

## **TOWN OF SOUTH WINDSOR - Title VI - Limited English Proficiency Plan**

### **A. POLICY STATEMENT**

The Town of South Windsor under Title VI of the Civil Rights Act of 1964 and related statutes, ensures that no person shall on the grounds of race, color, national origin, sex, disability, and age, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity it administers.

### **B. MISSION**

To build awareness of the need and methods to ensure that LEP persons have meaningful access to important federally assisted programs and to ensure implementation of language access, requirements under Title VI, the Title VI regulations, and Executive Order 13166 in a consistent and effective manner across agencies.

### **C. WHO IS LIMITED ENGLISH PROFICIENT?**

LEP individuals, who do not speak English as their primary language and have a limited ability to read, write, speak, or understand English, as a result of national origin. These individuals may be entitled to language assistance with respect to a particular type of service, benefit, or encounter.

### **D. COMPLIANCE WITH LEP REQUIREMENTS**

As a recipient of federal funding, the Town of South Windsor must take reasonable steps to ensure meaningful access to the information and services it provides. In determining “reasonable steps” there are four factors to be considered:

- Demographics
- Frequency of LEP Contact
- Nature and Importance of Services Provided
- Resources

The decision to provide language assistance services should include an assessment of the number or proportion of LEP persons from a particular language group served or encountered in the surrounding community area. The greater the number or proportion of LEP persons served or encountered, the more likely language services are needed. Generally, identifying any community where the LEP population equals 5 percent or more in a given language automatically triggers providing language assistance services as a mandatory and normal part of the program operation.

The Town of South Windsor has not completed a comprehensive LEP demographic analysis. However, English is the predominant language in Connecticut with Spanish being the second most frequently spoken language. The Town makes efforts to notify the English and non-English speaking public about transportation and other services and programs.

## **E. LANGUAGE ASSISTANCE MEASURES**

There are several language assistance measures available to LEP persons, including both oral and written language services. There are also various ways in which Town staff may respond to LEP persons, whether in person, by telephone, or in writing.

- Qualified Interpreters are available
- Town human services personnel provide services to LEP individuals and seek opportunities to provide information on transit services.
- Information about our transportation services is posted in Spanish in public buildings like the library, community center, and the senior center.
- We discuss with bus drivers and other front-line staff annually on their experience concerning any contacts with LEP persons during the past year.

The following training will be provided to transit staff.

- Information on the Town's Title VI complaint procedures and LEP plan.
- Description of interpretive services offered to the public.
- Documentation of interpretive services requests.
- Use of interpretative services.
- How to handle

## **F. MONITORING AND UPDATING THE LEP PLAN**

The LEP Plan will be reviewed and updated periodically and when it is clear that higher concentrations of LEP individuals are present in the Town of South Windsor's service area.

Updates will include the following.

- The number of documented LEP person contacts encountered annually.
- How the needs of the LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination if the need for translation services has changed.
- Determination if interpretative services have been effective and sufficient to meet the needs.
- Determine whether the Town of South Windsor's financial resources are sufficient to fund interpretative services needed.
- Determine if the Town of South Windsor has fully complied with the goals of the LEP Plan.
- Determine if complaints have been received concerning the Town of South Windsor's failure to meet the needs of LEP individuals.

Information about the Town of South Windsor's LEP plan, the Title VI Policy and Complaint Procedure are available on the Town's web site at [www.southwindsor.org](http://www.southwindsor.org)