

Title VI Plan

**Coastal Bend Center for Independent Living
P.O. Box 31660
Corpus Christi, TX 78463**

Approved: August 3, 2017

Revised: May 16, 2019

Title VI Plan Table of Contents

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Section 1: Title VI Plan Approval

Title VI Plan

Adopted on: August 3, 2017;

Revised on May 16, 2019

Adopted by: Board of Directors, Coastal Bend Center for Independent Living

At the quarterly meeting of the Board of Directors of the Coastal Bend Center for Independent Living the Title VI Policy was reviewed and approved by a majority of the Directors on August 3, 2017. Title VI was revised on May 16, 2019 and approved by a majority of the Directors.

Title VI Plan Revision Log

Date	Section Revised	Summary of Revisions
4/19/19	Cover Page on page 1	<ul style="list-style-type: none"> • Revised CBCIL’s address • Addition of revision date
4/19/19	Table of Contents on page 2	<ul style="list-style-type: none"> • Remove “elements” and add “sections” in the description portion
4/23/19	Section 1 on page 3	<ul style="list-style-type: none"> • Addition of revision date • Narrative addition to include revision date
5/2/19	Title VI Plan Revision Log on page 3	<ul style="list-style-type: none"> • Documented all revisions in the Title VI Revision Log
4/23/19	Section 2 on page 5	<ul style="list-style-type: none"> • Addition of CBCIL after full spell out of organizations name • Spell out Department instead of Dept • Remove healthcare navigation • Include TxDOT acronym • Include Corpus Christi Regional Transportation Authority (CCRTA) • Remove sentence “A new planning grant funded by TxDOT is centered on developing mobility as a service for rural areas in a partnership with Liberty MobilityNow!” • Add sentence “Mobility Services has two grant funding streams TxDOT and CCRTA to provide transportation to rural and urban consumers” • Remove “2” and spell out two, remove part time Manager and add one full time Program Manager • Remove “purchased” and add “contracted with third party vendors”

		<ul style="list-style-type: none"> • Change the wording of “the counties include” and removing “which encompass the counties of”, add a sentence “Some trips may occur beyond CBCIL’s 11 county service area” and delete “The Healthcare Navigator program extends to the Victoria area and Relocation Services also covers the the Rio Grande Valley and Lardo areas”
4/23/19	Title VI Notice to the Public on page 7	<ul style="list-style-type: none"> • Remove “judyt@cbcil.org” and add “christinab@cbil.org” • remove “1537 Seventh Street” and add “P.O. Box 331660”, remove “78411” and add “78463” • Add a sentence “Corpus Christi Regional Transportation Authority,5658 Bear Lane, Corpus Christi, TX 78405 or email rvillarreal@ccrta.org”
4/30/19	Title VI Complaint Procedure on page 8	<ul style="list-style-type: none"> • Remove “1537 Seventh Street Corpus Christi, TX 78411” and add “P.O. 331660, Corpus Christi, TX 78463”, remove “.” in the description portion • Add “or CCRTA” • Add “Corpus Christi Regional Transportation Authority, 5658 Bear Lane, Corpus Christi, TX 78405 or email rvillarreal@ccrta.org
4/30/19	Title VI Complaint Form on page 10	<ul style="list-style-type: none"> • Remove “1537 Seventh Street Corpus Christi, TX 78411” and add “P.O. Box 331660 Corpus Christi, TX 78463 • remove “o” and add “or”
5/2/19	Public Participation Plan on page 12 and page 13	<ul style="list-style-type: none"> • Remove current list documented activities from 2016-2017 in Public Outreach Activities portion and add current Public Outreach Activities from 2018- 2019 (present year)

Section 2: Description of Organization and Service Provided

Within this section please include:

1. *A general introduction/summary of your organization*
2. *The type of service you provide; such as fixed-route, deviated route, or demand response service*
3. *The number of transit-related employees and the number of revenue service vehicles*
4. *The area where service is provided; include a service area map, if available.*

Coastal Bend Center for Independent Living (CBCIL) was established as a Center for Independent Living in Corpus Christi in 2002 with a federal designation under the Rehabilitation Act of 1973 as Amended, and a US Department of Education Rehabilitation Services Administration grant award. The organization was founded in 1996 as a non-profit corporation by a majority of individuals with disabilities. CBCIL continues to meet all federal statutory requirements as a CIL which includes as a non-profit independent organization that is cross-disability, consumer controlled, non-residential and provides five (5) core services of information and referral, peer counseling and support, Independent Living skills assistance, advocacy and transition services. Other programs and services are provided in response to the needs of individuals with disabilities of all ages and that meet the organization's mission "to assist individuals with disabilities to meet their goals to live independently." Programs include housing assistance, case management, relocation, consumer-directed financial management services, and mobility services.

Mobility Services consists of two projects: the Mobility Options Project, initiated in 2011 with JARC funding from Texas Department of Transportation (TxDOT), and now supported by the 5310 program under both rural and Corpus Christi Regional Transportation (CCRTA) for urban providers, provides gap-filling services to individuals with disabilities and seniors, by using mobility management and purchase of services from area transportation providers. Mobility Services has two grant funding streams TxDOT and CCRTA to provide transportation to rural and urban consumers. The Mobility Services program has two full time employees and one full time Program Manager. CBCIL does not own vehicles as all transportation services are contracted with third party vendors.

The service area for the majority of CBCIL programs and services are comprised of ~~is the~~ 11 counties of the Coastal Bend. The counties include Aransas, Bee, Brooks, Duval, Jim Wells, Kenedy, Kleberg, Live Oak, Nueces, Refugio, and San Patricio. Some trips may occur beyond CBCIL's 11 county service area.

Section 3: Title VI Policy Statement

Policy Statement

Coastal Bend Center for Independent Living, as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the Texas Department of Transportation (TxDOT), will comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), the U.S. Department of Transportation implementing regulations, FTA Circular 4702.1B, and TxDOT PTN requirements as specified in Master Grant Agreement, and State Management Plan.

Coastal Bend Center for Independent Living assures that no person shall, on the grounds of race, color, national origin as provided by Title VI of the Civil Rights Act of 1964, and the Civil Restoration Act of 1987 (P.L. 100.259), be excluded from, or participation in, be denied benefits of, or otherwise be subjected to, discrimination under any program or activity.

Executive Director
Coastal Bend Center for Independent Living

TITLE VI Notice to the Public

Coastal Bend Center for Independent Living's Notice to the Public is as follows:

Notifying the Public of Rights Under Title VI

Coastal Bend Center for Independent Living

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 Coastal Bend Center for Independent Living.

For more information on the Coastal Bend Center for Independent Living's civil rights program, the procedures to file a complaint, or to file a complaint contact 361-883-8461, (individuals who are deaf may call through the Relay Provider of their choice); email christinab@cbcil.org; or contact CBCIL's main office at P.O. Box 331660, Corpus Christi, Texas 78463. For more information, visit www.cbcil.org.

A complaint may also be filed directly with the:

Corpus Christi Regional Transportation Authority, 5658 Bear Lane, Corpus Christi, TX 78405 or email rvillarreal@ccrta.org

Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, or

Federal Transit Administration, 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 (361) 883-8461 or (877) 988-1999. Si necesita información en Español, por favor llame (361) 883-8461 o (877) 988-1999.

The Coastal Bend Center for Independent Living's Notice to the Public is posted in the following locations:
(check all that apply)

- Agency website: www.cbcil.org
- Public office
- Reception areas
- Meeting rooms
- Inside vehicles
- Rider Guides/Schedules
- Transit shelters and stations
- Other, _____

Title VI Complaint Procedure

The **Coastal Bend Center for Independent Living's** Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

- Agency website: www.cbcil.org
 - Public office
 - Reception areas
 - Meeting rooms
 - Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
 - Other, _____
-

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the **Coastal Bend Center for Independent Living (CBCIL)** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Complaint forms can be found at: www.cbcil.org, or requested at: P.O. Box 331660, Corpus Christi, TX 78463.

Coastal Bend Center for Independent Living investigates complaints received no more than 180 days after the alleged incident. **CBCIL** will process complaints that are complete.

Once the complaint is received, **Coastal Bend Center for Independent Living** will review it to determine if our office has jurisdiction—(A copy of each Title VI complaint received will be forwarded to TxDOT Public Transportation Coordinator or CCRTA within ten (10) calendar days of receipt). The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Coastal Bend Center for Independent Living has ten (10) days to investigate the complaint. If more information is needed to resolve the case, **CBCIL** may contact the complainant.

The complainant has ten (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 five (5) business days, **Coastal Bend Center for Independent Living** can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two (2) 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.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, she/he has thirty (30) days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the: Corpus Christi Regional Transportation Authority, 5658 Bear Lane, Corpus Christi, TX 78405 or email rvillarreal@ccrta.org or Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, or Federal Transit Administration, 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, then contact (361) 883-8461 or (877) 988-1999.
 Si necesita información en Español, por favor llame (361) 883-8461 o (877) 988-1999.

Title VI Complaint Form

The Coastal Bend Center for Independent Living's Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

- Agency website
- Hard copy in the central office
- Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
- Other, _____

Section I:			
Name:			
Address:			
Telephone (Home):		Telephone (Work):	
Email 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? <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: _____		
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:

Coastal Bend Center for Independent Living
P.O. Box 331660
Corpus Christi, TX 78463

If information is needed in another language, (361) 883-8461 or (877) 988-1999.
Si necesita información en Español, por favor llame (361) 883-8461 o (877) 988-1999

List of Transit Related Title VI Investigations, Complaints and Lawsuits

Coastal Bend Center for Independent Living maintains a list or log of all Title VI investigations, complaints and lawsuits, pertaining to its transit-related activities.

Check One:

 X There have been no investigations, complaint and/or lawsuits filed against us since the last plan submission.

 There have been investigations, complaints and/or lawsuits filed against us. *See list below. Attach additional information as needed.*

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

Public Participation Plan

Strategies and Desired Outcomes

To promote inclusive public participation, **Coastal Bend Center for Independent Living** will employ the following strategies, as appropriate:

- ✓ Provide for early, frequent and continuous engagement by the public.
- ✓ Select accessible and varied meeting locations and times
- ✓ Employ different meeting sizes and formats
Provide childcare and food during meetings, if possible.
- ✓ Use social media in addition to other resources as a way to gain public involvement
Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.
- ✓ Expand traditional outreach methods by visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.

Public Outreach Activities

The public outreach and involvement activities conducted by the **Coastal Bend Center for Independent Living** Mobility Services Program since the last Title VI Program submission are summarized in the table below.

Event Date	(Insert Agency Name) Staffer(s)	Activity	Communication Method (Public Notice, Posters, Social Media)	Notes
10/29/18	C. Buttler	MOP PowerPoint Presentation for Rural ISD's	Provided a presentation on CBCIL MOP Program	Provide information about Mobility Services
11/6/18	M. Garcia	CBDRG Meeting	Provided hand-outs and answered questions on MOP Program	Provide information about Mobility Services
11/26/18	M. Garcia	BCFS Meeting	Provided hand-outs and answered questions on MOP Program	Provide information about Mobility Services
1/10/19	M. Garcia	Homeless Issues Partnership	Provided hand-outs and answered questions on MOP Program	Provide information about Mobility Services
1/11/10/19	M. Garcia	Coastal Bend Health Finder Collaborative	Provided hand-outs and answered questions on MOP Program	Provide information about Mobility Services
1/15/19	C. Buttler, S. Avila and M. Garcia	TxDOT roundtable meeting	Provided a presentation on CBCIL MOP Program	Provide information about Mobility Services
3/5/19	C. Buttler	LID conference	Provided a presentation on CBCIL MOP Program	Provide information about Mobility Services
3/8/19	T. Padilla	Who's got your back	Provided hanouts	Provide information about Mobility Services
4/26/19	C. Buttler and M. Garcia	CBAD Presentation	Provided a presentation on CBCIL MOP Program	Provide information about Mobility Services

Language Assistance Plan

Plan Components

As a recipient of federal US DOT funding, the **Coastal Bend Center for Independent Living** is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak or understand English. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Coastal Bend Center for Independent Living's Language Assistance Plan includes the following elements:

- Item #1: The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.
- Item #2: A description of how language assistance services are provided by language
- Item #3: A description of how LEP persons are informed of the availability of language assistance service
- Item #4: A description of how the language assistance plan is monitored and updated
- Item #5: A description of how employees are trained to provide language assistance to LEP persons

Four Factor Analysis Methodology

To determine if an individual is entitled to language assistance and what specific services are appropriate, the **Coastal Bend Center for Independent Living** has conducted a *Four Factor Analysis* of the following areas: 1) LEP Demography, 2) Contact Frequency, 3) Importance of Service, and 4) Resources and Costs.

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient. In addition to the number or proportion of LEP persons served, the **Coastal Bend Center for Independent Living** will identify:

- (a) How LEP persons interact with the recipient's agency;
- (b) Identification of LEP communities, and assessing the number or proportion of LEP persons from each language group to determine the appropriate language services for each language;
- (c) The literacy skills of LEP populations in their native languages, in order to determine whether translation of documents will be an effective practice; and
- (d) Whether LEP persons are underserved by the recipient due to language barriers.

Factor 2: The frequency with which LEP persons come into contact with the program.: Identifies and assesses the frequency **Coastal Bend Center for Independent Living's** staff comes into contact with LEP persons. Examples of contact could include:

- (a) Use of bus and rail service;
- (b) Purchase of tickets through vending machines, outlets, websites, and over the phone;
- Yes:** (c) Participation in public meetings;
- Yes:** (d) Customer service interactions;
- (e) Ridership surveys;
- (f) Operator surveys.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives. Generally speaking, the more important the program, the more frequent the contact and the likelihood that language services will be needed.

Coastal Bend Center for Independent Living programs and services impact the lives of individuals with disabilities of all ages within the community, by assisting them to fulfill their individual goals to live independently. CBCIL provides a diversity of services and supports to help people with significant disabilities remain living in the community rather than to be institutionalized. CBCIL assists individuals to identify barriers to independence and works with them to set goals and plans to achieve desired outcomes. One of the greatest barriers to independence is the availability of affordable and accessible transportation. CBCIL works with several community partners to coordinate resources; with the Mobility Options Project, CBCIL has implemented cost-sharing with health and human services organizations to decrease costs.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach. Resource and cost issues can often be reduced by technological advances, reasonable business practices, and the sharing of language assistance materials and services among and between recipients, advocacy groups, LEP populations and Federal agencies. Large entities and those entities serving a significant number of LEP persons should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance.

Coastal Bend Center for Independent Living has no outreach or training budget for contacting LEP persons and therefore must utilize low or no cost methods relative to Title VI and LEP principles. In-house staff are utilized in the course of the business day to converse in Spanish, translate materials or seek additional resources. General program outreach is targeted to individuals with disabilities of all ages and when requested, materials are provided in large print, alternate formats and translated into Spanish language. Staff trainings of a general nature are held at monthly staff meetings, where all programs are represented.

Language Assistance Plan

Item #1 – Results of the Four Factor Analysis <i>(including a description of the LEP population(s) served)</i>
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Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered.

Staff reviewed the 2010 U.S. Census Report and determined that overall population data reflects 124,558 persons in the CBCIL service area or 39.4% of the population speak a language other than English. Of those, 27.9% have limited English proficiency; that is, they speak English “not well” or “not at all.” This is only 11% of the overall population in the service area. Of those persons with limited English proficiency, 117,753 speak Spanish (28.3% not well), 2,404 speak Indo-European (12.8% not well), 3,646 speak Asian and Pacific Islander languages (29.2% not well), and 788 speak other languages (6.9% not well).

What seems to be relevant to this Factor is that CBCIL is considered a “closed” provider, in that CBCIL provides services to its own consumers who are individuals with disabilities of all ages. During the last Fiscal Year (2015-2016) CBCIL served 647 consumers, 433 of which were Hispanic, 172 White, 48 Black, 1 American Indian, 1 with 2 or more races, and 2 unknown. It should be noted that persons eligible to be served by the 5310 program are individuals with disabilities and seniors age 65 and older.

Factor 2: The frequency with which LEP persons come into contact with the program.

CBCIL’s data collection system does not capture contact information regarding frequency of contacts with LEP persons. Of the total 433 Hispanic consumers, the LEP persons identified as Spanish-speaking all were able to communicate effectively with CBCIL staff, by being assisted by staff who are bilingual in Spanish and English.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives.

CBCIL's staff reviewed the nature and importance of Mobility Services and found that the people requesting transportation services are unable to be served adequately by public transit in their area and are seeking a transport option that can meet their needs. Services are gap-filling and consumers are assisted with developing long-term solutions, if there are any. CBCIL's programs are developed based on expressed needs within the community of people with disabilities of all ages.

Factor 4: The resources available for LEP outreach, as well as the costs associated with that outreach.

CBCIL reviewed its available resources for LEP outreach and found that resources overall are limited for outreach by the agency. Only one program of 24 is budgeted to cover costs of outreach that would include costs to provide printed material in Spanish. There now is one staff person within the Mobility Services program that has the capability to provide translation of the written word from English to Spanish. Additionally, CBCIL now has an upgraded website and a staff person with skills to add information on an ongoing basis. CBCIL has a number of staff who are fluent in speaking Spanish and at least one bilingual individual is available during office hours, Monday – Friday, 8 am-5 pm.

Item # 2 – Description of how Language Assistance Services are Provided, by Language

When people present with the need for Spanish language assistance, their request for someone to assist in their language is honored, regardless of which program the staff is assigned.

No one has presented with any other language requiring Language Assistance Services. If this should occur, language interpretation can be accessed for all other languages through a telephone interpretation service, which is available through 211-Texas for eleven (11) languages, and through a Language Service Line (1-800-752-6096) for 170+ languages.

Item # 3 - Description of how LEP Persons are Informed of the Availability of Language Assistance Service

The Title VI Notice to the Public and the Title VI Complaint Procedure have contact information in English and Spanish. "I Speak" Language Identification Cards will be made available to CBCIL staff.

Item # 4 – Description of how the Language Assistance Plan is Monitored and Updated

At a minimum, an annual review will be conducted by CBCIL staff relative to the number of documented LEP person contacts are encountered annually and whether the Language Assistance Plan is sufficient to meet their needs. In addition, by maintaining a Title VI complaint log, there will be documentation of the Agency's alleged failure to meet the needs of LEP persons and to identify what was done by CBCIL to mitigate the complaint(s). This information will be provided to the CBCIL Board of Directors for determining Agency compliance with the goals of Title VI.

Item # 5 - Description of how Employees are Trained to Provide Language Assistance to LEP Persons

CBCIL staff with direct consumer contact will receive training on the following topics:

- Title VI Policy
- Language Assistance Plan, services and requests
- Use of the "I Speak" cards
- Procedures for handling a Title VI complaint

CBCIL will translate the following vital documents into required foreign language:

1. Consumer Grievance (Complaint Procedure)
2. Complaint Form
3. Waiver of Independent Living Plan
4. Notice to the Public

Limited English Proficient (LEP) Resource Materials:

“I Speak” Language Identification Card

Mark this Box if you speak...	Language Identification Chart	Language
	Mark this box if you read or speak English	English
	Marque esta casilla si lee o habla español	Spanish
	Kos lub voj no yog koj paub twm thiab hais lus Hmoob	Hmong
	如果说中国在方框内打勾	Chinese
	Xin ñaùnh daáu vaøo oâ naøy neáu quyù vò bieát ñoïc vaø noui ñöôic Vieät Ngöô.	Vietnamese
	당신이한국어말할경우이 상자를표시	Korean
	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	Tagalog
	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen	German
	Отметить этот флажок, если вы говорите по-русски	Russian
	Означите ову кућицу ако говорите српски	Serbian
	आप हिंदी बोलते हैं तो इस बक्से को चिह्नित करें	Hindi
	پر نشان لگائیں تو اس باکس بولتے ہیں اردو اگر آپ	Urdu

Note: For additional languages visit the US Census Bureau website <http://www.lep.gov/ISpeakCards2004.pdf>

Log of LEP Encounters

Date	Time	Language Spoken By Individual <i>(if available)</i>	Name and Phone Number of Individual <i>(if available)</i>	Service Requested	Follow Up Required	Staff Member Providing Assistance	Notes

Minority Representation Information

Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

Guidance: If you don't have a non-elected transit-related board, committee, or council, then leave the table below blank, and in section B write that there are no non-elected transit-related boards, committees, or councils.

A. Minority Representation Table

Table Depicting Membership of Board, Committees, Councils, Broken Down by Race

Body	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
Population	%	%	%	%	%	%
Name of committee 1	%	%	%	%	%	%

B. Efforts to Encourage Minority Participation

CBCIL does not have non-elected transit-related boards, committees, or councils. However, the CBCIL Board of Directors strives for diverse representation of the community it serves. First and foremost, in keeping with the federal mandate for consumer control, the Board must have a majority of individuals with significant disabilities. Ethnicity, race, gender and age must be considered to reflect the diversity of the Coastal Bend populations.