

California State Division of Aeronautics

Limited English Proficiency Plan (LEP)

PURPOSE:

The Limited English Proficiency Plan (LEP) is designed to assist the Division and their respective program areas by providing guidance on translation, interpretation, and outreach services for LEP persons seeking access to the Division's programs.

POLICY STATEMENT:

The Department under Title VI of the Civil Rights Act of 1964 and related statutes¹, 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.

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 13166² in a consistent and effective manner.

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 are considered Limited English Proficient.

PUBLIC DISSEMINATION OF TITLE VI INFORMATION:

United States Department of Justice regulations³, Public Dissemination of Title VI Information, requires recipients of Federal financial assistance to publish or broadcast program information in the news media. Advertisements must state that the program is an equal opportunity program and/or indicate that Federal law prohibits discrimination. Additionally, reasonable steps shall be taken to publish information in languages understood by the population eligible to be served or likely to be directly affected by the program.

¹ 42 U.S.C. §2000d et seq.; 34 C.F.R. § 100.1 et seq.

² Exec. Order No. 13166, §2; 65 Fed. Reg. 50121 (August 16, 2000).

³ 28 Code of Regulations, Section 42.405

Example:

“The California Department of Transportation, Division of Aeronautics, hereby gives public notice that is the policy of the Department to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987 and related statutes and regulations in all programs and activities. It is our policy that no person in the United States of America shall, on the grounds of race, color, national origin, sex, disability or age be excluded from the participation in, be denied the benefits of or be otherwise subjected to discrimination under any of our programs or activities.”

State Authority

The California Department of Transportation is responsible for ensuring that all persons, including LEP persons are provided equal access to its available services and information. The Department is committed to ensuring that all of its programs and services are accessible to its LEP customers in compliance with the Dymally-Allatorre Bilingual Services Act. This includes, but is not limited to, providing resources, including bilingual staff, interpreters, and translated materials to ensure that information and services will be made available in the languages readily understood by all Caltrans customers.

Contact: LEP Coordinator
CA - Department of Transportation
Office of Business & Economic Opportunity Home
1823 14th Street - MS 79
Sacramento, CA 95811
Phone: 916-324-1700
Fax: 916-324-1869
TTY: 711

Division Staff - LEP Assistance

If the Division of Aeronautics staff requires language assistance with a public person, (either in person or on the telephone), and the division’s language volunteers cannot assist the person, staff is to call the Department Language Line for an interpreter at: **1-800-752-6096**.

The Division’s language volunteers are as follows:

Danny Uppal – Burmese, Punjabi, Urdu, Hindi
(916) 654-4232

Patrick Kyo – Burmese
(916) 654-5082

Phil Miller – Spanish
(916) 654-5507

Parvin Bijani – Farsi
(916) 657-0543

Sanaz Javadinejad – Farsi
(916) 654-4389

“I Speak Cards”

Should the Division staff meet with or otherwise interact with LEP individuals, a process should be considered for handling those meetings. One way to determine the native language of unexpected visitors is to use the language identification cards (or “I speak cards”), which invite LEP persons to identify their language needs to staff. The Federal Government and Caltrans has made those cards available at:

http://www.dot.ca.gov/hq/bep/title_vi/LEP/documents/ISpeakCards2004.pdf

Also, if the Division Language Assistants are not able to assist the person, the Department has an extensive list of Language Assistance Volunteers who can be accessed at:

http://www.dot.ca.gov/hq/bep/title_vi/LEP/documents/BilingualEmployees1109.pdf

Although the Division has never received phone calls or walk-in LEP customers, the Title VI representative for the Division, Carol Glatfelter, will be available to inform staff on recommended steps to take in order to provide the same level of service as an English-speaking customer. **Carol Glatfelter – (916) 654-5253.**

ALL employees are to ensure the public is treated with dignity and respect, identify the language needs for the Division’s customers, and utilize available bilingual resources to assist customers, when needed.

Providing Notice to LEP Persons

It is important to let LEP persons know what services are available and that they are free of charge. Cost for providing language assistance may not be passed on to the customer. This information should be provided in a notice in a language that LEP persons will understand.

For the Division, this will include stating in outreach documents (brochures, booklets, pamphlets and flyers) that language services are available and including notices in local newspapers in languages other than English.

Language Assistance Measures

Each office should consider the appropriate balance of written translations and oral language assistance it will provide. The level of outreach will depend upon the critical level of the program. Each office within the division will determine the appropriate balance of written and oral language assistance that will be provided.

Vital Documents

The program areas most likely to encounter the need to translate vital documents are public involvement, right-of-way acquisition, public information and local assistance. For the Division, this might include:

- Emergency transportation information.
- Notices of proposed public hearings regarding proposed transportation plans, projects, or changes.
- Notices advising LEP persons of free language assistance.
- Applications or instructions on how to participate in a program or activity or to receive benefits or services.

Whether or not a document (or information) is “vital” will depend on the importance of the program, information, encounter, or service involved, and the consequence to the LEP person if the information in question is not accurate or timely. Vital information for the Division may include providing information in appropriate languages regarding where an LEP person might obtain an interpretation or translation of the document.

Language Assistance Resources

Bilingual Staffing – The Division has five volunteer staff that has the ability to interpret six different languages.

“I Speak Cards” – The Title VI Coordinator, Carol Glatfelter, maintains a binder containing the “I Speak Cards” in an effort to determine which language the LEP person needs an interpreter for.

Qualified Interpreters – The Title VI Coordinator can contact the complete list of interpreters provided by the Office of Business and Economic Opportunity (OBE) to assist the LEP person with a qualified interpreter.

Telephone Interpretation - The Title VI Coordinator can provide the LEP person with telephone interpreters, if necessary, by utilizing the Language Line Services. This service is designed for the staff to call and request an interpreter with the same language that the LEP person would require.

The Language Line Services provides access to over 2,500 + U.S.-based interpreters and services are available 24 hours a day, 7 days a week, 365 days a year in more than 170 languages.

To Access a Telephone Interpreter for the Division of Aeronautics:

■ **When Receiving a call:**

1. Use your phone's conference feature to place the Limited English Proficient (**LEP**) speaker on hold.
2. Dial **1-866-874-3972**
3. Provide your Client ID # **597097**
4. Select the language you need
 - a. Press 1 for Spanish
 - b. Press 2 for all other languages and state the name of the language you need*** Press 0 for agent assistance if you do not know the language*
5. Provide your: **Access Code – for Caltrans Headquarters - 888367**
You will be connected to an interpreter who will provide his/her name and ID number.
6. Brief the interpreter. *Summarize what you wish to accomplish and provide any special instructions.*
7. Add the LEP caller onto the call.
8. Say "End of Call" to the interpreter when your call is completed.

■ **Note:**

When placing an outbound call to a LEP, begin at **Step 2**. If you need assistance placing a call to the LEP, Please inform the interpreter or agent at the beginning of the call.

When the LEP is face-to-face with you begin at **Step 2**. Once the interpreter joins the line, brief him/her and place the phone on "Speaker" mode or pass the handset back-and-forth.

Staff Training on LEP Language Assistance

At a regular Division staff meeting, the Division's Title VI Coordinator gives a presentation, hands out Title VI pamphlets, contact information, and offers instructions for filing a claim. As provided annually, instruction also offers LEP requirements and instructions for accessing interpreter information when needed for Division business.

Monitoring, Continuous Assessment, Reporting, and Updating the LEP Plan

The Title VI Coordinator is responsible for ensuring that meaningful services to LEP persons are provided in the Division of Aeronautics. This plan will be incorporated by reference into the appropriate procedure manuals in order to ensure that employees are aware of their obligations for compliance.

The Title VI Coordinator is also responsible for monitoring this program on an annual basis and reporting incidents in the Title VI Program Element Update Report. The Division's appropriate use of methods and options detailed in this LEP Plan will demonstrate the intent to comply with LEP requirements and Title VI of the Civil Rights Act of 1964.

Conclusion

Should translation services be provided, the services can be documented by completing the LEP Reporting Form. This form can be obtained from the Division's Title VI Coordinator. The document shall include:

- Nature of the service (in person, telephone, or document translation).
- Means by which assistance was rendered (Division Volunteer Interpreter, Caltrans Interpreter or program area).
- Language translated or interpreted.
- Race and National Origin of the LEP person.
- Subject matter or services rendered.
- Date, time (start to finish).

Providing meaningful access to LEP persons to the Department's programs, services, and activities is an important effort that will help enable the Department to achieve its mission "to improve mobility across California." As we work together to improve access, LEP persons will gain access to the many valuable Department programs, services, and activities.

California Department of Transportation (Caltrans) LEP Plan:

http://d06web/admin/eo/docs/lep_plan_march_2010.pdf#xml=http://ctsearch.dot.ca.gov/cgi-bin/tegis/webinator/search/pdfhi.txt?query=lep+plan&pr=default&prox=page&rorder=250&rprox=500&rdfreq=500&rwfreq=750&rlead=1000&sufs=0&order=r&uq=http%3A//d06web/%25&cq=&id=554bf10d13

LIMITED ENGLISH PROFICIENCY (LEP) REPORTING FORM INSTRUCTIONS

Rev: 3-14-10

The Limited English Proficiency (LEP) Reporting Form is designed to capture critical information when LEP individuals contact us to assist with access to department services and resources.

This form will assist the Title VI Program with annual reporting requirements to the Federal Highway Administration (FHWA).

When filling out the form, please include the following:

- How did the LEP person come in contact with your office?
- What services were provided to the LEP person?
- How were the services were provided, i.e.
 - Telephone
 - Written translation
 - In-person

Once this information is completed on the form, please forward the Reporting Form to Carol Glatfelter, Associate Aviation Planner, Title VI Liaison, Caltrans, Division of Aeronautics, 1120 N Street – MS 40, Sacramento, CA 95814 (916) 654-5253.