

Limited English Proficiency

The City of Newton is committed to providing quality services to all the citizens of Newton, including those with Limited English Proficiency (LEP). Title VI requires that recipients of federal financial assistance provide meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who LEP.

- a. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient. Based on the City's services, LEP persons interact with the City in the following ways:
 - (1) Participating in meetings or accessing services offered by the City or contacting a City office for assistance.
 - (2) Contact with City employees by service, law enforcement, or others who make home/vehicle/personal contacts.
 - (3) Accessing the City's website at www.newtonkansas.com to obtain information about the City or its services.

The City does not believe that LEP persons are underserved due to language barriers and when LEP persons do access City services, there are resources to assist them, as described in this Language Assistance Plan.

- b. The frequency with which LEP persons come in contact with City Programs.

City staff experience confirms that Spanish is the most commonly spoken language by LEP persons who access city programs. According to staff that regularly interacts with the public, contact with LEP individuals is unpredictable. Due to this the city provides for multi-language translations or other language assistance measures, by request.

The City understands the need to provide resources to LEP individuals when the need arises. Therefore, the City utilizes the following resources to provide meaningful access to LEP persons:

- (1) Brochures and written documents can be made available upon request or upon identification of this need an advance of a meeting, service change or another event.
- (2) The City's website can be translated but Google Translate, which can be accessed in the web browser.
- (3) The City uses Language Line to interpret for LEP persons based on their native language.
- (4) In public notices and on city website the City states that language services may be made available at public meetings with a 48-hour advance notification.

- (5) Staff members who speak Spanish or other languages can be utilized to communicate with LEP individuals as to assist with language services.

c. Staff Training

Each department will identify key individuals who may have contact with LEP individuals and train them in language assistance. Key training will include:

- (1) Staff training on Title VI and LEP policies and procedures in this document.
- (2) Identify City staff as well as operations personnel, who speak non-English languages; utilize these staff members to communicate with LEP individuals and assist with language translation activities when possible.

d. Providing Notice to LEP Individuals

- (1) Post the Title VI Plan on the city website.
- (2) On the city website state that interpreter services may be made available for a public meeting with a 48-hour advance notification.
- (3) If a service change is believed to impact a large number of LEP individuals, include a statement in public notices that interpreter service can be made available for a public meeting, with advance notification.

e. Monitoring and Updating Language Assistance Plan

Due to changing demographics and customer needs, the implementation measures listed above will be reviewed on a regular basis at a minimum the City will update the LAP along with the Title VI Plan every five years as required by United State Department of Transportation or as otherwise required. Specific actions for monitoring and updating the plan are as follows:

- (1) Review of Census Bureau data.
- (2) Record of contact with LEP individuals who requested interpretation services will be assessed to determine future needs.
- (3) Work with county partners in the region to share LEP best practices and coordinate on providing LEP resources.