

**Federal Transit Administration
Title VI Program**

The Lakes Region Mental Health Center, Inc.

August 2026

Title VI Plan Table of Contents

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Section 1: Title VI Plan Approval & Compliance Requirements

Title VI Plan Adopted on: 8/18/26

Adopted by:

The Lakes Region Mental Health Center, Inc. Board of Directors

Signature(s):

 8/18/2026

Kyril Mitchell, Board President

The Lakes Region Mental Health Center, Inc.

MOTION MADE, SECONDED AND PASSED: To approve the Federal Transit Administration Title VI plan and authorize the board president to execute any and all necessary documentation.

Annual Certifications and Assurances

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with Title VI regulations. This requirement shall be fulfilled when the applicant/recipient submits its annual certifications and assurances. Primary recipients will collect Title VI assurances from sub-recipients prior to passing through FTA funds.

The Lakes Region Mental Health Center, Inc. will remain in compliance with this requirement by annual submission of certifications and assurances as required by NHDOT.

The date of last submission of these certifications and assurances (at the time of this Plan's approval) is: September 26, 2023

Title VI Plan Revision Log

Date (Month/Day/Year)	Section Revised	Summary of Revisions
03/15/2019	Plan	Full revision of policy
08/01/2022	Overall plan language	Removal of some earlier survey documentation
9/26/2023	Plan	Update of survey documentation
8/01/2025	2: Title VI Policy Statement, 3: Notice to the Public, 4: Title VI Complaint Procedure, 5: Title VI Complaint Form	Revise and update information for Section 1557 compliance, change contact information
8/11/2026	Title VI Plan	Revise and update information with updated data and to reflect 2025 document revisions

Section 2: Title VI Policy Statement

Policy Statement

The Lakes Region Mental Health Center, Inc., operating as a demand response transit provider, as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the New Hampshire Department of Transportation (NH DOT), 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 NHDOT Public Transportation requirements as specified in Master Grant Agreement, and State Management Plan.

It is the policy of The Lakes Region Mental Health Center, Inc. (LRMHC) to abide by all provisions of the Civil Rights Act of 1964, the Americans with Disabilities Act (ADA) of 1990, Section 504 of the Rehabilitation Act of 1973, and all subsequent amendments in all programs, services, activities, operations, relationships with and accommodations/modifications of- employees, patients, and the general public, including, but not limited to, those stated below.

Nondiscrimination Statement:

The Lakes Region Mental Health Center, Inc. does not discriminate based on race, color, national origin (including LEP and primary language), sex, age, or disability.

Section 3: Notice to the Public

The Lakes Region Mental Health Center, Inc.

Title VI Notice to the Public

Your Rights Under Title VI

The Lakes Region Mental Health Center, Inc. does not discriminate based on race, color, or national origin (including LEP and primary language).

Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with The Lakes Region Mental Health Center, Inc.

For more information on The Lakes Region Mental Health Center, Inc. Title VI rights program, the procedures to file a complaint, or to file a complaint, please contact:

Lakes Region Mental Health Center
Title VI Officer
40 Beacon St. East
Laconia, NH, 03246
Phone: (603) 524-1100
Email: TitleVI@lrmhc.org

For more information or to find forms online, visit the website: www.lrmhc.org.

This document is available in accessible formats upon request. To obtain paper copies or more information regarding accessible formats, please call Lakes Region Mental

Health Center's Section 1557 Compliance Officer at the address or phone number above, or email Section1557@lrmhc.org.

The Lakes Region Mental Health Center, Inc. Notice to the Public is posted in the public areas of the office and inside the transit vehicles.

1. 40 Beacon St. East, Laconia, NH
2. 67 Spring St., Laconia, NH
3. 81 Highland St., Plymouth, NH
4. Plymouth Van based at 81 Highland St.
5. Laconia Bus based at 40 Beacon St. East.

Section 4: Title VI Complaint Procedure

The Lakes Region Mental Health Center, Inc's Title VI Complaint Procedure is made available in the following locations:

- ☒ Agency website: www.lrmhc.org
- ☒ Hard copy in the central office
- ☒ Agency Title VI Plan

These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1954, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA), and all subsequent amendments as they relate to any program or activity administered The Lakes Region Mental Health Center, Inc. Intimidation or retaliation as a result of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints of discrimination. Every effort will be made to resolve complaints at the lowest possible level.

Any individual, group of individuals, or entity that believes they have been discriminated against based on race, color, national origin (including LEP and primary language), by any program or activity administered The Lakes Region Mental Health Center, Inc. may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.

A complaint must be filed with The Lakes Region Mental Health Center, Inc., no later than 180 days after the following:

1. The date of the alleged act of discrimination; or
2. The date when the person(s) became aware of the alleged discrimination; or
3. Where there has been a continuing course of conduct, the date on which that conduct was discontinued and the latest instance of the conduct.

Once the complaint is received, it will be reviewed to determine if our office has jurisdiction.

A copy of each Title VI complaint received will be forwarded to the New Hampshire Department of Transportation 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.

The Lakes Region Mental Health Center, Inc. has 45 days to investigate the complaint. If more information is needed to resolve the case, The Lakes Region Mental Health Center, Inc. may contact the complainant requesting further information. The complainant has 30 business days from the date of the letter to send the 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 30 business days, The Lakes Region Mental Health Center, Inc. can administratively close the case.

After the investigator reviews the complaint, the agency 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, it must direct the appeal to the agency initially. The complainant has 21 days after the date of the closure letter or the letter of finding to do so. If there is outstanding concern, the appeal may be directed to the state DOT or FTA. The appeal process information will be included in the letter.

A person may also file a complaint directly with the: New Hampshire Department of Transportation, Attn: Shannon Aiton, Title VI Coordinator, PO Box 483, 7 Hazen Drive, Concord, NH 03302-0483; 603-271-2467; TTY: 800-735-2964; titlevi@dot.nh.gov

Or

Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, D.C

Section 5: Title VI Complaint Form

The Lakes Region Mental Health Center, Inc Discrimination Complaint Form Title VI and ADA SECTION I		
Name:		
Address:		
Home Phone with area code: ()	Cell or Business Phone with area code: ()	
E-Mail:		
Accessible Format Requirements?	Large Print	Audio Tape
	TDD	Other
SECTION II		
Are you filing this complaint on your own behalf?	Yes*	No
<i>*If you answered "yes" to this question, go to Section III</i>		
If not, please supply the name and relationship to the person filing the complaint:		
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 alleged discrimination was based on: ☐ Race (Title VI) ☐ Color (Title VI) ☐ National Origin (Title VI) ☐ Disability (ADA) ☐ Other: _____ Date of Alleged Discrimination (Month, Day, Year): / / Explain what happened and why you believe you were discriminated against. Describe all people who were involved, including names and contact information, including the person(s) who allegedly discriminated against you (if known). If more space is needed, please use the back of this form. Note: This form consolidates information required by multiple federal civil rights programs. Information will be shared based on the type of discrimination identified above. Title VI of the Civil

Right Act covers Race, Color, and National Origin complaints ONLY. American with Disabilities Act covers disability complaints.	
SECTION IV	
Have you previously filed a Civil Rights-related complaint with this agency?	☐ Yes ☐ No
SECTION V	
Have you filed this complaint with any other Federal, State, or local agency or court? ☐ Yes* ☐ No *If yes, check all that apply and include the name(s) of the agency or court: ☐ Federal Agency: _____ ☐ Federal Court _____ ☐ State Agency ☐ State Court _____ ☐ Local Agency _____	
*If you marked Yes in Section V, provide the name, title, and contact information of the person at the agency/court where the complaint was filed. Name: _____ Title: _____	
You may attach written materials or other information that is relevant to your complaint. Your signature and date are required below.	
Signature _____	Date _____
Please submit this form in person or mail to: Title VI Officer Lakes Region Mental Health Center 40 Beacon St E, Laconia, NH 03246 Email: TitleVI@lrmhc.org Website: www.lrmhc.org	

Section 6: List of Transit Related Title VI Investigations. Complaints and Lawsuits

The Lakes Region Mental Health Center, Inc. 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, complaints and/or lawsuits filed against us since the last plan submission.

 There have been investigations, complaints and/or lawsuits filed against us.

	Date	Summary	Status	Action(s)
	(Month, Day, Year)	(Include basis of complaint:		Taken

		race, color, or national origin)		
Investigations				
1.				
2.				
Lawsuits				
3.				
4.				
Complaints				
5.				
6.				

Section 7: Public Participation Plan

Strategies and Desired Outcomes

To promote inclusive public participation, The Lakes Region Mental Health Center, Inc. will employ the following strategies, as appropriate:

Key Principles

Through an open public process, LRMHC has developed a public participation plan to encourage and guide public involvement efforts and enhance access to agency transportation decision-making process by minority and individuals with Limited English Proficient (LEP). The public participation plan describes the overall goals, guiding principles and outreach methods that The Lakes Region Mental Health Center, Inc. uses to reach its riders.

An individual with Limited English Proficiency (LEP) is defined as a person whose primary language for communication is not English and who has a limited ability to read, write, speak, or understand English.

The LRMHC Public Participation Plan (PPP) has been prepared to ensure that no one is excluded from participating in agency's service planning and development process and ensures that:

- Potentially affected community members will have an appropriate opportunity to participate in decisions about a proposed activity that will affect their environment and/or health;
- The public's contribution can and will influence LRMHC decision making;
- The concerns of all participants involved will be considered in the decision-making process; and,
- LRMHC will seek out and facilitate the involvement of those potentially affected.

Limited English Proficient (LEP) Goals of the Public Participation Plan

The overarching goals of The Lakes Region Mental Health Center, Inc.'s PPP include:

- Clarity in Potential for Influence - The process clearly identifies and communicates where and how participants can have influence and direct impact on decision-making.

- Consistent Commitment - LRMHC communicates regularly, develops trust with riders and our community and builds community capacity to provide public input.
- Diversity - Participants represent a range of socioeconomic, ethnic and cultural perspectives, with representative participants including residents from low-income neighborhoods, ethnic communities and residents with Limited English Proficiency.
- Accessibility - Every reasonable effort is made to ensure that opportunities to participate are physically, geographically, temporally, linguistically, and culturally accessible.
- Relevance - Issues are framed in a way that significance and potential effect is understood by participants.
- Participant Satisfaction - People who take the time to participate feel it is worth the effort to join the discussion and provide feedback.
- Partnerships - LRMHC develops and maintains partnerships with communities through the methods described in its public participation plan.
- Quality Input and Participation - Comments received by LRMHC are useful, relevant and constructive; contributing to better plans, projects, strategies and decisions.

Objectives of the Public Participation Plan

The LRMHC Public Participation Plan is based on the following principles:

- Flexibility- The engagement process will accommodate participation in a variety of ways and be adjusted as needed.
- Inclusiveness - LRMHC will proactively reach out to and engage low-income, minority and LEP populations from the service area.
- Respect - All feedback will be given careful and respectful consideration.
- Proactive and Timeliness - Participation methods will allow for early and ongoing involvement.
- Clear, Focused and Understandable - Participation methods will have a clear purpose and use for the input and will be described in language that is easy to understand.
- Honest and Transparent - Information provided will be accurate, trustworthy and complete.
- Responsiveness - LRMHC will respond and incorporate appropriate public comments into transportation decisions.
- Accessibility- Meetings will be held in locations which are fully accessible and welcoming to all area residents, including, but not limited to, low-income and minority members of the public and in locations relevant to the topics being presented and discussed.

Regional Partnership

An oversight of LRMHC service and activities is conducted internally, and externally through Mid-State and Grafton County Regional Coordinating Councils (RCCs).

The Lakes Region Mental Health Center, Inc.'s Public Participation Process Outreach Efforts

The Lakes Region Mental Health Center, Inc. seeks and receives feedback on its services from riders, drivers, staff members and other members of the community, as well as the members of the Mid-State and Grafton County RCCs for Community Transportation which assists LRMHC in its advisory capacity.

LRMHC Mediums

- Website: <https://www.lrmhc.org>
- Social Media – LinkedIn with over 1,000 followers.
- Print – newspapers, magazines, and other periodicals.
- Electronic Donor Newsletters - issued quarterly to over 1700 recipients
- Radio – contracts with two radio stations and NH Public Radio to air monthly public service announcements
- Outdoor - Agency logo on both transportation buses
- Community Awareness Events - with schools, municipalities, partner organizations and other events. Community members, staff, patients and patient families are invited to participate in local community awareness events.

Standing Board Committees:

- Quality Improvement: chaired by a Board member and includes Board members, staff, community members, clients and family members. The goal of the committee is to ensure that our clients receive the highest quality of care in accordance with applicable laws, rules and regulations.
- Finance and Investment: chaired by the Board treasurer, consists of Board and community members that monitor all financial aspects of the organization except Development. The committee recommends policies to the Board, reviews and oversees the creation of financial statements and the annual budget and recommends their presentation and approval to the Board. The committee monitors financial statements and financial investments, monitors compliance with federal, state and other reporting requirements, oversees and implements an investment policy for the assets of the organization, oversees preparation and filing of the annual CPA audit and IRS Form 990, and reviews and makes recommendations on other financial matters as they arise or as needed.
- Development: is chaired by a Board member and works with development staff to create and implement strategies and a plan to identify additional revenue, identify, cultivate, and solicit funds from various sources of support, and develop guidelines to ensure stakeholders are acknowledged, fundraising activities are cost-effective and ethical. Ad-hoc committees are formed to facilitate special events and other fundraising activities.
- Governance: typically chaired by the Board Secretary, identifies and nominates new and returning individuals from the community for election to the Board and Board officers, regularly reviews the bylaws and makes recommendations to the Board for change/modification, periodically reviews Board and advisory council formation, roles, responsibilities and policy, periodically facilitates Board evaluation, and ensures all Board members execute annual Conflict of Interest statements.
- The LRMHC Board of Directors: consists of individuals from diverse professional and personal backgrounds who reside within towns in the LRMHC catchment area. It is critical to have geographically diverse representation given the large rural LRMHC service area and for access to diverse perspectives as it relates to patient care. There are patients and several members who have family members with mental illness. Meetings are open to the public and transportation can be provided. Due to the demographics of the area, the board is predominately white.
- LRMHC leaders regularly attend the town/city meetings of the 24 towns in the catchment area. These relationships are important given that the majority of municipalities provide funding to LRMHC to help offset the cost of providing certain services to their residents. The Chief Development & Public Relations Officer (CDPRO) attends all hearings and presents information to town officials

about the services that were provided to the residents in each town. It is also an opportunity to raise awareness and address questions about the critical mental health safety-net services provided by LRMHC. When necessary, the CEO, CFO, and CDPRO work with local officials regarding topics that pertain to the provision of services and our recognition as a public health organization.

Addressing Comments

The Incorporation of Public Comments into Decisions

Public comments received by LRMHC are often in the form of direct feedback and given careful, thoughtful consideration. Feedback is also obtained through Department of Health and Human Services (DHHS) surveys, LRMHC patient surveys, social media, Google business reviews, or through staff and board members. Oral comments are transcribed and distributed so that they receive appropriate attention. All comments are addressed. Any unresolved issues may be presented to the LRMHC Board of Directors for consideration.

Identification of Stakeholders

Our Community Partners

Stakeholders are defined as those who are either directly or indirectly affected by a plan. Stakeholders come from several groups: citizens/residents (including minority and low-income individuals), public agencies, and private organizations. Those who may be adversely affected or denied benefits due to a plan's recommendation(s) are of particular interest in the identification of stakeholders.

Stakeholder List

Any community organization or person can be added to the LRMHC stakeholder list and receive regular communications regarding service changes by contacting the LRMHC administrative office at 603-524-1100. Local organizations and businesses can also request that a speaker from LRMHC attend their regular meetings or special events.

I.DECISION MAKING BODIES

Board of Director and Executive Management

Every three years, the LRMHC Board oversees the creation of a strategic plan with action items to meet overarching broad goals and metrics that will be used to measure progress. Goals are identified through a comprehensive process incorporating stakeholder feedback. Decisions regarding policy, procedures, processes, service delivery changes, and service programming are made by the Executive Management Team using the recommendations of the strategic plan. The LRMHC Board of Directors is composed of 14 members representing many of the towns and cities within our catchment area. There are several standing committees of the board. Their responsibilities are outlined above. The LRMHC Quality Improvement Committee holds ongoing meetings to help guide decisions regarding transportation: routes, schedules, and other topics important to the community and our patients. Patients are encouraged to contact LRMHC any time

they need transportation, so on-call service can be provided whenever possible. All Board and Executive/internal meetings are held in our conference center at the 40 Beacon Street East office in Laconia and/or held virtually. Meeting notices are posted in advance and sent electronically.

Public Outreach Activities

Public outreach and involvement activities conducted by The Lakes Region Mental Health Center, Inc., since the last Title VI Program submission are summarized in the table below:

Event Date	LRMHC Staff or Department	Activity	Communication Method (public notice, posters, social media)	Notes
Ongoing	Development/ Public Relations	Public Education	Business Cards, flyers, services brochures, social media posts, signage, emails, posters, media, website	Include information about transportation services and rights under Title VI.
Ongoing	Transportation	Public Education	Title VI postings	LRMHC offices, vehicles
Bi-monthly	Facilities Manager	Outreach	Attends CAP-BM, Grafton-Coos, and Mid-state meetings and trainings	

Section 8: Language Assistance Plan

Plan Components: As a healthcare organization and recipient of federal funding, including from the US DOT,

The Lakes Region Mental Health Center, Inc. is required to take reasonable steps to ensure meaningful access to our programs and activities by persons with limited-English proficiency (LEP). An individual with Limited English Proficiency (LEP) is defined as a person whose primary language for communication is not English and who has a limited ability to read, write, speak, or understand English.

The LRMHC Language Assistance Plan (LAP) includes the following elements:

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

Four Factor Analysis Methodology

To determine whether an individual is entitled to language assistance and what services are appropriate, LRMHC has conducted a *Four Factor Analysis* of the following areas:

- 1) Limited-English Proficient (LEP) Demography; 2) Contact Frequency; 3) Importance of Service; and 4) Resources and Costs.

Factor 1: The number or proportion of people with LEP eligible to be served or likely to be

encountered by the program or recipient. In addition, LRMHC will identify:

- a. How people with LEP interact with the recipient's agency;
- b. Identification of LEP communities and the number or proportion of people from each language group to determine appropriate language services, and
- c. Whether people with LEP are underserved by the recipient due to language barriers.

Results: 2020-2024 U.S. Census Bureau American Community Survey (ACS) data show that of the 150,803 total Belknap and Grafton County residents age five and over in LRMHC service area, 1,636 (1.1%) are individuals with LEP.

	Combined Service Area	
	Estimate	Percent of Population
Total:	150,803	
Speak only English	143,091	94.9%
Language other than English	6,018	6.7%
• Speak English less than “very well”	1,636	1.1%
Spanish	1,407	.9%
• Speak English less than “very well”	256	.1%
Other Indo-European languages	3,664	2.4%
• Speak English less than “very well”	537	.4%
Asian and Pacific Islander languages	2,236	1.5%
• Speak English less than “very well”	792	.5%
Other languages	405	.3%
• Speak English less than “very well”	51	0%

Factor 2: The frequency with which people with LEP encounter the program: Identifies and assesses the frequency LRMHC staff encounters people with LEP. Examples of contact could include:

- Use of bus and rail service;
- Purchase of tickets through vending machines, outlets, websites, and over the phone;
- Participation in public meetings;
- Customer service interactions;
- Ridership surveys;
- Operator surveys.

Results: Through staff and driver surveys, LRMHC assessed the frequency with which staff and drivers have, or could have, contact with people with LEP. Encounters are rare due to the limited population within our service area who speak English less than "very well". LRMHC provides approximately 3400 passenger trips per year. If an individual discloses to a dispatcher or driver that they need assistance, the dispatcher or driver can contact LRMHC customer service to access translation services to ensure the individual can access services and receives language assistance.

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

Results: All LRMHC programs are important; however, those related to safety, public transit, nondiscrimination and public involvement are high priorities as they address the social determinants of health, reduce barriers to care, and provide access to vital services such as health care, pharmacies, groceries and nutrition, and community engagement activities. LRMHC is committed to providing meaningful access and will provide written translation for any of its documents, if reasonable, effective and within available resources. In other cases, LRMHC will strive to provide alternatives. To accomplish this, LRMHC maintains a contract with a provider of phone and video translation services. Through the Quality Improvement program, LRMHC continually evaluates its programs, services, and activities to ensure equal access for all.

Factor 4: The resources available to the recipient for LEP outreach and the costs associated.

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 population should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance.

Results: The Lakes Region Mental Health Center, Inc. makes every effort to make its programs, services, and activities, accessible to LEP individuals. LRMHC will use all available internal and external resources, both internal and external to accommodate reasonable requests for translation services.

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

The Lakes Region Mental Health Center, Inc. has identified, developed, and uses the following:

- a. Individuals who have contact with the public will be provided with "I Speak" language cards to identify language needs in order to match them with available services. Language cards verified and distributed by the Director as need.
- b. The Lakes Region Mental Health Center, Inc. has developed partnerships with local agencies, organizations, law enforcement, colleges/universities, local school districts and social service agencies that are available to assist with it LEP responsibilities. A list of current partnerships is available on the LRMHC website: <https://www.lrmhc.org>.
- c. LRMHC contracts services with a phone-based translation service, Certified Languages International, which is available via request through clinical staff or through direct requests to the agency's administrative services. CLI offers telephone interpreting, video interpreting, and document translation services.

Item # 3- Description of how People with LEP Informed of the Availability of Language Assistance Service

To ensure that LEP individuals are aware of LRMHC language assistance measures:

- Title VI Program documents, including the LAP, are made available on website, hard copies in central office, and in LRMHC vehicles. Documents are also available in commonly translated

languages and in large print form.

- Drivers and dispatchers are provided with "I Speak" language cards to identify language needs to match them with available services.

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

The Lakes Region Mental Health Center, Inc. will continue to update the LEP plan as required. At a minimum, the Title VI Plan will continue to be reviewed and updated every three (3) years in conjunction with the Title VI submission and use data from the U.S. Decennial Census or the American Community Survey as available, or when the concentrations of LEP individuals are present in the LRMHC service area.

Updates will continue to include the following:

- The number of documented contacts encountered annually
- How the needs of people with LEP have been addressed
- Determination of the current LEP population in the service area
- Determination whether the need for translation services has changed
- Determination of whether local LAPs have been effective and sufficient to meet the need
- Determination whether LRMHC financial resources are sufficient to fund resources
- Determine whether LRMHC has fully complied with the goals of this LEP Plan
- Determine whether complaints have been received concerning LRMHC failure to meet the needs of LEP individuals

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

Ongoing training is provided to LRMHC staff on Title VI Procedures and the LAP plan:

- Description of language assistance services offered
- The use of "I Speak" language cards used to identify language used
- Documentation of language assistance requests
- Use of web-based interpreter services
- How to handle a potential Title VI or Section 1557 complaint

Limited English Proficiency (LEP) Resource Materials:

Notice of Availability

Accessibility Services: Upon the request of an individual, Lakes Region Mental Health Center will provide, at no charge, reasonable modifications and appropriate auxiliary aids and services for individuals with disabilities. Accommodations include those described in the **Section 1557** final rule regarding language access obligations: qualified interpreters and alternate formats such as braille or large print.

Language Assistance: Upon the request of an individual, Lakes Region Mental Health Center will provide, at no charge, language assistance services, including translated documents and oral interpretation, in a timely manner.

Access Information: Language identification cards are posted in all public areas of LRMHC. If information is needed in another language, notify support staff or contact (603) 524-1100 for assistance in accessing LRMHC language assistance services in a timely manner. Language assistance services provided at no charge include translation of documents, oral interpretation, qualified interpreters, and alternate formats such as braille, or large print.

"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 ñàunh daáu vaøo oâ naøy neáu quyù vò bieát ñoïc vaø noùi ñõõic Vieät Ngõõ.	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

Log of LEP Encounters * information cannot be provided due to HIPAA

Date	Time	Language Spoken	*Name and Phone #	Service Requested	Follow-up	Staff member(s) aiding	Notes
6/13/26		Tagalog		Clinical Services		Support and clinical	
3/18/26		French		Clinical Services		Support and clinical	
10/21/25		Spanish		Emergency Services		Support and clinical	
1/9/25		French		Clinical Services		Support and clinical	
9/11/24		Chinese		Clinical Services		Support and clinical	
8/5/24		Chinese		Clinical Services		Support and clinical	
12/28/23		French		Clinical Services		Support and clinical	
10/7/23		Tagalog		Emergency Services		Support and clinical	
9/14/23		Spanish		Clinical Services		Support and clinical	

Section 9: 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: Elected transit-related board, committee, or council, do not need to complete the table below, and write in section B that there are no non-elected transit-related boards, committees, or councils.**

1. 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
[Insert Name of Committee/Board]						

The Lakes Region Mental Health Center, Inc., does not maintain any non-elected or elected transit-related board, committee, or council.

Section 10: Providing Assistance to and Monitoring Subrecipients

1. Does agency provide funding to subrecipients?

☒ **No**, the agency does not have subrecipients.

☐ Yes. If yes, list the subrecipient names: (list other agency names here)

The Lakes Region Mental Health Center, Inc. monitors subrecipients using the following process:

1, 1B: Not applicable. LRMHC does not have subrecipients.

Section 11: Title VI Equity Analysis for Facility Acquisition

Title 49 CFR, Appendix C, Section (3)(iv) requires "the location of projects requiring land acquisition and the displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin." For purposes of this requirement, "facilities" do not include bus shelters, as they are considered transit amenities. It also does not include transit stations, power substations, or any other project evaluated by the National Environmental Policy Act (NEPA) process.

Facilities included in the provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. Has the agency built a facility? (check a response below)

☒ No, the agency has not built a facility.

☐ Yes, the agency has built a facility and completed a Title VI equity analysis to compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site. (Include at the end of the Title VI plan a copy of the Title VI equity analysis.)

Section 12: Fixed Route Transit Providers Service Standards and Policies

FTA Circular 4702.1B, Chapter III, Paragraph 10: All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide.

The Lakes Region Mental Health Center, Inc.:

☐ is a fixed route transit provider

☒ is **not** a fixed route transit provider