

**Northeast Community Council, Inc.**

**Section 100: Governance**

**Policy/Procedure 105: Title VI Compliance Program**

Effective Date: March 12, 2020

Additional References: NYSDOT 5310 Program Guidance, NYSDOT compliance information  
<https://www.dot.ny.gov/main/business-center/civil-rights/title-vi-ej>

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**Title VI/Nondiscrimination Policy Statement:**

The Northeast Community Council, Inc. (NECC) assures that no person shall on the grounds of race, color, national origin, or sex as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100.259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. The NECC further assures every effort will be made to ensure nondiscrimination in all its programs and activities, whether those programs and activities are federally funded or not.

**1. Notice to Beneficiaries.**

The following notice, in English and Spanish translation, are available on NECC's web site, posted prominently in NECC's offices (43 and 51 South Center Street, Millerton, NY) and wherever services are provided, and are included in vehicles used to transport clients (laminated).

**Northeast Community Council, Inc. (NECC)  
Title VI Nondiscrimination Policy Statement**

It is the policy of the Northeast Community Council, Inc. (NECC) to prevent and eliminate discrimination in all of its operations and services as well as all aspects of employment. NECC plans and implements its programs and activities so that no person is subjected to unlawful discrimination based on race, creed, color, gender, age, national origin, religion, disability, sexual orientation, marital status, or Vietnam era veteran status.

This policy fully incorporates throughout all of the NECC's operations the requirements of applicable State and Federal laws and executive orders to prohibit any discriminatory practices, procedures and policies. All administrators, managers, supervisors, employees and volunteers are directed to comply with these laws and orders.

NECC is committed to maintaining an agency which recognizes and values the inherent worth and dignity of every person; fosters tolerance, sensitivity, understanding, and mutual respect among its members; and encourages each individual to strive to reach their own potential.

This policy will be placed in all NECC's website, posted in offices and program

locations, and is available to all organizations and entities doing business with the NECC. Any complaints involving allegations of discrimination should be sent

to: Mollee Alquesta  
NECC Title VI Coordinator  
Mollee@neccmillerton.org  
PO Box 35 Millerton, NY 12546  
518.789.4259

Related policy and authoritative state, federal and other information sources will be provided with the above posting.

## **2. Title VI Complaint Instructions.**

- a. In order to comply with Title VI and all of the regulations of 49 CFR Part 21, Northeast Community Council, Inc. provides the following complaint procedures for those persons who believe that they have been subjected to discrimination under any program or activity receiving Federal financial assistance from the United States Department of Transportation. These procedures do not deny the right of the complainant to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination.
- b. Any person who believes that she or he has been denied access to or participation in the North East Community Center's (NECC's) programs or activities, including Transportation Services, based on race, color, national origin, sex, age, or disability may file a complaint.
- c. Persons who wish to file a Title VI discrimination complaint will be provided with a Complaint Form (see attachment derived from NYSDOT template), available in English or Spanish.
- d. A complaint must be in writing, signed by the person(s) or their representative(s) and must include the complainant(s) name, address and telephone number.
- e. A signed written complaint must be filed within 180 days of the date of the alleged discrimination.
- f. The signed complaint must be sent to:  
Mollee Alquesta  
NECC Title VI Coordinator  
Mollee@neccmillerton.org  
PO Box 35 Millerton, NY 12546  
518.789.4259
- g. The complaint will be reviewed by Mollee Alquesta, NECC Title VI Coordinator. Where practicable, the complainant shall be notified, in writing, of the findings and remedial action, if any, within a period not to exceed 60 days.
- h. Clients will be instructed using the following statement, in English or Spanish translation as appropriate:

### **Title VI of the Civil Rights Act of 1964**

#### **Complaints of Discrimination**

Any person who believes that she or he has been denied access to or

participation in Northeast Community Council, Inc. programs or activities, including Transportation Services, based on race, color, national origin, sex, age, or disability may file a complaint. Complaints must be filed no later than 180 days after the date of the alleged discrimination.

Complete the provided Complaint Form and submit it to:

Mollee Alquesta  
NECC Title VI Coordinator  
Mollee@neccmillerton.org  
PO Box 35 Millerton, NY 12546  
518.789.4259

Your complaint will be forwarded to and reviewed by the NYS Department of Transportation. You may submit your complaint directly to NYSDOT at the following address:

Title VI Coordinator, Office of Civil Rights  
New York State Department of Transportation  
50 Wolf Road, 6<sup>th</sup> Floor  
Albany, NY 12232  
Phone: 518-457-1129. Fax: 518-485-5517  
E-mail: [OCT-TitleVI@dot.ny.gov](mailto:OCT-TitleVI@dot.ny.gov)

Complaints submitted to NECC will be recorded in a log of Investigations, Complaints and Lawsuits and forwarded in a timely fashion to the Office of Civil Rights at NYSDOT for resolution. The log will be submitted to NYSDOT according to the required semi-annual schedule.

### **3. List of Transportation-Related Title VI investigations, complaints, or lawsuits filed since last Title VI program submission.**

We have never been subject to Title VI investigation, complaint or lawsuit related to transportation services or any other service. If complaints are received in the future, they will be handled in accordance with this compliance plan.

### **4. Public Participation Plan**

Residents in our service area are informed about public transportation services at NECC through a bilingual (English/Spanish) public information campaign including newspaper advertisements, radio announcements, billboards, and direct mailings targeted to groups described below. Service changes are communicated to all households through bilingual outreach.

Outreach to disadvantaged populations performed quarterly focuses on the following groups: low-income residents, senior citizens, disabled persons, and limited English speakers (Latino immigrants in our region). Outreach includes meetings with leaders of these groups and agencies that serve them, and/or the distribution of program literature. We use this outreach to inform groups about our services

and get input about their service needs and requirements. Outreach sites in our area include:

- Social service and health care agencies (Catholic Charities, Hudson River HealthCare, Sharon Hospital, Astor Services for Children and Families, Dutchess Community Action Partnership)
- Organizations that serve disabled persons (Taconic Resources for Independence, Abilities First)
- Senior Residences (The Fountains in Millbrook)
- Town and Village boards
- Food Pantries
- Libraries
- Churches
- Latino-owned stores

A summary of public outreach and involvement activities will be submitted to NYSDOT annually.

### 5. Limited English Proficiency (LEP) Plan

NECC's Ongoing Plan to Increase Participation of Spanish Speakers of Limited English Proficiency

- a. We have and will continue to retain Spanish-speaking call/scheduling staff and have a Spanish-language reception message on our phone system.
- b. Key program literature, including Title VI documents, program literature, and registration procedures, are provided in Spanish.
- c. Outreach to Spanish-speaking LEP clients of other NECC programs and to organizations (eg, Catholic Charities, Dutchess Community Action Partnership) and local businesses that serve a Latino clientele are performed quarterly by our Spanish-speaking Transportation program manager.

### 6. Table depicting racial/ethnic breakdown of committees, advisory councils or similar bodies.

Board	White	African-American	Latino/Hispanic	Other
Total members: 15	14		1	
<b>Advisory Board</b>				
Total members: 10	10			

The Northeast Community Council, Inc., encourages minority participation in our Board of Directors, its committees, and our Advisory Board. Our leadership is currently recruiting a diverse pool of directors for the upcoming turnover of a number of board of director and advisory seats.

*NOTE: This procedure has been developed according to the "NYSDOT Public Transportation Programs Title VI Compliance Requirements for Subrecipients." Items 7 through 11 of this guidance do not apply to NECC because 1) No new construction for transportation service is being planned, 2) our vehicles do not travel on fixed routes, and 3) we do not charge fares for our demand-response services.*