the students speak English well enough to function sufficiently within the community, as they do in the school. Contacts with the public-school district showed that none of the local schools has sufficient LEP students to warrant any programs or to provide LEP assistance in the classroom, although the LEP service is available for public school children through the CM Fagan Migrant Service Center in Natalbany in Tangipahoa Parish (specialty service center for primarily Hispanic children and their parents). (Note: providing translation services)

Tangipahoa United Way and the Human Services Authority- Tangipahoa Parish has contacted these non-profit social service organizations/human service agencies that could work with individuals that may be limited in English proficiency. The two organizations say that in our region, there is very little issue with LEP groups, and no organized effort to provide services since it is not a major service need. However, the Parish will continue to coordinate LEP outreach through the United Way or the Parish School Board staff.

2. Assessing the Frequency with which LEP Individuals Come into Contact with Tangipahoa Parish Government

Tangipahoa Parish has held internal discussions with its operations personnel to help examine prior experiences with LEP persons. The following conclusions were reached:

- No LEP persons have contacted the administrative office personnel.
- No requests have been received at the e-mail inbox up to this point.
- No requests have been received by attendees at public meetings held by Tangipahoa Parish.
- Although the contact with LEP persons is infrequent, Spanish is the most common language encountered. With that in mind, the Parish will begin to print more of the bus signage and written route information in both English and Spanish.

A frequent accommodation is for large-text schedules, so those are now printed on an on-going basis and made available upon request.

Based upon the above assessment, Tangipahoa Parish's program concludes that it may have occasional contact with LEP persons to the average of one or two encounters per month, which are usually handled easily.

3. Assessing the Nature and Importance of the Service to LEP Persons

Providing updated communication regarding Tangipahoa Parish Government's service is important to LEP persons if the lack of information results in limited access to the service. If limited English is a barrier, then the consequences could be serious, including limited access to health care, education, or employment.

4. Assessing the resources available and the cost to provide LEP assistance.

Based on the low overall LEP population in the Tangipahoa Parish metropolitan area (1,040 est.) and the infrequent contact with LEP persons on the system, Tangipahoa Parish has not dedicated specific resources specifically to provide LEP assistance. As a small urban system with limited resources, it has not been practical to fund projects that have little demand. However, there are low-cost measures that may be available to provide LEP assistance that could be absorbed in the current operating budget.

The following steps will be considered to translate public information into Spanish and or Braille:

- **Signage-** The Parish will continue to provide appropriate translations on signage ~~inside of shelters and vehicles.~~
- **Website-** The Parish will ensure that information posted on its website will be compatible to allow Google Translate on its pages so that customers can view the information in their language of choice. Not only would customers be allowed to translate their information, but they could print a hard copy within their own preferred language. Efforts should be made to provide information in convertible formats such as html, to allow all documents to be accessible to everyone regardless of nationality or disability. Therefore, all written materials on the website (schedules, timetables, detours, alerts, what's new information, ADA applications, Title VI complaint process, etc.) would be available in alternative languages through Google Translate. Route scheduling and fare information will be provided in both English and Spanish.

Translation Service- The Parish uses in-house staff for readily available language Spanish translation services at this time. LEP obligations under Title VI: The Louisiana DOT's contact is available to sub-recipients, such as Tangipahoa Parish, to assist in providing meaningful access to LEP persons. This service provides telephone interpreting service for many languages and is available 24/7/365. There are no start-up or maintenance fees, and the cost is \$0.85 per minute on a pay as you go basis. This service would provide an immediate benefit for verbal communication with LEP persons if such is needed.

Limited English Proficiency (LEP) Plan

Although the need for LEP assistance is very low in the Tangipahoa Parish service area, the following measures can be provided at a relatively low cost to provide better access to an LEP person.

Identifying LEP Persons and Language Assistance Measures

Free LEP Assistance Notice

To inform the public that LEP assistance is available to them free of charge a notice will be placed on Tangipahoa Parish Government's website.

Survey LEP Persons: Surveys will be developed for LEP persons to complete through non-profit organizations. The Parish will provide this survey to its human service agencies it works with in order to receive input from those LEP persons needing services throughout the Tangipahoa Parish community.

Survey Tangipahoa Parish Staff: Tangipahoa Parish staff will be surveyed for any of their alternative language skills to determine language resources available.

Website Translation- The Parish will address this need with the Parish's Information Technology Consultant, in order to implement Google Translate on the website, if feasible. This could be available to anyone to click a drop-down button to change the language on the site to their preferred language.

Staff Training

The following training will be provided, at least annually, to TPG customer-facing staff, and including those of its sub-recipients. This will be in the form of face-to-face meetings with such applicable staff people and contractors.

1. Tangipahoa Parish's Title VI Program, LEP Plan and discrimination complaint procedures will be discussed with customer-facing staff and employees.
2. LEP awareness training will be included for any new or administrative employees on how the Parish hopes to communicate with the LEP population, as well as training procedures if difficulties with LEP communication arises.

Outreach Techniques

- Documents and Public Meeting Notices - When documents are prepared or public meetings are scheduled for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers will be posted and published on the Parish website in Spanish and English. The Parish will add to public meeting announcements that interpretive services are available upon request if the request is provided at least 3 working days prior to the subject meeting.
- Public Service Announcements on the Local Public Access Television Channel: The Parish will examine the possibility of airing public service announcements on the local public access channel that would inform LEP individuals of how to access the Parish services.

Monitoring and Updating the LEP Plan

The LEP Plan will be reviewed and updated each year through the coordinated Parish government and its third-party non-profit provider, in conjunction with input from human service organizations such as United Way. This process will be coordinated by the Parish Personnel department in conjunction with the sub-recipients. Updates will include the following:

- Annual number of documented LEP person contacts encountered.
- Annual use of interpretive language services.
- How the needs of LEP persons have been addressed.
- Determination if the need for services has changed.
- Determination if interpretative services have been effective and sufficient to meet the needs.
- Determine if the Parish is complying with the goals of the LEP Plan, and moving in the proper direction.
- Determine if complaints have been received from the public relating to the Parish's failure to meet the needs of LEP individuals.

Sub-Recipient Monitoring

The sub-recipients' operational programs will be monitored for LEP Civil Rights compliance by the Parish program Administrators.

Dissemination of the Parish's LEP Plan as part of the Civil Rights Plan

Tangipahoa Parish's Civil Rights and LEP Plan, Title VI Program, will be available on the Parish website. A summary of the information will also be made available to the public through postings at public buildings and in newspaper notices. Any person or agency may request a copy of the LEP Plan and Title VI program.