

Limited English Proficiency (LEP) Plan

Town of East Greenbush



Adopted by

The East Greenbush Town Board

Resolution 102-2018

May 16, 2018

Jack Conway, Town Supervisor
Email address: jconway@eastgreenbush.org
Telephone Number: 518-477-4775

INTRODUCTION

This *Limited English Proficiency Plan Template* has been prepared to address the Town of East Greenbush responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English proficiency. The Plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., and its implementing regulations, which states that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, titled *Improving Access to Services for Persons with Limited English Proficiency*, states that differing treatment based upon a person's inability to speak, read, write or understands English is a type of national origin discrimination which is covered under Title VI. It directs each agency (e.g., FHWA) to publish guidance for its respective recipients (e.g., NYSDOT) clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies that receive federal funds and extends to its sub recipients.

Plan Summary

The Town of East Greenbush has developed this *Limited English Proficiency Plan* to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided. As defined by Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and notification to LEP persons regarding the availability of assistance. For detailed guidance regarding LEP, see NYSDOT's LEP Plan at:

[https://www.dot.ny.gov/divisions/policy-and-strategy/public-trans-respository/Attachment%20D-1%20LEP Plan.pdf](https://www.dot.ny.gov/divisions/policy-and-strategy/public-trans-respository/Attachment%20D-1%20LEP%20Plan.pdf).

In order to prepare this plan, the Town of East Greenbush used the Federal Highway Administration (FHWA) Four-Factor LEP analysis:

1. The number or proportion of LEP persons in the service area who may be served by the Town of East Greenbush.
2. The frequency with which LEP persons come in contact with Town of East Greenbush services.
3. The nature and importance of services provided by the Town of East Greenbush to the LEP population.
4. The interpretation services available to the Town of East Greenbush and overall cost to provide LEP assistance. A summary of the results of the four-factor analysis is found in the following section.

MEANINGFUL ACCESS: FOUR-FACTOR ANALYSIS

1. The number or proportion of LEP persons in the service area who may be served or are likely to require Town of East Greenbush services

The Town of East Greenbush staff reviewed the American Community Survey 5-Year Estimates for East Greenbush, New York State and determined that:

- a. 1,253 individuals in Town of East Greenbush service area comprising [7.9% of the population] speak a language other than English;
- b. Of those, 414 individuals have limited English proficiency; that is, they speak English less than “very well” or “not at all.” This is only 2.6 % of the overall population in the service area;
- c. In Town of East Greenbush service area, of those persons with limited English proficiency:
 - ___% speak German
 - 2.4 % speak Spanish
 - ___% speak African languages
 - ___% speak Chinese
 - ___% speak Serbo-Croatian
 - ___% speak Scandinavian
 - ___% speak Japanese
 - ___% speak Russian
 - ___% speak other Indic languages
 - ___% speak Vietnamese
 - ___% speak French
 - ___% speak Tagalog
 - ___% speak other Slavic languages
 - 4.1 % speak Arabic, Indo-European languages
 - 1.3 % speak Asian and Pacific Island languages
 - ___% speak Native North American Languages
 - 0.1 % speak all other language

2. The frequency with which LEP persons come in contact with Town of East Greenbush services

The Town of East Greenbush reviewed the frequency with which their staff have, or potentially have, contact with LEP persons. This includes documenting phone inquiries or office visits.

- a. To date, the Town of East Greenbush has had __0__ requests for interpreters and __0__ requests for translated program documents as follows:

OR

- b. the Town of East Greenbush other staff have had very little contact with LEP persons.

3. The nature and importance of services provided by the Town of East Greenbush to the LEP population

There is no large geographic concentration of any type of LEP individuals in the service area for the Town of East Greenbush. The overwhelming majority of the population, 92.1 %, speaks only English. As a result, there are few social, service, or professional and leadership organizations within the Town of East Greenbush service area that focuses on outreach to LEP

individuals. The Town of East Greenbush staff is most likely to encounter LEP individuals through office visits, phone conversations, notifications from department staff regarding the results of service delivery, and attendance and participation at public meetings.

4. The resources available to the Town of East Greenbush, and overall cost to provide LEP assistance

The Town of East Greenbush reviewed its available resources that could be used to provide LEP assistance and inventoried its documents to determine which are suitable for translation if the need arises.

The Town of East Greenbush contacted local citizens and organizations willing to provide voluntary language translation and interpretation services if needed within a reasonable time period. Other language translation options could be provided by bilingual staff or by telephone from a professional interpretation service for which the Town of East Greenbush would pay a fee.

LANGUAGE ASSISTANCE

A person who does not speak English as her primary language and who has a limited ability to read, write, speak or understand English may be a Limited English Proficient person and may be eligible to language assistance with respect to Town of East Greenbush services. Language assistance can include interpretation (that means oral or spoken transfer of a message from one language into another language) and translation (that means the written transfer of a message from one language into another language).

How the Town of East Greenbush staff can identify an LEP person in need of language assistance:

- Post notices of the LEP Plan and the availability of interpretation or translation services free of charge in languages LEP persons would understand.
- Providing Town of East Greenbush staff with language identification cards to assist in identifying the language interpretation services needed if the occasion arises.
- Periodically surveying Town of East Greenbush staff regarding their interaction with LEP persons during the previous period (e.g., quarterly, semi-annually, and annually).
- Greeting participants at the Town of East Greenbush sponsored informational meeting or event. Conversational interaction with participants can help determine LEP needs for future events.

Language Assistance Measures

Although there is a very low percentage of LEP individuals in the Town of East Greenbush service area, (i.e., persons who speak English less than “very well” or “not at all”,) the Town of East Greenbush will take the following actions:

1. The Town of East Greenbush staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating English.
2. The following resources will be available to accommodate LEP persons:
 - Volunteer Spanish language interpreters will be provided within a reasonable time period.
 - Language interpretation services for all other languages will be accessed through a professional telephone interpretation service.

STAFF TRAINING

The information below will be disseminated to staff. Training opportunities on these topics also will be provided:

- Title VI Policy and LEP responsibilities
- Description of language assistance services offered to the public
- Proper use of interpreter service provider’s language identification cards
- Documentation of language assistance requests
- Handling of Title VI/LEP complaints

All contractors or subcontractors performing work for the Town of East Greenbush are required to follow the Title VI/LEP guidelines.

TRANSLATION OF DOCUMENTS

The Town of East Greenbush weighed the cost and benefits of translating documents for potential LEP groups. Considering the expense of translating documents, the likelihood of frequent changes in documents and other relevant factors, the Town of East Greenbush has determined that it is an unreasonable burden to translate documents at this time.

Due to the very small LEP population, the Town of East Greenbush does not have a formal outreach procedure in place as of 2018. Translation resources have been identified and are limited in this region. However, if the need arises to conduct outreach to LEP individuals, the Town of East Greenbush will consider the following options:

- When staff prepares documents or schedules public meeting whose audience is expected to include LEP individuals, the Town of East Greenbush will provide meeting notices, flyers, and agendas in the appropriate non-English language(s).
- Town of East Greenbush will assess requests for the translation of documents based on the potential effect and known LEP population.

MONITORING

Monitoring and Updating the LEP Plan – The Town of East Greenbush will update the LEP Plan as required. At a minimum, the plan will be reviewed and updated when recent data from the U.S. Census and the American Community Survey is available, or when it is clear that higher concentrations of LEP individuals are present in the Town of East Greenbush service area. Updates to the LEP Plan will include the following:

- The number of documented LEP contacts encountered annually.
- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area (census data, surveys, information from community-based organizations, and other sources).
- Determination as to whether the need for translation services has changed.
- Determination of the effectiveness of language assistance efforts
- Determination of the adequacy of the Town of East Greenbush financial resources to fund language assistance resources.
- Determination of the Town of East Greenbush full compliance with the goals of the LEP Plan.
- Determination of the Town of East Greenbush processing of LEP complaints

DISSEMINATION OF THE TOWN OF EAST GREENBUSH LEP PLAN

Choose from below the actions that Town of East Greenbush will take:

- Post signs in Town of East Greenbush public areas informing LEP persons of the LEP Plan and how to access language services.
- On Town of East Greenbush website, post the LEP Plan and procedure to access language services.