

LANGUAGE ACCESS PLAN

Providing Meaningful Communication with Persons with Limited English Proficiency

Town of Whitakers

June 6, 2019 to June 5, 2022

The purpose of this Policy and Plan is to ensure compliance with Title VI of the Civil Rights Act of 1964, and other applicable federal and state laws and their implementing regulations with respect to persons with limited English proficiency (LEP). Title VI of the Civil Rights Act of 1964 prohibits discrimination based on the ground of race, color or national origin by any entity receiving federal financial assistance. Administrative methods or procedures, which have the effect of subjecting individuals to discrimination or defeating the objectives of these regulations, are prohibited.

POLICY:

In order to avoid discrimination on the grounds of national origin, all programs or activities administered by the **Town of Whitakers** will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in benefits Town of Whitakers has to ensure LEP individuals can communicate effectively.

DEFINITIONS:

Limited English Proficient (LEP) individual – Any prospective, potential, or actual recipient of benefits or services from the **Town of Whitakers** who cannot speak, read, write or understand the English language at a level that permits them to interact effectively with health care providers and social service agencies.

Vital Documents – These forms include, but are not limited to, applications, consent forms, all compliance plans, bid documents, fair housing information, citizen participation plans, letters containing important information regarding participation in a program; notices pertaining to the reduction, denial, or termination of services or benefits, the right to appeal such actions, or that require a response from beneficiary notices advising LEP persons of the availability of free language assistance, and other outreach materials.

Title VI Compliance Officer: The person or persons responsible for administering compliance with the Title VI LEP policies.

Substantial number of LEP: 5% or 1,000 people, whichever is smaller, are potential applicants or recipients of the **Town of Whitakers** and speak a primary language other than English and have limited English proficiency.

PROCEDURES:

NC DEQ - Division of Water Infrastructure CDBG-I Language Access Plan Template

1. IDENTIFYING LEP PERSONS AND THEIR LANGUAGE

The **Town of Whitakers** will promptly identify the language and communication needs of the LEP person. Staff will use a language identification card (or "I speak cards," <http://www.lep.gov/resources/ISpeakCards2004.pdf>) and LEP posters to determine the language. In addition, when records are kept of past interactions with individuals or family members, the language used to communicate with the LEP person will be included as part of the record.

2. OBTAINING A QUALIFIED INTERPRETER

List the current name, office telephone number, office address and email address of the Title VI compliance officers:

Ms. Linda Bonnette, Town Administrator, with technical assistance from the CDBG Grant Administrator at the Upper Coastal Plain Council of Governments. Ms. Linda Bonnette is located at the Whitakers Town Hall, which is located at 302 NW Railroad Street in Whitakers, NC. The Town's mailing address is P.O. Box 727, Whitakers, NC 27891. The Town Hall phone number is: 252-437-4011. Ms. Bonnette's email is lmbonn59@gmail.com. The Upper Coastal Plain Council of Governments' office is located at 121 W. Nash St. in Wilson and mailing address is P. O. Box 9, Wilson, NC 27894. The CDBG Grant Administrator can be reached at (252) 234-5968.

(Note: The local unit of government must notify the Division of Water Infrastructure (DWI) Compliance Specialist immediately of changes in name or contact information for the Title VI compliance officer.)

Check all methods that will be used:

- Maintaining an accurate and current list showing the language, phone number and hours of availability of bilingual staff (*provide the list*):
- Contacting the appropriate bilingual staff member to interpret, in the event that an interpreter is needed, if an employee who speaks the needed language is available and is qualified to interpret;
- Obtaining an outside interpreter if a bilingual staff or staff interpreter is not available or does not speak the needed language.

(Identify the organization(s) name(s) with whom you have contracted or made arrangements)

The Staff will contact a known local bilingual capable person (Ms. Ora A. Cozart) for translation assistance. This assistance will be backed up by the use of a proven telephone translation service, VOIANCE Language Services, LLC.

Have/has agreed to provide qualified interpreter services. The organization's (or organizations') telephone number(s) is/are (*insert number (s)*), and the hours of availability are (*insert hours*).

Other (*describe*):

All staff will be provided notice of this policy and procedure, and staff that may have direct contact with LEP individuals will be trained in effective communication techniques, including the effective use of an interpreter.

Some LEP persons may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the LEP person will not be used as interpreters unless specifically requested by that individual and **after** the LEP person has understood that an offer of an interpreter at no charge to the person has been made by the facility. Such an offer and the response will be documented in the person's file. If the LEP person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy, and conflict of interest should be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provided to the LEP person.

Children and other residents will **not** be used to interpret, in order to ensure confidentiality of information and accurate communication.

3. PROVIDING WRITTEN TRANSLATIONS

- i. The **Town of Whitakers** will set benchmarks for translation of vital documents into additional languages. *(please ensure to keep records of those documents that apply to your local unit of government)*
- ii. When translation of vital documents is needed, the **Town of Whitakers** will submit documents for translation into frequently-encountered languages.
- iii. Facilities will provide translation of other written materials, if needed, as well as written notice of the availability of translation, free of charge, for LEP individuals.

4. PROVIDING NOTICE TO LEP PERSONS

The **Town of Whitakers** will inform LEP persons of the availability of language assistance, free of charge, by providing written notice in languages LEP persons will understand. Example: The notification will include, in the primary language of the applicant/recipient, the following language: **IMPORTANT: IF YOU NEED HELP IN READING THIS, ASK THE TOWN OF WHITAKERS FOR AN INTERPRETER TO HELP. AN INTERPRETER IS AVAILABLE FREE OF CHARGE.**

The **Town of Whitakers** shall include at minimum the following phrases in English and Spanish in any document requesting public comments, or notifying the community of any modifications/amendments to the CDBG program during the life of the grant, including but not limited to public hearing notifications, citizen participation documents, Environmental Review notifications, among other documents:

- *“This information is available in Spanish or any other language upon request. Please contact Linda Bonnette at 252-437-4011 or at 302 NW Railroad Street, Whitakers, NC 27891 for accommodations for this request.”*
- *“Esta información está disponible en español o en cualquier otro idioma bajo petición. Por favor, póngase en contacto con Linda Bonnette al 252-437-4011 o en 302 NW Railroad Street, Whitakers, NC 27891 de alojamiento para esta solicitud.”*

*****Please note the address and name itself should not be translated (e.g. “Charlie” should not be translated to “Carlos”; “Main Street” should not be translated to “Calle Principal”)***

All interpreters, translators and other aids needed to comply with this policy shall be provided without cost to the person being served, and individuals and their families will be informed of the availability of such assistance free of charge.

At a minimum, notices and signs will be posted and provided in intake areas and other points of entry, including but not limited to the main lobbies, waiting rooms, etc.

(Include those areas that apply to your local unit of government).

Notification will also be provided through one or more of the following: outreach documents, telephone voice mail menus, local newspapers, radio and television stations, and/or community-based organizations

The Rocky Mount Telegram PO Box 1967, Greenville, NC 27835

Whitakers Police Department PO Box 727, Whitakers, NC 27891 (252-437-8011)

(Include those that apply to your local unit of government)

5. MONITORING LANGUAGE NEEDS AND IMPLEMENTATION

On an ongoing basis, the **Town of Whitakers** will assess changes in demographics, types of services or other needs that may require reevaluation of this policy and its procedures. In addition, the **Town of Whitakers** will regularly assess the efficacy of these procedures, including but not limited to mechanisms for securing interpreter services, complaints filed by LEP persons, feedback from residents and community organizations, etc.

I. Compliance Procedures, Reporting and Monitoring

A. Reporting

The **Town of Whitakers** will complete an annual compliance report and send this report to DWI. The form can be found at <http://portal.ncdenr.org/web/wi/cdbg-i-compliance1>.

B. Monitoring

The **Town of Whitakers** will complete a self-monitoring report on a semiannual basis, using a standardized reporting system proposed by the local government. These reports will be maintained and stored by the Title VI Compliance Officer and will be provided to the DWI upon request.

The **Town of Whitakers** will cooperate, when requested, with special review by the DWI.

II. Applicant/Recipient Complaints of Discriminatory Treatment

A. Complaints

The **Town of Whitakers** will provide assistance to LEP individuals who do not speak or write in English if they indicate that they would like to file a complaint. A complaint will be filed in writing, contain the name and address of the person filing it or his/her designee and briefly describe the alleged violation of this policy. The form can be found at <http://portal.ncdenr.org/web/wi/cdbg-i-compliance1>. The **Town of Whitakers** will maintain records of any complaints filed, the date of filing, actions taken and resolution.

The **Town of Whitakers** will notify the appropriate section within DWI of complaints filed, the date of filing, actions taken and resolution. This information will be provided within 30 days of resolution.

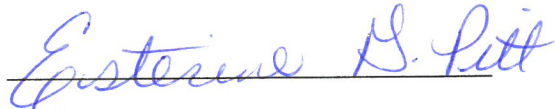
A. Resolution of Matter

If the matter cannot be resolved by informal means, then the individual will be informed of his or her right to appeal further to the Department of Justice (DOJ). This notice will be provided in the primary language of the individual with Limited English Proficiency. If not resolved by DWI, then complaint will be forwarded to U.S. Department of Justice (DOJ) and U.S. Department of Housing and Urban Development (HUD) Field Office.

SUBMITTED AND ADOPTED BY:

Esterine Gary Pitt

Name of Mayor



Signature of Mayor

June 6, 2019

Date

HUD PORTAL LEP:

http://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp/promotingfh/lep-faq