

# LIMITED ENGLISH PROFICIENCY (LEP) TRAINING

- ❖ Connecticut Department of Transportation
- ❖ Office of Contract Compliance

Executive Order 13160.

## Improving Access for Persons with Limited English Proficiency (LEP)

- Signed by President William Clinton on August 11, 2000.
- LEP applies to individuals who speak English less than very well.

# FOUR FACTOR ANALYSIS

Factor One: Number of LEP Persons

Factor Two: Frequency of Contact

Factor Three: Nature/Importance of  
the Program

Factor Four: Available Resources

# LEP VS. SAFE HARBOR

## LEP

- >5% of the population

## SAFE HARBOR

- >5% of the population, or 1000 persons, whichever is less.
- Examples of Vital Documents:
  - Notice to Beneficiaries
  - Complaint Forms
  - Notices of Public Meetings/Hearings
  - Applications
  - Notices of denials, losses, or decreases in benefits or services.

# ELEMENTS OF A LANGUAGE ASSISTANCE PLAN

- ✓ Results of your four factor analysis.
- ✓ How do you provide language assistance?
- ✓ How do you inform LEP individuals that language assistance is available?
- ✓ Monitoring strategies and frequency.
- ✓ Staff Training.

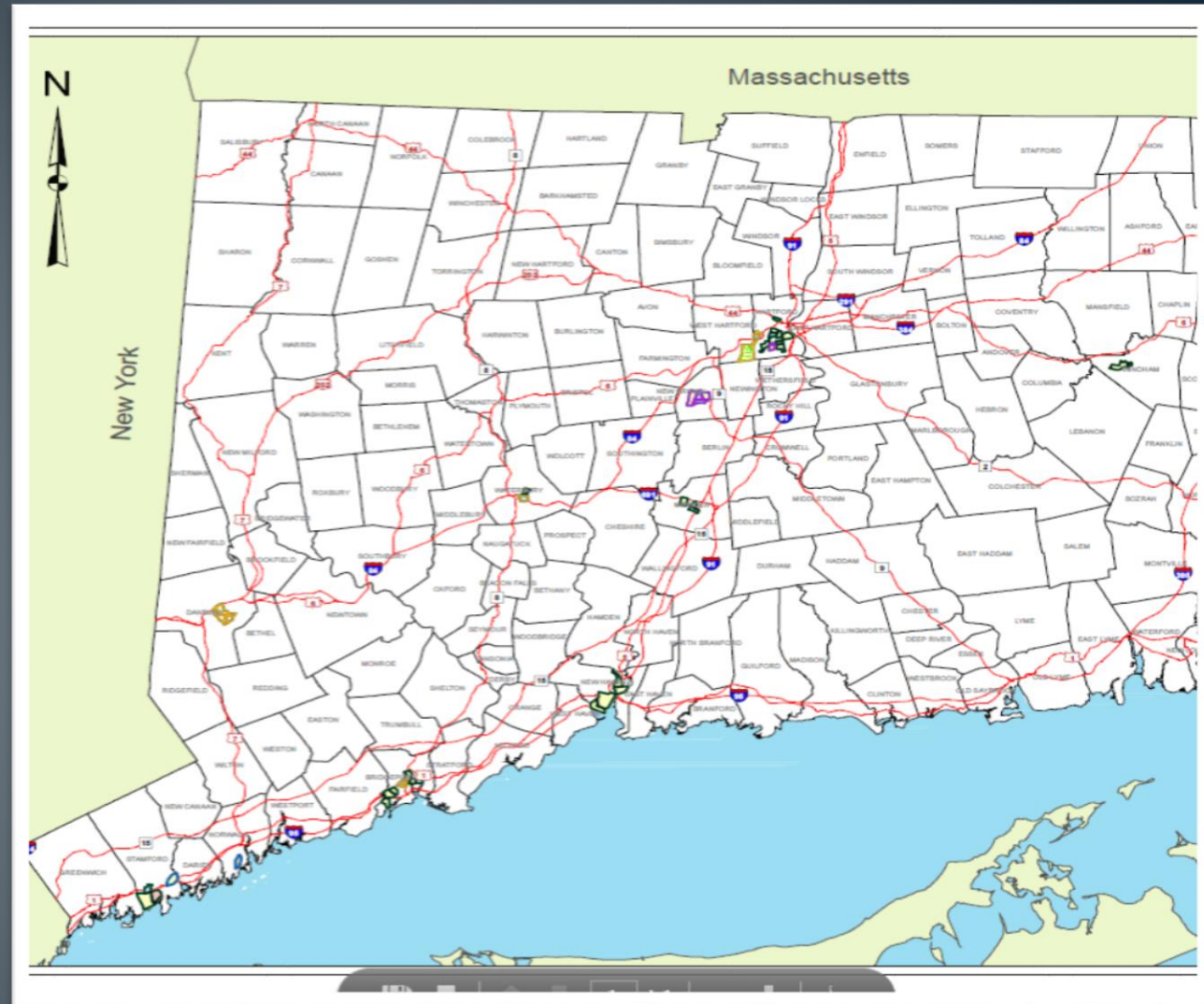
# LANGUAGE ASSISTANCE EXAMPLES...

- I Speak Cards
- Over the Phone Interpretation Services
- Community/Faith Based Organizations
- Translating Documents
- Hiring Interpreters
- Utilize Ethnic Media
- Ticket Vending Machines with multilingual features
- Bilingual Staff



# CTDOT MAPS

LEP Maps (Statewide  
and Rail/Bus Service  
Area) Available on  
CTDOT Website.



# RESOURCES

- Executive Order 13166, “Improving Access for Persons with Limited English Proficiency”
- FTA Title VI Circular, FTA C 4702.1B
- FTA Handbook, “Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons.
- CTDOT Title VI Maps  
<http://www.ct.gov/dot/cwp/view.asp?a=3529&q=305564>
- CTDOT Office of Contract Compliance
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