

Language Assistance Plan

SUBRECIPIENT/TRANSIT PROVIDER NAME has developed the following Language Assistance Plan to ensure meaningful access to program services for Limited English Proficient (LEP) individuals. An LEP individual 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 to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan, **SUBRECIPIENT/TRANSIT PROVIDER NAME** completed the following **Four Factor Analysis**:

- 1) **The number or proportion of LEP persons eligible to be served or likely to be encountered by SUBRECIPIENT/TRANSIT PROVIDER NAME.** According to the 2021 American Community Survey information detailing "Language Spoken at Home" (Table S1601) for Carroll County residents, there are zero LEP language groups that exceed the Safe Harbor Provision of 1,000 persons or five percent of the service area population, whichever is less. Specifically:

Language	Individuals Who Speak English Less Than Very Well	Percent Speak English Less Than Very Well
Spanish	37	Less than 1%
Indo-European Languages	61	Less than 1%
Asian and Pacific Island Languages	22	Less than 1%
Other	2	Less than 1%

While Carroll County Transit does not currently maintain non-English versions of documents, reasonable effort will be made to provide vital information to LEP individuals in the language requested.

- 2) **The frequency with which LEP individuals come in contact with SUBRECIPIENT/TRANSIT PROVIDER NAME services.** Please enter any relevant data such as the number of LEP contacts per day/week/month/year.
- 3) **The nature and importance of the program, activities or services provided by SUBRECIPIENT/TRANSIT PROVIDER NAME to the LEP population.** The provision of public transportation is a vital service, especially for those without access to personal vehicles.
- 4) **The resources available to SUBRECIPIENT/TRANSIT PROVIDER NAME for LEP outreach, as well as the costs associated with this outreach.** Specific resources used in LEP outreach are detailed below. Cost issues can often be reduced through use of technology and the sharing of language assistance materials and services among and between grant recipients.

Safe Harbor Provision for Written Translations

SUBRECIPIENT/TRANSIT PROVIDER NAME will periodically update this Language Assistance Plan, including monitoring service area demographics for changes in LEP language groups. For any LEP language

Commented [GH1]: I pre-populated factor one with the relevant census data for LEP language groups in Carroll County IL

group that exceeds the Safe Harbor Threshold, written translations of the following vital documents will be made available:

- (1) Title VI Non-Discrimination Notice
- (2) Discrimination Complaint Procedures
- (3) Discrimination Complaint Form

Language Assistance Services

****Expand upon all applicable examples below and delete those that do not apply***

- Staff is provided a list of written and oral language assistance resources and how they may be obtained.
- Instructions are provided to customer service and other staff who take phone calls from the general public on how to respond to an LEP caller.
- Instructions are provided to customer service and other staff who may receive written communication from the public on how to respond to written communication from an LEP person.
- Instructions are provided to vehicle operators and others who regularly interact with the public on how to interact with an LEP customer.
- List other

Notice to LEP Persons About the Availability of Language Assistance

****Expand upon all applicable examples below and delete those that do not apply***

- Posting signs in intake areas and other points of entry
- Statements in outreach documents that language services are available
- Working with community-based organizations and other stakeholders to inform LEP individuals of services, including the availability of language assistance services
- Announcements at community meetings
- Information tables at local events
- Signs in vehicles
- Website
- Customer service lines
- List other

Monitoring, Evaluating and Updating the Language Assistance Plan

SUBRECIPIENT/TRANSIT PROVIDER NAME will monitor this Language Assistance Plan by updating the Four Factor Analysis, establishing a process to obtain feedback from internal staff and members of the public, and conducting internal evaluations to determine whether the language assistance measures are working for staff. Depending on the feedback received, **SUBRECIPIENT/TRANSIT PROVIDER NAME** may choose to disseminate more widely those language assistance measures that are particularly effective or modify or eliminate those measures that have not been effective. Additionally, **SUBRECIPIENT/TRANSIT PROVIDER NAME** will consider new language assistance needs when expanding transit service to areas not previously served.

Training Employees to Provide Timely and Reasonable Language Assistance to LEP Populations

****Expand upon all applicable examples below and delete those that do not apply***

- A summary of grant recipient responsibilities under the DOT LEP Guidance;
- A summary of the Language Assistance Plan;

- A summary of the number and proportion of LEP persons in the service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population
- A description of the type of language assistance that is currently provided and instructions on how staff can access these products and services
- A description of cultural sensitivity policies and practices
- List other