

**City of Wilkes-Barre  
Title VI Plan**



**George C. Brown  
Mayor**

***Year 2022***

# Title VI Policy Statement

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of **race, color, or national origin** in programs and activities receiving Federal financial assistance. Specifically, Title VI (42 U.S.C. Section 2000d) provides that:

"no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

The Environmental Justice component of Title VI guarantees fair treatment for all people and requires the City of Wilkes-Barre to identify and address any disproportionate impacts of its programs, policies, and activities on human health or the environmental effects on minority or low income populations. The City of Wilkes-Barre must also undertake reasonable steps to ensure that Limited English Proficiency (LEP) persons have meaningful access to the programs, services, and information the City of Wilkes-Barre provides. Allegations of discrimination should be promptly reported to the Office of Justice Programs, Office for Civil Rights, Attention: Title VI Program Coordinator, 810 Seventh Street, NW, Washington D.C. 20531 or:



The City of Wilkes-Barre  
Title VI Compliance Officer  
40 East Market Street  
Wilkes-Barre, PA 18711  
(570) 208-4247 Phone  
(570) 208-4101 Fax

**RECIPIENT INFORMATION**

**RECIPIENT:** City of Wilkes-Barre

**START DATE:** 2022

**EXPIRATION YEAR:** 2026

**FEDERAL ID #:** 24-6000-718

**TITLE VI PROGRAM VENDOR CODE:** 5909

**CONTACT INFORMATION:** CITY OF WILKES-BARRE  
ATTN: TITLE VI COMPLIANCE OFFICER  
40 EAST MARKET STREET  
WILKES-BARRE, PA 18711

# GENERAL INFORMATION

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1. Population of City of Wilkes-Barre: 44,453

2. DOJ Reporting Requirements:

Title VI Requirements & Guidelines for DOJ Recipients

3. Current DOJ Contract:

Edward Byre Memorial Justice Assistance Grant Program (PCCD) \$103,362

4. Current Other DOJ Contracts:

Edward Byre Memorial Justice Assistance Grant Program \$20,352

Coronavirus Emergency Supplement Funding Program \$69,333

Bulletproof Vest Partnership Program \$24,230

5. Other Federal Contracts (2022):

**U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT**

A. Community Development Block Grant (CDBG) \$1,478,285

B. HOME Investment Partnership Program (HOME) \$374,316

**U.S. DEPARTMENT OF TRANSPORTATION**

A. Highway Planning & Construction- Washington Street Bridge \$1,154,434

B. Highway Planning & Construction- Bridge Inspection Program \$236,851

**US DEPARTMENT OF HEALTH AND HUMAN SERVICES**

A. Immunization Grant \$213,041

B. Maternal & Child Health Service Block Grant \$447,000

C. Public Health Emergency Preparedness \$181,382

D. Comprehensive HIV Prevention \$203,000

E. Childhood Lead Poisoning Prevention \$27,118

F. Prescription Drug Monitoring Program \$556,116

G. Preventative Health and Health Services Block Grant \$231,250

H. Epidemiology Laboratory Capacity \$2,908,870

I. Public Health Crisis Response \$651,777

6 Record & Report Transit-Related Investigations, Complaints & Lawsuits:

The City of Wilkes-Barre has not had any DOJ funded projects investigations, complaints & lawsuits in the past 3 years.

7 Provide Assistance to Subrecipients & Monitor Compliance with Title VI:

The City of Wilkes-Barre does not have any subrecipients.

8 Title VI Notices:

Title VI policy statement will be displayed in all city-owned facilities. Projects funded with DOJ monies will include Title VI policy statement.

9 Limited English Proficiency Plan Update:

To accommodate persons who need LEP assistance the City of Wilkes-Barre has available interpretive language services. In addition, the city is currently translating important notices & documents, including Title VI policy, into Spanish based on the American Community Statistics (ACS) for our city.





## QuickFacts

### Wilkes-Barre city, Pennsylvania; United States

QuickFacts provides statistics for all states and counties, and for cities and towns with a *population of 5,000 or more*.

Table

All Topics ▼	Wilkes-Barre city, Pennsylvania	United States
Population Estimates, July 1 2021, (V2021)	△ 44,453	△ 331,893,745
PEOPLE		
Population		
Population Estimates, July 1 2021, (V2021)	△ 44,453	△ 331,893,745
Population estimates base, April 1, 2020, (V2021)	△ 44,498	△ 331,449,281
Population, percent change - April 1, 2020 (estimates base) to July 1, 2021, (V2021)	△ -0.1%	△ 0.1%
Population, Census, April 1, 2020	44,328	331,449,281
Population, Census, April 1, 2010	41,498	308,745,538
Age and Sex		
Persons under 5 years, percent	△ 6.5%	△ 5.7%
Persons under 18 years, percent	△ 22.9%	△ 22.2%
Persons 65 years and over, percent	△ 15.2%	△ 16.8%
Female persons, percent	△ 50.7%	△ 50.5%
Race and Hispanic Origin		
White alone, percent	△ 65.4%	△ 75.8%
Black or African American alone, percent (a)	△ 13.7%	△ 13.6%
American Indian and Alaska Native alone, percent (a)	△ 0.3%	△ 1.3%
Asian alone, percent (a)	△ 2.8%	△ 6.1%
Native Hawaiian and Other Pacific Islander alone, percent (a)	△ 0.2%	△ 0.3%
Two or More Races, percent	△ 6.7%	△ 2.9%
Hispanic or Latino, percent (b)	△ 26.6%	△ 18.9%
White alone, not Hispanic or Latino, percent	△ 56.2%	△ 59.3%
Population Characteristics		
Veterans, 2016-2020	1,920	17,835,456
Foreign born persons, percent, 2016-2020	12.9%	13.5%
Housing		
Housing units, July 1, 2021, (V2021)	X	142,153,010
Owner-occupied housing unit rate, 2016-2020	48.5%	64.4%
Median value of owner-occupied housing units, 2016-2020	\$78,000	\$229,800
Median selected monthly owner costs -with a mortgage, 2016-2020	\$1,047	\$1,621
Median selected monthly owner costs -without a mortgage, 2016-2020	\$457	\$509
Median gross rent, 2016-2020	\$757	\$1,096
Building permits, 2021	X	1,736,982
Families & Living Arrangements		
Households, 2016-2020	15,467	122,354,219
Persons per household, 2016-2020	2.43	2.60
Living in same house 1 year ago, percent of persons age 1 year+, 2016-2020	78.1%	86.2%
Language other than English spoken at home, percent of persons age 5 years+, 2016-2020	24.4%	21.5%
Computer and Internet Use		
Households with a computer, percent, 2016-2020	85.5%	91.9%
Households with a broadband Internet subscription, percent, 2016-2020	78.7%	85.2%
Education		
High school graduate or higher, percent of persons age 25 years+, 2016-2020	84.9%	88.5%
Bachelor's degree or higher, percent of persons age 25 years+, 2016-2020	18.4%	32.9%
Health		
With a disability, under age 65 years, percent, 2016-2020	11.6%	8.7%
Persons without health insurance, under age 65 years, percent	△ 8.8%	△ 9.8%
Economy		

In civilian labor force, total, percent of population age 16 years+, 2016-2020	57.5%	63.0%
In civilian labor force, female, percent of population age 16 years+, 2016-2020	57.1%	58.4%
Total accommodation and food services sales, 2017 (\$1,000) (c)	125,772	938,237,077
Total health care and social assistance receipts/revenue, 2017 (\$1,000) (c)	1,091,738	2,527,903,275
Total transportation and warehousing receipts/revenue, 2017 (\$1,000) (c)	58,194	895,225,411
Total retail sales, 2017 (\$1,000) (c)	1,328,049	4,949,601,481
Total retail sales per capita, 2017 (c)	\$32,433	\$15,224

#### Transportation

Mean travel time to work (minutes), workers age 16 years+, 2016-2020	19.1	26.9
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#### Income & Poverty

Median household income (in 2020 dollars), 2016-2020	\$40,505	\$64,994
Per capita income in past 12 months (in 2020 dollars), 2016-2020	\$20,785	\$35,384
Persons in poverty, percent	△ 23.3%	△ 11.6%

### BUSINESSES

#### Businesses

Total employer establishments, 2020	X	8,000,178
Total employment, 2020	X	134,163,349
Total annual payroll, 2020 (\$1,000)	X	7,564,809,878
Total employment, percent change, 2019-2020	X	0.9%
Total nonemployer establishments, 2019	X	27,104,006
All employer firms, Reference year 2017	946	5,744,643
Men-owned employer firms, Reference year 2017	483	3,480,438
Women-owned employer firms, Reference year 2017	138	1,134,549
Minority-owned employer firms, Reference year 2017	83	1,014,958
Nonminority-owned employer firms, Reference year 2017	605	4,371,152
Veteran-owned employer firms, Reference year 2017	S	351,237
Nonveteran-owned employer firms, Reference year 2017	624	4,968,606

### GEOGRAPHY

#### Geography

Population per square mile, 2020	6,472.2	93.8
Population per square mile, 2010	5,945.0	87.4
Land area in square miles, 2020	6.85	3,533,038.28
Land area in square miles, 2010	6.98	3,531,905.43
FIPS Code	4285152	1

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## I. PROVISION OF TITLE VI ASSURANCES

The City of Wilkes-Barre hereby certifies that, as a condition of receiving Federal financial assistance under the U.S. Department of Justice Programs (DOJ) covered by the Nondiscrimination Provision of the Omnibus Crime Control and Safe Streets Act of 1968, Section 504 of the Rehabilitation Act of 1973, Title II of ADA, Section 303 of the Age Discrimination Act of 1975, Section 901 of Title IX of Education Amendment of 1972, all as amended, it will ensure that:

- a. The City of Wilkes-Barre shall comply with their Title VI Assurance, as part of their Certifications and Assurances requirement.
- b. No person, on the basis of race, color, national origin, religion, sex, disability or age will be subjected to discrimination in the level and quality of U.S. Department of Justice Programs benefits.
- c. The City of Wilkes-Barre will compile, maintain, and comply, Title VI information required and in compliance with the Department of Justice's Title VI Regulation, 28 CFR, Part 42.406.
- d. The City of Wilkes-Barre will make it known to the public that those persons alleging discrimination on the basis of race, color, national origin, religion, sex, disability or age as it relates to the U.S. Department of Justice Programs may file a complaint with the Office for Civil Rights, Office of Justice Programs.

## II. TITLE VI POLICY STATEMENT

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of **race, color, or national origin** in programs and activities receiving Federal financial assistance. Specifically, Title VI (42 U.S.C. Section 2000d) provides that:

“No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

The Environmental Justice component of Title VI guarantees fair treatment for all people and requires the City of Wilkes-Barre to identify and address any disproportionate impacts of its programs, policies, and activities on human health or the environmental effects on minority or low income populations. The City of Wilkes-Barre must also undertake reasonable steps to ensure that Limited English Proficiency (LEP) persons have meaningful access to the programs, services, and information the City of Wilkes-Barre provides. Allegations of discrimination should be promptly reported to the Office of Justice Programs, Office for Civil Rights, 810 Seventh Street, NW, Washington D.C. 20531 or City of Wilkes-Barre, Attention: Title VI Program Coordinator, 40 E. Market Street, Wilkes-Barre, PA 18711.

## III. INCORPORATION OF THE PROGRAM

The City of Wilkes-Barre (hereinafter referred to as the “Recipient”) hereby agrees that, as a condition to receiving any Federal financial assistance from the U.S. Department of Justice Programs, it will comply with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d-42 U.S.C. 2000d-4 (hereinafter referred to as the “Act I”), and all requirements imposed by or pursuant to Nondiscrimination Provision of the Omnibus Crime Control and Safe Street Act of 1968, Section 504 of the Rehabilitation Act of 1973, Title II of ADA,

Section 303 of the Age Discrimination Act of 1975, Section 901 of Title IX of Education Amendment of 1972, all as amended, (hereinafter referred to as the "Act II"), and other pertinent directives. No person in the United States shall, on the grounds of race, color, national origin, religion, sex, disability or age be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Recipient receives Federal financial assistance from the Department of Justice, and HEREBY GIVES ASSURANCE THAT it will promptly take any measures necessary to effectuate this agreement.

More specifically, and without limiting the above general assurance, the Recipient hereby gives the following specific assurances with respect to its U.S. Department of Justice Programs:

- a. That the Recipient agrees that each "program" and each "facility" will be (with regard to a "program") conducted, or will be (with regard to a "facility") operated, in compliance with all requirements imposed by, or pursuant to, the Regulations.
- b. That the Recipient shall insert the following notification in all solicitations for bids for work or material subject to the Regulations and made in connection with all U.S. Department of Justice Programs and, in adapted form in all proposals or negotiated agreements:

***The City of Wilkes-Barre, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and 28 CFR Part 42 , Nondiscrimination in Federally-Assisted Programs of the Department of Justice issued pursuant to such Act, hereby notifies all bidders/proposers that it will affirmatively insure that in any contract entered into pursuant to this advertisement, minority business enterprises will be afforded full opportunity to submit bids in response to the invitation and will not be discriminated against on the grounds of race, color, national origin, religion, sex, disability or age in consideration for an award.***

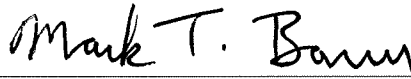
- c. That the Recipient shall insert the clauses contained herein in every contract subject to this Act I and ACT II.
- d. That the Recipient shall insert the clauses contained herein as a covenant running with the land, in any deed from the United States affecting a transfer of real property, structures, or improvements thereon, or interest herein.
- e. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the assurance shall extend to the entire facility and facilities operated in connection therewith.
- f. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the assurance shall extend to rights to space on, over or under such property.
- g. That the Recipient shall include the appropriate clauses contained herein as a covenant running with the land, in any future deeds, leases, permits, licenses, and similar agreements entered into by the Recipient with other parties: (a) for the subsequent transfer of real property acquired or improved under U.S. Department of Justice programs; and (b) for the construction or use of, or access to, space on, over, or under real property acquired, or improved under U.S. Department of Justice Programs.

- h. That this assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of personal property or real property or interest therein or structures or improvements thereon, in which case the assurance obligates the Recipient or any transferee for the longer of the following periods: (a) the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or (b) the period during which the Recipient retains ownership or possession of the property.
- i. The Recipient shall provide for such methods of administration for the programs as are found by the Attorney General or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Act I, Act II and this assurance.
- j. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Act I, Act II, and this assurance.
- k. The Recipient assures that the level and quality of services and related benefits are provided in a manner consistent with Title VI of the Civil Rights Act of 1964.

THESE ASSURANCES are given in consideration of, and for the purpose of, obtaining any and all Federal grants, loans, contracts, property, discounts or other Federal financial assistance extended after the date hereof to the recipient by the U.S. Department of Justice Programs and is binding on it, other recipients, subgrantees, contractors, subcontractors, transferees, successors in interest and other participants in the U.S. Department of Justice Programs.

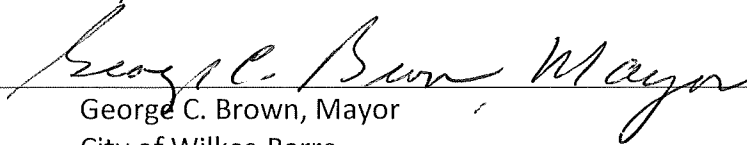
The person(s), whose signature appears below, are authorized to sign these assurances on behalf of the grant applicant or recipient.

Date: 11-2-2022



Mark T. Barry, Title VI Compliance Officer  
City of Wilkes-Barre

Date: 11/2/2022



George C. Brown, Mayor  
City of Wilkes-Barre

#### IV. GENERAL GUIDELINES/REQUIREMENTS

a. Annual Certifications and Assurances

As stated in Section I, the City of Wilkes-Barre shall comply with their Title VI assurance, as part of their Certifications and Assurances requirement.

b. Complaint Procedures

In compliance with 28 CFR Section 42.408, the City of Wilkes-Barre has developed procedures for investigating and tracking Title VI complaints filed against them. Such procedures shall be made available to the public upon request. The City of Wilkes-Barre's complaint procedures and complaint form are contained herein as **APPENDIX A**.

c. Record Title VI Activities

In compliance with 28 CFR Section 42.408, the City of Wilkes-Barre shall prepare and maintain a list of any active investigations conducted by entities other than the DOJ, lawsuits, or complaints naming the City of Wilkes-Barre that allege discrimination on the basis of race, color, nation origin, religion or sex. Such list shall include:

- 1) Date the investigation, lawsuit, or complaint was filed;
- 2) Summary of the allegation(s);
- 3) The status of the investigation, lawsuit, or complaint; and
- 4) Actions taken by the City of Wilkes-Barre in response to the investigation, lawsuit or complaint.
- 5) The City of Wilkes-Barre has not had any transit-related investigations, complaints & lawsuits in the past 3 years.

d. Access for LEP Persons

The City of Wilkes-Barre shall take steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP). The City of Wilkes-Barre will assist persons with limited English proficiency to participate in the transportation planning process. The City of Wilkes-Barre Staff will make every effort to provide translators and document translation, where feasible, upon request. The City of Wilkes-Barre's Limited English Proficiency (LEP) Plan is contained herein as **APPENDIX B**.

e. Public Notification

In compliance with 28 CFR Section 42.405, the City of Wilkes-Barre shall provide information to the public regarding their Title VI obligations and apprise members of the public of the protections against discrimination afforded to them by the Title VI. Information regarding Title VI can be found on the City of Wilkes-Barre's website at [wilkes-barre.city](http://wilkes-barre.city)

f. Additional Information

The City of Wilkes-Barre acknowledges that additional information may be requested, in writing of the City of Wilkes-Barre, to investigate complaints of discrimination or to resolve concerns about possible noncompliance with Title VI.

g. Timely Submission

The City of Wilkes-Barre acknowledges that their Title VI review and/or updates thereto, shall be once every three (3) years. The review shall include, but is not limited to:

- 1) A summary of public outreach and involvement activities undertaken since the last submission and a description of steps taken to ensure that minority and low-income people had meaningful access to these activities;
- 2) The city of Wilkes-Barre's process for persons with limited English proficiency (LEP);
- 3) Title VI Complaint and Tracking procedures;
- 4) A list of any Title VI investigations, complaints or lawsuits filed since the last submission; and
- 5) A copy of the City of Wilkes-Barre's public notice regarding Title VI compliance and public access and instructions to the City of Wilkes-Barre's Title VI complaint procedures.

h. Environmental Analysis of Construction Projects

The City of Wilkes-Barre shall integrate an environmental justice analysis into their National Environmental Policy Act (NEPA) documentation of construction projects of which require NEPA. If a Categorical Exclusion (CE) is performed, the City of Wilkes-Barre shall complete the standard CE check-list which includes a section on community disruption and environmental justice. While preparing an Environmental Assessment (EA) or Environmental Impact Statement (EIS), the City of Wilkes-Barre shall integrate into their documents, the following:

- 1) A description of the low-income and minority population within the study area affected by the project, and a discussion of the method used to identify this population.  
**(Currently there are no pending construction projects that would negatively impact minority communities in the City of Wilkes-Barre;)**
- 2) A discussion of all adverse effects that would affect the identified minority and low-income population;
- 3) A discussion of all positive effects that would affect the identified minority and low-income population;

- 4) A description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues, and the replacement of the community resources destroyed by the project, if applicable;
- 5) A discussion of the remaining effects, if any, and why further mitigation is not proposed; and
- 6) For projects that traverse predominantly minority and low-income and predominantly non-minority and non-low-income areas, a comparison will be completed of mitigation and environmental enhancement actions between the two stated areas. If there is no basis for such a comparison, the City of Wilkes-Barre shall describe why this is so.

i. Public Participation

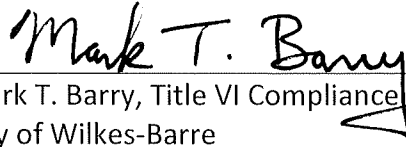
The City of Wilkes-Barre shall seek out and consider viewpoints of minority, low-income, and LEP populations in the course of conducting public outreach and involvement activities in regards to proposed transportation decisions. The City of Wilkes-Barre shall make every effort to include the following practices:

- 1) Coordination with individuals, institutions, or organizations and implementing community-based public involvement strategies to reach out to members in the affected minority and/or low-income communities;
- 2) Provision of opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments;
- 3) Utilization of locations, facilities and meeting times that are convenient and accessible to low-income and minority communities;
- 4) Utilization of different meeting sizes or formats, or varying the type and number of news media used to announce public participation opportunities; and
- 5) Implementation of DOJ's policy guidance regarding the City of Wilkes-Barre's responsibilities to LEP persons.



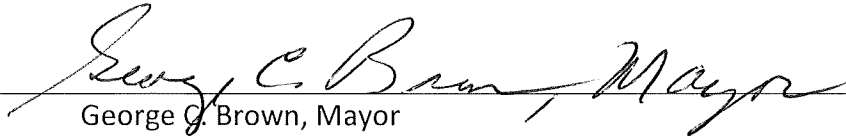
The person(s) whose signature appears below, are authorized to sign on behalf of the grant applicant or recipient.

Date: 11-2-2022



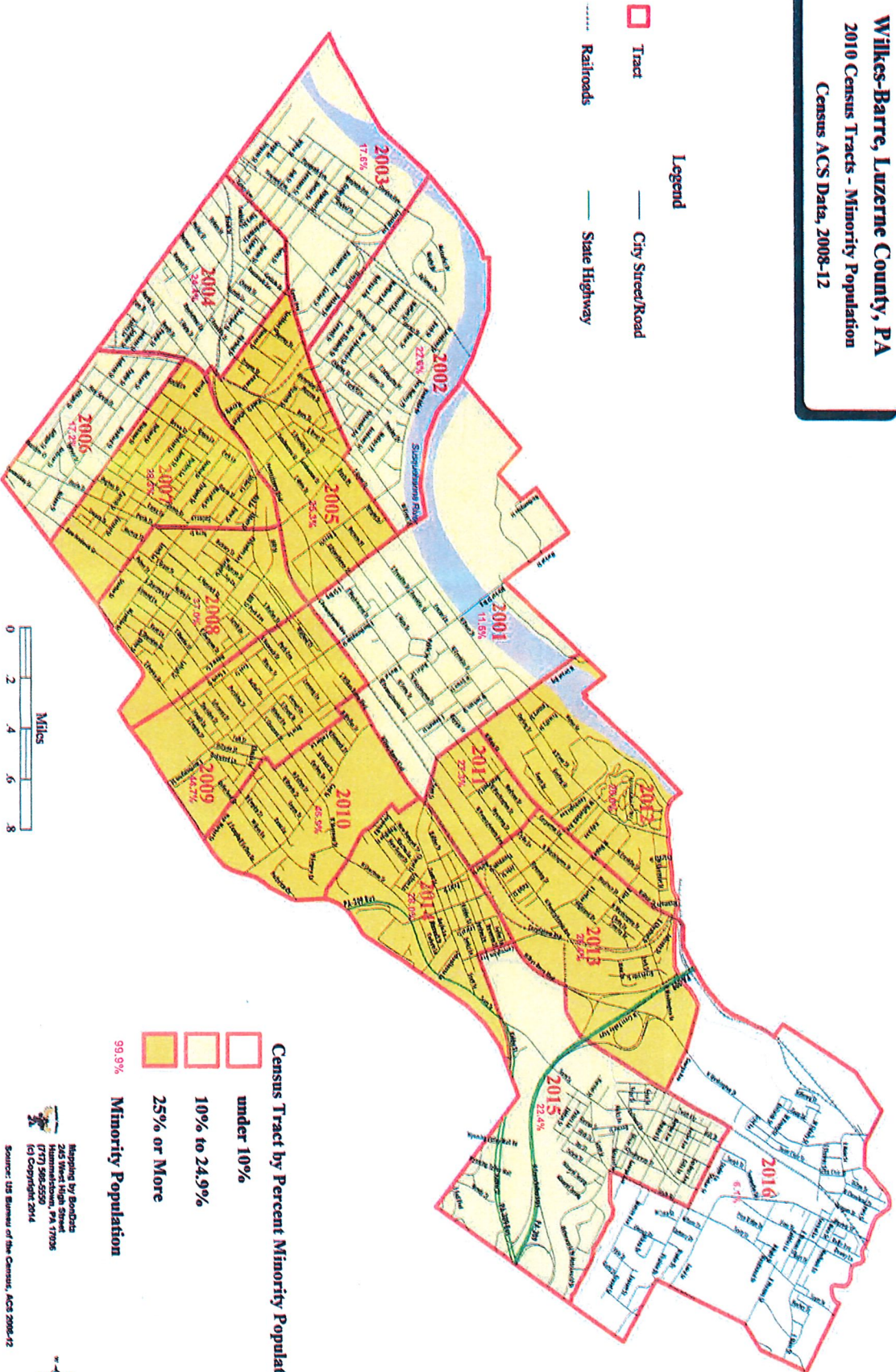
Mark T. Barry, Title VI Compliance Officer  
City of Wilkes-Barre

Date: 11/2/2022



George C. Brown, Mayor  
City of Wilkes-Barre

**Wilkes-Barre, Luzerne County, PA**  
**2010 Census Tracts - Minority Population**  
 Census ACS Data, 2008-12



## APPENDIX A

### TITLE VI PUBLIC NOTICE OF RIGHTS / COMPLAINT PROCESS

#### City of Wilkes-Barre

#### Public Notice of Rights

*Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color or national origin be excluded from, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. Presidential Executive Order 12898 addresses environmental justice in minority and low-income populations. Presidential Executive Order 13166 addresses services to those individuals with limited English proficiency.*

*Any person who believes that they have been excluded from, denied the benefits of, or been subjected to discrimination may file a written complaint with the City of Wilkes-Barre Title VI Compliance Officer. Federal and State law requires complaints be filed within one-hundred eighty (180) calendar days of the last alleged incident.*

*To request additional information on the City of Wilkes-Barre's nondiscrimination obligations or to file a Title VI Complaint, please submit your request to:*

*The City of Wilkes-Barre  
ATTN: Title VI Compliance Officer  
40 East Market Street  
Wilkes-Barre, PA 18711  
(570) 208-4247 (Phone) / (570) 208-4101 (Fax)*

***(NOTE: Poster to be displayed at all City of Wilkes-Barre facilities)***

#### Title VI Information, Limited English Proficient (LEP) information and Complaint Process (for printed materials, website, and other mediums upon request)

The City of Wilkes-Barre grants all citizens equal access to all its transportation services. It is further the intent of the City of Wilkes-Barre that all citizens are aware of their rights to such access. This is designed to serve as an educational tool for citizens so that they may understand one of the civil rights laws that protect their benefit of the City of Wilkes-Barre's programs and services, specifically, as it relates to Title VI of the Civil Rights Act of 1964.

#### What is Title VI?

Title VI of the Civil Rights Act of 1964 is the Federal law that protects individuals from discrimination on the basis of their race, color, or national origin in programs that receive Federal financial assistance.

"No person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of transportation service furnished by the City of Wilkes-Barre on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes may not be determined on the basis of race, color or national origin."

### What is LEP?

As part of Title VI requirements, the City of Wilkes-Barre has developed a Limited English Proficiency (LEP) Plan to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to the City of Wilkes-Barre's services as required by Executive Order 13166 "Improving Access to Services for Persons With Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000). A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

### How can I file a discrimination complaint?

Any person who believes that they have, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin may file a complaint with the City of Wilkes-Barre, Title VI Coordinator.

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the City of Wilkes-Barre may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a complaint.

The following measures will be taken to resolve Title VI complaints:

- 1) A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant's name, address and telephone number; name of alleged discriminating official, basis of complaint (race, color, national origin, sex, disability, age), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.

The City of Wilkes-Barre strongly encourages the use of the attached **City of Wilkes-Barre's Title VI Complaint Form** when filing official complaints.

The preferred method is to file your complaint in writing using the **City of Wilkes-Barre's Title VI Complaint Form**, and sending it to:

City of Wilkes-Barre  
Attn: Title VI Coordinator  
40 E. Market Street  
Wilkes-Barre, PA 18711

- 2) In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the City of Wilkes-Barre's Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the City of Wilkes-Barre's Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.
- 3) When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the Complainant, within ten (10) days by registered mail.



- 4) If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided 60 business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
- 5) Within 15 business days from receipt of a complete complaint, the City of Wilkes-Barre will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) days of this decision, the General Manager or his/her authorized designee will notify the Complainant and Respondent, by registered mail, informing them of the disposition.
  - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
  - b. If the complaint is to be investigated, the notification shall state the grounds of the City of Wilkes-Barre's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
- 6) When the City of Wilkes-Barre does not have sufficient jurisdiction, the City of Wilkes-Barre or its authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
- 7) If the complaint has investigative merit, the City of Wilkes-Barre or its authorized designee will instruct the Title VI Coordinator to fully investigate the complaint. A complete investigation will be conducted, and an investigative report will be submitted to the General Manager within 60 days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the Title VI Coordinator will notify the appropriate authorities, and an extension will be requested.
- 8) The City of Wilkes-Barre or its authorized designee will issue letters of finding to the Complainant and Respondent within 90 days from receipt of the complaint.
- 9) If the Complainant is dissatisfied with the City of Wilkes-Barre's resolution of the complaint, he/she has the right to file a complaint with the:

Office of Justice Programs  
Office for Civil Rights  
810 Seventh Street, NW  
Washington D.C. 20531

AND

Pennsylvania Commission on Crime and Delinquency  
Director, Office of Financial Management and Administration  
3101 North Front Street  
Harrisburg, PA 17110

The Office for Civil Rights (ORC) at the Office of Justice Programs (OJP) complaint procedures can also be found on the OJP web site at: [www.ojp.usdoj.gov/ocr](http://www.ojp.usdoj.gov/ocr)

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

Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color or national origin be excluded from, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. Presidential Executive Order 12898 addresses environmental justice in minority and low-income populations. Presidential Executive Order 13166 addresses services to those individuals with limited English proficiency.

Any person who believes that they have been excluded from, denied the benefits of, or been subjected to discrimination may file a written complaint with the City of Wilkes-Barre Title VI Compliance Officer. Federal and State law requires complaints be filed within one-hundred eighty (180) calendar days of the last alleged incident.

To request additional information on the City of Wilkes-Barre's nondiscrimination obligations or to file a Title VI Complaint, please submit your request to:

The City of Wilkes-Barre  
ATTN: Title VI Compliance Officer  
40 East Market Street  
Wilkes-Barre, PA 18711  
(570) 208-4247 (Phone) / (570) 208-4101 (Fax)

## **Title VI is the Law**





# Title VI Discrimination Complaint Form

Please mail the signed form to: City of Wilkes-Barre,  
Title VI Compliance Officer, 40 E. Market Street, Wilkes-Barre, PA 18711

1.

First Name

MI

Last Name

Street Address

City

State

Zip Code

Telephone Number (including Area Code)

Best Time to Call

Alternate Telephone Number (Including Area Code)

Best Time to Call

Race

Color

Gender

National Origin

Who do you believe discriminated against you? (Respondent(s))

2.

First Name

MI

Last Name

Name of Business

Position / Title

Street Address

City

State

Zip code

Respondent's relationship to you

When did this alleged act(s) of discrimination occur?

3.

Date(s)

Is the alleged discrimination ongoing?

Yes

No

Where did the alleged act(s) of discrimination occur?

4.

Name of Place

Street Address

City

State

Zip Code

Indicate the basis(es) of your complaint of discrimination (race, color, national origin).

5. ☐

Describe in detail the specific incident(s) that is the basis(es) of the alleged discrimination.

Describe each incident of discrimination separately.

Attach additional pages as necessary.

6. ☐

Did the person you are complaining against state a reason for the action prompting your complaint?  
If yes, please explain.

Please explain how other persons or groups of persons were treated differently by the person(s) who discriminated against you.

Please list and describe all documents, e-mails or other records and materials pertaining to your complaint.

Please list and identify any witness(es) to the incidents described above or persons who have personal knowledge of information pertaining to your complaint.

Have you previously reported or otherwise complained about this incident or related acts of discrimination? If so, please identify the individual to whom you made the report, the date on which you made the report and the resolution.

Please explain any additional information pertaining to the alleged discrimination.

Please describe any affects you have suffered because of the alleged discrimination.

Please describe the remedy you are seeking as a result of filing this complaint.

7. ☐

If an advisor will be assisting you in the complaint process, please provide his/her name and contact information.

First Name

MI

Last Name

Name of Business

Position / Title

Telephone Number (including Area Code)

Street Address

City

State

Zip code

8. ☐

This Discrimination complaint for or your written complaint statement must be signed and dated in order to address your allegation(s). Additionally, this office will need your consent to disclose your name, if necessary, in the course of your inquiry. The Discrimination Complaint Consent/Release form is attached for your convenience. If you are filing a complaint of discrimination on behalf of another person, our office will also need this person's consent to disclose his/her name.

I certify that to the best of my knowledge the information I have provided is accurate and the events and circumstances are as I have described them. As a complainant, I also understand that if I indicated I will be assisted by an advisor on this form, my signature below authorizes the named individual to receive copies of relevant correspondence regarding the complaint and to accompany me during the investigation.

Signature

Date

# Title VI Discrimination Complaint Form

## For Title VI Complaints Filed with the City of Wilkes-Barre

---

---

First Name

MI

Last Name

---

Street Address

City

State

Zip code

As a complainant, I understand that in the course of an investigation it may become necessary to reveal my identity to persons at the organization or institution under investigation. I am also aware of the obligations of the City of Wilkes-Barre to honor requests under the Freedom of Information Act. I understand that it may be necessary for the City of Wilkes-Barre to disclose information, including personally identifying details, which it has gathered as part of its investigation of my complaint. In addition, I understand that as a complainant I am protected by the City of Wilkes-Barre's policies and practices from intimidation or retaliation for having taken action or participated in action to secure rights protected by nondiscrimination statutes and regulations which are enforced by the City of Wilkes-Barre.

**Please check one:**

\_\_\_\_\_ I CONSENT and authorize to have the City of Wilkes-Barre, as part of its investigation, reveal my identity to persons at the organization, business or institution, which has been identified by me in my formal complaint of discrimination. I also authorize the City of Wilkes-Barre to discuss, receive and review materials and information about me from the same and with appropriate administrators or witnesses for the purpose of investigating this complaint. In doing so, I have read and understand the information at the beginning of this form. I also understand that the material and information received will be used for authorized civil rights compliance activities only. I further understand that I am not required to authorize this release, and do so voluntarily.

\_\_\_\_\_ I DENY CONSENT to have the City of Wilkes-Barre reveal my identity to persons at the organization, business or institution under investigation. I also deny consent to have the City of Wilkes-Barre disclose any information contained in this complaint with an witnesses I have mentioned in the complaint. In doing so, I understand that I am not authorizing the City of Wilkes-Barre to discuss, receive nor review any materials and information about me from the same. In doing so, I have read and understand the information at the beginning of this form. I further understand that my decision to deny consent may impede this investigation and may result in the unsuccessful resolution of my case.

---

Signature

---

Date

APPENDIX D

Letter Acknowledging Receipt of Complaint

---

Today's Date

Ms. Jo Doe  
1234 Main Street  
Wilkes-Barre, PA 18701

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against the \_\_\_\_\_ alleging...

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning \_\_\_\_\_, or write to me at this address.

City of Wilkes-Barre  
40 East Market Street  
Wilkes-Barre, PA 18711

Sincerely

Title VI Coordinator

APPENDIX E     Letter Notifying Complainant that the Complaint is Substantiated

Today's Date

Ms. Jo Doe  
1234 Main Street  
Wilkes-Barre, PA 18701

Dear Ms. Doe:

The matter referenced in your letter on \_\_\_\_\_ (date) against \_\_\_\_\_ alleging a Title VI violation has been investigated.

(An/Several) apparent violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of the program. **(If a hearing is requested, the following sentence may be appropriate.)** You may be hearing from this office, or from federal authorities, if your services should be needed during the administrative hearing process.

Sincerely

Title VI Coordinator



## APPENDIX F Letter Notifying Complainant that the Complaint is Not Substantiated

Today's Date

Ms. Jo Doe  
1234 Main Street  
Wilkes-Barre, PA 18701

Dear Ms. Doe:

The matter referenced in your letter on \_\_\_\_\_ (date) against \_\_\_\_\_  
alleging \_\_\_\_\_ has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964 had in fact been violated. As you know, Title VI prohibits discrimination based on race, color or national origin in any program receiving federal financial assistance.

The City of Wilkes-Barre has analyzed the materials and facts pertaining to your case for evidence of the \_\_\_\_\_ failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files.

You have the right to...

1. Appeal within seven calendar days of receipt of this final written decision from the City of Wilkes-Barre.
2. File a complaint externally with the U.S. Department of Transportation and/or the Federal

Office of Justice Programs  
Office for Civil Rights  
810 Seventh Street, NW  
Washington D.C. 20531

Pennsylvania Commission on Crime and Delinquency  
Director, Office of Financial Management and Administration  
3101 North Front Street  
Harrisburg, PA 17110

Thank you for taking the time to contact us. If I can be of assistance to you in the future, please do not hesitate to call me.

Sincerely

Title VI Coordinator

## APPENDIX B

### Limited English Proficiency (LEP) Plan City of Wilkes-Barre

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## **I. INTRODUCTION**

The purpose of this limited English proficiency policy guidance is to clarify the responsibilities of recipients of federal financial assistance from the U.S. Department of Justice (DOJ) and assist them in fulfilling their responsibilities to limited English proficient (LEP) persons, pursuant to Title VI of the Civil Rights Act of 1964 and implementing regulations. It was prepared in accordance with **Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq.**, and its implementing regulations provide that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance, and;

## **II. EXECUTIVE ORDER 13166**

Executive Order 13166 "Improving Access to Services for Persons With Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation. Executive Order 13166 further directs that all such guidance documents be consistent with the compliance standards and framework detailed in the Department of Justice's (DOJ's) Policy Guidance entitled "Enforcement of Title VI of the Civil Rights Act of 1964--National Origin Discrimination Against Persons With Limited English Proficiency." (See 65 FR 50123, August 16, 2000 DOJ's General LEP Guidance). Different treatment based upon a person's inability to speak, read, write, or understand English may be a type of national origin discrimination.

Executive Order 13166 applies to all federal agencies and all programs and operations of entities that receive funding from the federal government, including state agencies, local agencies, and governments, private and non-profit entities, and subrecipients.

## **III. PLAN SUMMARY**

The City of Wilkes-Barre has developed this Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to the City of Wilkes-Barre's services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates.

In developing the plan while determining the city of Wilkes-Barre's extent of obligation to provide LEP services, the City of Wilkes-Barre undertook a four factor LEP analysis which considers the following: 1) The number or proportion of LEP persons eligible in the City of Wilkes-Barre's service area who may be served or likely to encounter a City of Wilkes-Barre program, activity, or service; 2) the frequency with which LEP individuals come in contact with the City of Wilkes-Barre's services; 3) the nature and importance of the program, activity or service provided by the City of Wilkes-Barre to the LEP population; and 4) the resources available to the City of Wilkes-Barre and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

#### IV FOUR FACTOR ANALYSES

1. **The number or proportion of LEP persons eligible in the City of Wilkes-Barre's service area who may be served or likely to encounter a City of Wilkes-Barre program, activity, or service.**

2. **The frequency with which LEP individuals come in contact with a City of Wilkes-Barre program, activity, or service.**

The City of Wilkes-Barre assesses the frequency at which staff have or could possibly have contact with LEP persons.

3. **The nature and importance of the program, activity, or service provided by the City of Wilkes-Barre to LEP community.**

There is no large geographic concentration of any one type of LEP individuals in the City of Wilkes-Barre's service area. The majority (89%) of the service area population speaks only English.

Therefore, the focus of social, service, professional and leadership organizations within the City of Wilkes-Barre's service area has been on a limited basis with population spread out within the community.

4. **The resources available to the City of Wilkes-Barre and overall costs.**

The City of Wilkes-Barre assessed its available resources that could be used for providing LEP assistance. This included identifying translation companies and cost, including Spanish subtitles in brochures, and what level of staff training is needed.

After analyzing the four factors, the City of Wilkes-Barre developed the plan outlined in the following section for assisting persons of limited English proficiency.

#### V LIMITED ENGLISH PROFICIENCY PLAN OUTLINE

a) **How to Identify an LEP Person who Needs Language Assistance** - Below are tools to help identify persons who may need language assistance:

- Examine records requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings;
- When the City of Wilkes-Barre's sponsored workshops or public hearings are held, set up a sign-in sheet table, have a staff member greet and briefly speak to each attendee. To informally gauge the attendee's ability to speak and understand English, ask a question that requires a full sentence reply;
- Have the Census Bureau's "I Speak Cards" at the workshop or public hearing sign-in sheet table (contained herein as **SECTION B**). While staff may not be able to provide translation assistance at this meeting, the cards are an excellent tool to identify language needs for future meetings. Also, have the cards available at the City Government Customer Service Area; and
- Survey employees and other first line staff of any direct or indirect contact with LEP individuals.

Through an analysis of the American Community Survey (ACS) – 5 Year Estimates (2008-2012) the City of Wilkes-Barre's statistical data indicated that the largest concentration of citizens who speak English less than "very well" were Spanish or Spanish Creole (Total population 38,907 & Spanish or Spanish Creole 1,034). In order to accommodate persons who need LEP assistance the City of Wilkes-Barre has available interpretive language services. In addition, the city is currently translating important notices and documents, including Title VI policy, into Spanish based on the above mentioned data.

b) **Language Assistance Measures** – The City of Wilkes-Barre has or will implement the following LEP procedures. The creation of these steps are based on the very low percentage of persons speaking other languages or not speaking English at least "well," and the lack of resources available in the City of Wilkes-Barre's service area:

- Census Bureau's "I Speak Cards" are to be located at all City of Wilkes-Barre Offices at all times.
- When an interpreter is needed, in person or on the telephone, staff will first attempt to determine what language is required.

c) **Staff Training** - All City of Wilkes-Barre staff will be provided with the LEP Plan and will be educated on procedures to follow. This information will also be part of the City of Wilkes-Barre's staff orientation process for new hires. Training topics are listed below:

- Understanding the Title VI policy and LEP responsibilities;
- What language assistance services the City of Wilkes-Barre offers;
- Use of LEP "I Speak Cards";
- How to use the Language Resource Directory for interpretation and translation services;
- Documentation of language assistance requests;
- How to handle a Title VI and/or LEP complaint

d) **Outreach Techniques** - The following are a few options that the City of Wilkes-Barre will incorporate when and/or if the need arises for LEP outreach:

- If staff knows that they will be presenting a topic that could be of potential importance to an LEP person or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, meeting notices, fliers, advertisements, and agendas will be printed in an alternative language, based on known LEP population in the area.
- When running a general public meeting notice, staff will insert the clause, based on the LEP population and when relevant, that translates into "A (insert alternative Language) translator will be available". For example: "Un traductor del idioma español estará disponible" This means "A Spanish translator will be available".
- Key print materials, including but limited to schedules and maps, will be translated and made available at the City of Wilkes-Barre's Transit Center, on board vehicles and in communities when a specific and concentrated LEP population is identified or a request is made.

- e) **Monitoring and Updating the LEP Plan** - This plan is designed to be flexible and is one that can be easily updated. At a minimum, the City of Wilkes-Barre will follow the Title VI Program update schedule for the LEP Plan.

Each update should examine all plan components such as:

- How many LEP persons were encountered?
- Were their needs met?
- What is the current LEP population in the City of Wilkes-Barre's service area?
- Has there been a change in the types of languages where translation services are needed?
- Is there still a need for continued language assistance for previously identified City of Wilkes-Barre programs? Are there other programs that should be included?
- Have the City of Wilkes-Barre's available resources, such as technology, staff, and financial costs changed?
- Has the City of Wilkes-Barre fulfilled the goals of the LEP Plan? and
- Were any complaints received?

The City of Wilkes-Barre will continuously analyze the American Community Survey data, as it becomes available, to accommodate persons with LEP.

- f) **Dissemination of the City of Wilkes-Barre's Limited English Proficiency Plan** - The City of Wilkes-Barre includes the LEP Plan with its Title VI Policy and Complaint Procedures. The City of Wilkes-Barre's Notice of Rights under Title VI to the public is posted in the City of Wilkes-Barre's office, on the website at [easyriderbus.com](http://easyriderbus.com), in the route guide on all the City of Wilkes-Barre's vehicles, and in selected printed materials and also refers to the LEP Plan's availability.

Any person, including social service, non-profit, and law enforcement agencies and other community partners with internet access will be able to access the plan.

Copies of the LEP Plan will be provided, on request, to any person(s) requesting the document via phone, in person, by mail or email. LEP persons may obtain copies/translations of the plan upon request.

Any questions or comments regarding this plan should be directed to the City of Wilkes-Barre's Title VI Coordinator:

City of Wilkes-Barre  
ATTN: Title VI Coordinator  
40 E. Market Street  
Wilkes-Barre, PA 18711  
Phone: 570-208-4247  
Fax: 570-208-4101



## SECTION A

## LANGUAGE SPOKEN AT HOME



**Note:** This is a modified view of the original table produced by the U.S. Census Bureau. This download or printed version may have missing information from the original table.

## Wilkes-Barre city, Pennsylvania

## Total

Label	Estimate	Margin of Error
▼ Spanish	7,619	±844
5 to 17 years old	1,753	±289
18 to 64 years old	5,517	±752
65 years old and over	349	±132
▼ Other Indo-European languages	683	±288
5 to 17 years old	165	±147
18 to 64 years old	394	±152
65 years old and over	124	±67
▼ Asian and Pacific Island languages	732	±309
5 to 17 years old	101	±68
18 to 64 years old	613	±274
65 years old and over	18	±22
▼ Other languages	272	±123
5 to 17 years old	43	±36
18 to 64 years old	222	±101
65 years old and over	7	±11
▼ CITIZENS 18 YEARS AND OVER		
▼ All citizens 18 years old and over	28,873	±815
Speak only English	23,810	±935
▼ Speak a language other than English	5,063	±640
Spanish	4,055	±648

## Table Notes

### LANGUAGE SPOKEN AT HOME

**Survey/Program:** American Community Survey

**Year:** 2020

**Estimates:** 5-Year

**Table ID:** S1601

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, for 2020, the 2020 Census provides the official counts of the population and housing units for the nation, states, counties, cities, and towns. For 2016 to 2019, the Population Estimates Program provides estimates of the population for the nation, states, counties, cities, and towns and intercensal housing unit estimates for the nation, states, and counties.

Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see ACS Technical Documentation). The effect of nonsampling error is not represented in these tables.

The 2016-2020 American Community Survey (ACS) data generally reflect the September 2018 Office of Management and Budget (OMB) delineations of metropolitan and micropolitan statistical areas. In certain instances, the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB delineation lists due to differences in the effective dates of the geographic entities.

Estimates of urban and rural populations, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

#### Explanation of Symbols:

-

The estimate could not be computed because there were an insufficient number of sample observations. For a ratio of medians estimate, one or both of the median estimates falls in the lowest interval or highest interval of an open-ended distribution.

N

The estimate or margin of error cannot be displayed because there were an insufficient number of sample cases in the selected geographic area.

(X)

The estimate or margin of error is not applicable or not available.

median-

The median falls in the lowest interval of an open-ended distribution (for example "2,500-")

median+

The median falls in the highest interval of an open-ended distribution (for example "250,000+").

\*\*

The margin of error could not be computed because there were an insufficient number of sample observations.

\*\*\*

The margin of error could not be computed because the median falls in the lowest interval or highest interval of an open-ended distribution.

\*\*\*\*\*

A margin of error is not appropriate because the corresponding estimate is controlled to an independent population or housing estimate. Effectively, the corresponding estimate has no sampling error and the margin of error may be treated as zero.

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Technical Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

## LIMITED ENGLISH SPEAKING HOUSEHOLDS



**Note:** This is a modified view of the original table produced by the U.S. Census Bureau. This download or printed version may have missing information from the original table.

		Wilkes-Barre city, Pennsylvania	
		Total	Percent
Label	Estimate	Margin of Error	
✓ All households	15,467	±488	
✓ Households speaking --			
Spanish	2,808	±367	
Other Indo-European languages	463	±209	
Asian and Pacific Island languages	379	±154	
Other languages	85	±43	

## Table Notes

### LIMITED ENGLISH SPEAKING HOUSEHOLDS

**Survey/Program:** American Community Survey

**Year:** 2020

**Estimates:** 5-Year

**Table ID:** S1602

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, for 2020, the 2020 Census provides the official counts of the population and housing units for the nation, states, counties, cities, and towns. For 2016 to 2019, the Population Estimates Program provides estimates of the population for the nation, states, counties, cities, and towns and intercensal housing unit estimates for the nation, states, and counties.

Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see ACS Technical Documentation). The effect of nonsampling error is not represented in these tables.

A "limited English speaking household" is one in which no member 14 years old and over (1) speaks only English or (2) speaks a non-English language and speaks English "very well." In other words, all members 14 years old and over have at least some difficulty with English. By definition, English-only households cannot belong to this group. Previous Census Bureau data products have referred to these households as "linguistically isolated" and "Households in which no one 14 and over speaks English only or speaks a language other than English at home and speaks English 'very well.'" This table is directly comparable to tables from earlier years that used these labels.

The household language assigned to the housing unit is the non-English language spoken by the first person with a non-English language in the following order: reference person, spouse, parent, sibling, child, grandchild, in-law, other relative, unmarried partner, housemate/roommate, roomer/boarder, foster child, or other nonrelative. If no member of the household age 5 and over speaks a language other than English at home then the household language is English only.

The 2016-2020 American Community Survey (ACS) data generally reflect the September 2018 Office of Management and Budget (OMB) delineations of metropolitan and micropolitan statistical areas. In certain instances, the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB delineation lists due to differences in the effective dates of the geographic entities.

Estimates of urban and rural populations, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Explanation of Symbols:

-

The estimate could not be computed because there were an insufficient number of sample observations. For a ratio of medians estimate, one or both of the median estimates falls in the lowest interval or highest interval of an open-ended distribution.

N

The estimate or margin of error cannot be displayed because there were an insufficient number of sample cases in the selected geographic area.

(X)

The estimate or margin of error is not applicable or not available.

median-

The median falls in the lowest interval of an open-ended distribution (for example "2,500-")

median+

The median falls in the highest interval of an open-ended distribution (for example "250,000+").

\*\*

The margin of error could not be computed because there were an insufficient number of sample observations.

\*\*\*

The margin of error could not be computed because the median falls in the lowest interval or highest interval of an open-ended distribution.

\*\*\*\*\*

A margin of error is not appropriate because the corresponding estimate is controlled to an independent population or housing estimate. Effectively, the corresponding estimate has no sampling error and the margin of error may be treated as zero.

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Technical Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

# SECTION B

**2004  
Census  
Test**

**United States  
Census  
2010**

## LANGUAGE IDENTIFICATION FLASHCARD

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



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

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

# IF YOU NEED AN INTERPRETER, PLEASE POINT TO YOUR LANGUAGE



**Amharic:** አማርኛ

አስተርጓሚ የሚፈልጉ ከሆነ አባክዎን ቋንቋዎ ላይ ይጠቀሙ

**Armenian:** Հայերեն

Եթե դուք թարգմանչի կարիք ունեք, խնդրում ենք փաստանշանը ձեր լեզուն

**Burmese:** ဗမာစာ/ဗမာစကား

အကယ်၍ သင် စကားပြန်တစ်ဦးလိုအပ်ပါက ကျေးဇူးပြု၍ သင်၏ဘာသာစကားကို ညွှန်ပြပါ

**Croatian:** Hrvatski

Ako vam je potreban prevoditelj, pokažite na svoj jezik

**Farsi:** فارسی

اگر به مترجم شفاهی نیاز دارید، به زبانی که تکلم می کنید اشاره نمایید

**French:** Français

Si vous avez besoin d'un interprète, indiquez votre langue

**Greek:** Ελληνικά

Αν χρειάζεστε διερμηνέα, παρακαλώ δείξτε τη γλώσσα σας

**Haitian Creole:** Kreyòl ayisyen

Si w bezwen yon entèprèt, montre ki lang ou pale

**Hindi:** हिन्दी

यदि आपको भाषा अनुवादक की आवश्यकता हो, तो अपनी भाषा की ओर इशारा करें

**Hungarian:** magyar

Ha tolmácsra van szüksége, nézze meg a saját nyelvét

**Japanese:** 日本語

通訳が必要な場合は、あなたの言語を指し示してください

**Korean:** 한국어

통역사가 필요하시면 사용하시는 언어를 말씀해 주세요

**Nepali:** नेपाली

यदि तपाईंलाई दोभाषे आवश्यक भएमा, कृपया आफ्नो भाषा देखाउनुहोस्

**Polish:** Polski

Jeśli potrzebujesz tłumacza, wskaź swój język

**Punjabi:** ਪੰਜਾਬੀ

ਜੇ ਤੁਹਾਨੂੰ ਇੱਕ ਦੁਆਬੀਏ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਵਿਚਾਰ ਕਰਕੇ ਆਪਣੀ ਭਾਸ਼ਾ ਦੱਲ ਸੰਕੇਤ ਕਰੋ

**Russian:** Русский

Если вам нужен переводчик, выберите ваш язык

**Somali:** Soomaali

Hadaad u baahan tahay turjumaan, tilmaamo luqadaada

**Swahili:** Kiswahili

Ikiwa unahitaji mkalimani, tafadhali rejelea lugha yako

**Taglog:** Taglog

Kung kailangan ninyo ng interpreter o tagasalin, ituro ang inyong wika

**Thai:** ภาษาไทย

หากคุณต้องการล่าม กรุณาชี้ไปที่ภาษาของคุณ

**Urdu:** اردو

اگر آپ کو ایک مترجم درکار ہے، براہ کرم اپنی زبان بتائیں

**Arabic:** عربي

إذا كنت في حاجة إلى مترجم اشر إلى اللغة المطلوبة

**Bosnian:** Bosanski

Ako vam je potreban prevodilac, pokažite na svoj jezik

**Cambodian:** ភាសាខ្មែរ

បើអស់លោកអ្នកត្រូវការអ្នកបកប្រែ សូមបង្ហាញទៅកាន់ភាសាសរសេរ

**Dutch:** Nederlands

Als u een tolk nodig hebt, wijs dan uw taal aan

**Finnish:** Suomi

Jos tarvitsset tulkin, osoita kielivalintaasi

**German:** Deutsch

Wenn Sie einen Dolmetscher benötigen, bitte Ihre Sprache anzeigen

**Gujarati:** ગુજરાતી

જો તમારે ભાષા(તરજમ)ની જરૂર હોય તો તમારી ભાષા તરજ ચીંધો

**Albanian:** Shqip

NËSE keni nevojë për përkthyes, ju lutem referojuni gjuhës tuaj

**Hmong:** Hmoob

Yog koj xav tau ib tug kws txhais lus, thov tau tes rau koj hom lus

**Italian:** Italiano

Se avete bisogno di un interprete, indicate la vostra lingua

**Kirundi:** Kirundi

NIWOBA WIFUZA UWOGUSIGURIRA URURIMI FYONDA AHANDITSE URURIMI RWAVE

**Laotian:** ພາສາລາວ

ຖ້າທ່ານຕ້ອງການບາຍເປັນພາສາ, ກະລຸນາຊີ້ໃບສໍາພາສາຂອງທ່ານ

**Norwegian:** Norsk

Hvis du trenger en tolk, kan du peke på landet ditt

**Portuguese:** Português

Se precisa de um intérprete, aponte para seu idioma

**Romanian:** Română

Daca aveți nevoie de un interpret, vă rugăm indicați limba dvs

**Serbian:** Српски

Ako vam je potreban prevodilac, pokažite na svoj jezik

**Spanish:** Español

Si necesita un intérprete, por favor seleccione su idioma respectivo

**Swedish:** Svenska

Om ni behöver en tolk, var god ange ert språk

**Tamil:** தமிழ்

மொழிபெயர்ப்பு தேவையென்றால் தங்களுள்ள மொழியைக் குறிப்பிடவும்

**Tigrinya:** ትግርኛ

አስተርጓሚ ትድልድ እንተፈንኩዎ ብኸብረትኩዎ ኣብ ቋንቋኹዎ ምልክት ግብሩ

**Vietnamese:** Tiếng Việt

Nếu cần thông dịch viên, xin hãy chỉ vào ngôn ngữ của quý vị

	Simplified Chinese	Traditional Chinese
Cantonese	粵語	粵語
Chaochow	潮州話	潮州話
Fukienese	福建話	福建話
Fuzhou	福州話	福州話
Mandarin	普通話	國語
Shanghai	上海話	上海話
Taiwanese	台灣話	台語
Toishanese	台山話	台山話
Ning Po	寧波話	寧波話
	如果您需要译员，请指向您的语言	如果您需要譯員，請指向您的語言

## Over-the-phone Interpreting



1. Dial: 1-888-804-2044

2. When prompted:

For a Spanish interpreter

Press 1.

For all other languages

Press 2

Enter the 2-digit language code



3. Enter the 4-digit account#: 9384

City of Wilkes-Barre

4. Provide to agent:

Caller's first and last name

Department

LES first initial and last name

For 3-way calls:

Ask the first person who answers (interpreter or call coordinator) to place the call.

**Back-Up Interpreter Number: 1-866-386-1284**

(Only use if interpreter is unavailable at primary number above)



Language	code	Language	code
Albanian	47	French	26
Amharic	39	Fulani	36
Arabic	23	Georgian	82
Armenian	59	German	61
Bangla	58	Greek	68
Bengali	48	Gujarati	40
Bosnian	37	Haitian Creole	28
Bulgarian	67	Hakha-Chin	95
Burmese	21	Hakka-Chinese	87
Cam bodian	51	Hebrew	90
Canadian French	55	Hindi	43
Cantonese	31	Hmong	44
Chin	32	Ibo	65
Chin-Hakha	95	Indonesian	70
Croatian	92	Italian	56
Czech	91	Japanese	63
Dari	80	Karen	34
Dutch	84	Karenni	60
Farsi	33	Kinyarwanda	94
Filipino	73	Kirundi	53

Language	code	Language	code
Korean	30	Samoa	79
Kurdish	76	Serbian	62
Laotian	50	Serbo-Croatian	64
Lithuanian	69	Somali	29
Macedonian	93	Spanish	1
Mai Mai	78	Swahili	38
Malayalam	75	Tagalog	46
Mandarin	24	Tamil	85
Mandingo	89	Teddim	86
Marshallese	81	Thai	57
Mongolian	72	Tibetan	83
Nepali	25	Tigrinya	45
Oromo	96	Tongan	97
Pashto	77	Turkish	54
Persian	74	Twi	66
Polish	42	Ukrainian	71
Portuguese	35	Urdu	41
Punjabi	49	Vietnamese	22
Romanian	52	Yoruba	88
Russian	27	All other languages	99

