



City of Peoria LEP Plan
City of Peoria Dial a Ride

Section 1. Purpose

Establish policy for persons who, as a result of national origin, do not speak English as their primary language and who have a limited ability to speak, read, write or understand the English language. In the U.S. Department of Transportation's Policy funded activities, these persons may be entitled to language assistance with respect to a particular service, benefit or encounter.

Section 2. Scope

Title VI of the Civil Rights Act of 1964 is the federal law that protects individuals from discrimination on the basis of their race, color or national origin in programs that receive federal financial assistance. In certain situations, failure to ensure that persons who are LEP can effectively participate in, or benefit from, federally assisted programs may violate Title VI's prohibition against national origin discrimination.

Section 3. Policy

The City of Peoria will make reasonable efforts to provide language assistance to LEP persons in order to ensure they have access to City federally funded programs and activities. The City will:

- Conduct the four-factor analysis
- Develop a Language Access Plan (LAP)
- Provide appropriate language assistance

The City of Peoria will work with other agencies to supply an interpreter when needed, use a telephone service line interpreter and use its own bilingual and multilingual staff, when necessary.

Four Factor Analysis:

The City of Peoria will take reasonable steps to ensure LEP persons have meaningful access to federally funded programs. This "reasonableness" standard is intended to be flexible and fact-dependent. It is also intended to balance the need to ensure meaningful access to critical services while not imposing undue financial burdens on small businesses, small local governments, or small nonprofit organizations.

As a starting point, Peoria has conducted an individualized assessment that balances the following four factors:

- The number or proportion of LEP persons served or encountered in the eligible service population. LEP persons "served or encountered" includes those persons who would be served or encountered by the recipient if the persons received adequate education and outreach and the recipient provided sufficient language services
- The frequency with which LEP persons come into contact with the program
- The nature and importance of the program, activity or service provided by the program
- The resources available and costs to the City or subrecipient

City of Peoria Four Factor Analysis

1. The number or proportion of LEP persons served or encountered in the eligible service population:

We can only estimate the numbers of people who are LEP persons (covered by this law) through Citywide demographics and our typical program intake. Approximately 15% of the City of Peoria population is Hispanic of the 19% total minority population. Intake agencies (especially the Public Housing Authority and Community Action Program (CAP)) estimate that 1% of their annual intake requires language assistance and, for the last two years, 100% of that language assistance requirement has been Spanish.

2. The frequency with which LEP persons come into contact with the program:

The following federally funded service providers were interviewed regarding their LEP encounters:

- Peoria Transit (Dial a Ride)
- Peoria Public Housing Authority
- Peoria Community Action Program (CAP)
- Interfaith Services
- Arizona Bridge to Independent Living (ABIL)
- West Valley Child Crisis Center
- Community Services of Arizona
- Central Arizona Shelter Services (CASS)
- Boys and Girls Clubs
- Housing Our Communities
- Saint Mary's/Westside Food Bank

Central Arizona Shelter Services (CASS) was the agency that had the most encounters (in any one month period) with LEP persons. They calculate that four percent (4%) of their contacts require special translation, primarily from English into Spanish. Peoria's Community Action Program (CAP) had the next most frequent contact with LEP persons with approximately 1% of their clients requiring English to Spanish translation assistance. Peoria Transit (in any one month period) had .00003 percent requiring English to Spanish translation assistance.

The majority of persons who contact the City's program administrative office are proficient in English. The City also has a vast force of bilingual and multilingual workers who are available for interpretation services every day. The City values multilingual skills and offers incentive pay for those who are proficient in languages other than English.

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

Programs, activities or services provided by City of Peoria are available to all residents. The City provides literature and other information in both English and Spanish. Services provided by City of Peoria that are likely to encounter LEP individuals include the demand response [dial-a-ride] system which serves primarily senior and disabled persons.

4. The resources available and costs to the recipient:

As previously noted, the City has a vast force of bilingual and multilingual workers who are available for interpretation services every day. The City values multilingual skills and

offers incentive pay for those who are proficient in languages other than English. That cost is not passed on to the subrecipient of federally funded programs. Most Transit informational publications are available in English and Spanish.

Peoria Language Access Plan (LAP)

1. Identification of persons needing language assistance:

LEP persons who need language assistance and the specific language assistance that is needed is Spanish.

2. Types of contact and outreach:

LEP persons using federally funded services most often contact the Peoria Public Housing Authority, Peoria CAP and Central Arizona Shelter Services. These will be our key points of outreach. Most information, eligibility and intake forms at these locations are available in Spanish. Interpretation services are available at these agencies.

3. Staff training:

Training on LEP requirements is provided for staff and subrecipients.

4. Vital documents:

Most vital documents for access to programs and services are available through subrecipients. Most Transit informational publications are available in English and Spanish.

5. Language assistance (translated information, notices, interpretation):

All public notices indicate that reasonable accommodation will be made upon request. Translated material and/or interpreters are provided, as appropriate.

6. Community resources:

Partnerships and other appropriate language services will be utilized, as necessary and appropriate.

7. Monitoring and updates:

The City will monitor and update the Language Access Plan (LAP) annually and will seek input from beneficiaries and the community.

Language Assistance

Multilingual staff

Notices to staff and recipients of the availability of language assistance