

Language Assistance Plan for Jobs Plus

Effective August 30th, 2014

Purpose

The purpose of this Language Assistance Plan (LAP) is to meet Federal Transit Administration's (FTA's) requirements to comply with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin. As a subrecipient of FTA funds, Jobs Plus is pledged to take reasonable steps to provide meaningful access to its transportation services for persons who do not speak English as their primary language and who have limited ability to read, speak, write, or understand English. The FTA refers to these persons as Limited English Proficient (LEP) persons.

The completion of this plan for persons with Limited English Proficiency conforms to the requirements of the FTA Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration Recipients.

The plan for Jobs Plus contains:

- A. A needs assessment based on the four factor analysis
- B. Language assistance measures
- C. Staff training
- D. Methods for notifying LEP persons about available language assistance
- E. Methods for monitoring, evaluating and updating the plan

A. LEP Needs Assessment-the Four-Factor Analysis

Factor 1. The number or proportion of LEP persons in our service area who may be served or are likely to encounter a transit services.

We assessed the following information (as checked) about LEP persons to determine the number or proportion of LEP persons who might use or want to use our transit services:

- 2010 US Census data/American Community Survey Data
- Local school district data
- Human Service Department Data
- Information from local organizations (religious, legal, social service, etc.) about LEP persons in our service area.
- Reports from drivers about contact with LEP persons
- Other information: Describe _____

According to data provided by MnDOT from the 2010 American Community Survey 2008-2012 Five-Year estimate:

1. The total number of LEP persons in our service area is 5044
2. The total eligible population in our service area is 77,652
3. The proportion of LEP persons to the total eligible service population is 6.5%

Factor 2. The frequency with which LEP persons come in contact with our transit services.

Jobs Plus is a private non-profit agency with limited or no requests from LEP persons to use our transit services. Jobs Plus serves private agencies and human service agencies so there is limited possibility that an LEP person may be referred to our program for transit services.

The main languages spoken by LEP persons in our service area include Spanish, and Somali.

Factor 3. The nature and importance of programs, activities, or services provided to the LEP population.

Jobs Plus considers transportation as one of the essential services we provide. Our experience is that because our transportation service is mainly used for the individuals served by our program, we have limited LEP persons using our transportation as a service however, we are always open to utilizing our vehicles for other purposes if deemed fit.

Factor 4. The resources available to our transit system and overall cost to provide language assistance.

Our current budget for marketing to or communicating to LEP persons in their language about transit services that are available to them is \$ 0. This may include funding for staff training, translation services, brochures, flyers, ads, and website.

B. Language Assistance Measures

Jobs Plus uses the following LEP measures:

- Brochures of Jobs Plus services could be translated into the following languages: Spanish and Somali. Brochures are located at our local Chamber of Commerce and Human Service Building
- Arranging for availability of oral translators
- Posting notices in appropriate languages informing LEP persons of available services
- Other

C. Staff training

To ensure effective implementation of this plan, Jobs Plus will schedule training at orientation for new staff and for all employees on an annual basis to review

1. The transit system's Language Assistance Plan

D. Notice to LEP Persons about Available Language Assistance

Jobs Plus plans to notify LEP persons in their own language about the language assistance available to them without cost by using the following methods:

- signs on buses
- brochures
- posters
- sending information to Human Services in the counties that we serve
- telephone messages
- local ads
- website notices
- information tables at local events, grocery stores, pharmacies, and churches
- other, describe: _____

E. Annual Monitoring, Evaluating and Updating Plan

Jobs Plus will review this plan during its annual review with its MnDOT transit project manager by:

1. assessing its effectiveness (comparing numbers of LEP persons served by year, number or requests for language assistance received during the year),
2. assessing the sufficiency of staff training and budget for language assistance
3. reviewing current resources for assistance to ensure continuing availability
4. reviewing any complaints from LEP persons or about their needs that were received during the past year.

This plan and any revisions will be reviewed and approved by Jobs Plus' board of directors annually.

F. Dissemination of Plan

This Language Assistance Plan is available on our website at <http://www.jobspluswaseca.com>

This plan is also available at no cost in English upon request by telephone, fax, and mail or in person.

If requested to be provided in another language and it is feasible to have it translated, information will be provided at no cost to the requester.

G. Contact Information

Questions or comments about this plan may be submitted to:

Name: Katie Neegaard

Title: Executive Director

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Date approved by Board of Directors: