

Community Action Rural Transit System- CARTS

Community Action Agency of Columbiana County, Inc.

Language Assistance Plan

Language Assistance Plan

Plan Components

As a recipient of federal US DOT funding, Community Action Rural Transit System(CARTS)/Mobility Management (MM) is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

CARTS/MM Language Assistance Plan includes the following elements:

Item #1: The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.

Item #2: A description of how language assistance services are provided by language

Item #3: A description of how LEP persons are informed of the availability of language assistance service

Item #4: A description of how the language assistance plan is monitored and updated

Item #5: A description of how employees are trained to provide language assistance to LEP persons

Four Factor Analysis Methodology

To determine if an individual is entitled to language assistance and what specific services are appropriate, CARTS/MM has conducted a *Four Factor Analysis* of the following areas: 1) Limited-English Proficient (LEP) Speaker Demography, 2) Contact Frequency, 3) Importance of Service, and 4) Resources and Costs.

Item #1 – Results of the Four Factor Analysis (<i>including a description of the LEP population(s) served</i>)
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Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered.

Of the 97,248 residents in CARTS/MM service area, 955 residents describe themselves as speaking English less than “very well”. People of Caucasian descent are the primary LEP persons likely to utilize CARTS/MM services. For CARTS/MM service area, the latest U.S. Census Bureau data shows that among the area’s population 0.98% speak English “*less than very well.*” **For these groups** who speak English “less than very well”, 0.32% speak Spanish, 0.05% Speak French, 0.08% Speak French, 0.10% Speak Russian, Polish or Other Slavic languages, 0.01% Speak Chinese 0.42% speak other Indo-European and Unspecified languages

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Columbiana County – Languages Spoke at Home.

	Columbiana County, Ohio	
Label	Estimate	Percent
Total:	97,248	
Speak only English	94,612	97.29%
Spanish:	1,269	1.30%
Speak English "very well"	955	0.98%
Speak English less than "very well"	314	0.32%
French, Haitian, or Cajun:	165	0.17%
Speak English "very well"	116	0.12%
Speak English less than "very well"	49	0.05%
German or other West Germanic languages:	340	0.35%
Speak English "very well"	264	0.27%
Speak English less than "very well"	76	0.08%
Russian, Polish, or other Slavic languages:	122	0.13%
Speak English "very well"	22	0.02%
Speak English less than "very well"	100	0.10%
Other Indo-European languages:	134	0.14%
Speak English "very well"	128	0.13%
Speak English less than "very well"	6	0.01%
Korean:	0	0.00%
Speak English "very well"	0	0.00%
Speak English less than "very well"	0	0.00%
Chinese (incl. Mandarin, Cantonese):	7	0.01%
Speak English "very well"	0	0.00%
Speak English less than "very well"	7	0.01%
Vietnamese:	150	0.15%
Speak English "very well"	150	0.15%
Speak English less than "very well"	0	0.00%

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Tagalog (incl. Filipino):	0	0.00%
Speak English "very well"	0	0.00%
Speak English less than "very well"	0	0.00%
Other Asian and Pacific Island languages:	16	0.02%
Speak English "very well"	16	0.02%
Speak English less than "very well"	0	0.00%
Arabic:	19	0.02%
Speak English "very well"	19	0.02%
Speak English less than "very well"	0	0.00%
Other and unspecified languages:	414	0.43%
Speak English "very well"	11	0.01%
Speak English less than "very well"	403	0.41%

Speaks English Very Well		99.02%
Speaks English LESS THAN very well	955	0.98%
Speak language other than English	1367	1.41%

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

CARTS/MM assessed the frequency with which staff and drivers have, or could have, contact with LEP persons. CARTS/MM provides approximately 60,000 passenger trips per year. If an individual has speech limitations, the dispatcher or driver will work with the Ohio Department of Transportation, if needed, to ensure the individual receives access to the transit services.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people’s lives.

All of CARTS/MM programs are important; however, those related to safety, public transit, nondiscrimination and public involvement are among the most important. CARTS/MM is committed to providing meaningful access and will provide written translation for any of its documents, when reasonable, effective and with the available resources. In other cases, CARTS/MM will strive to provide alternative but meaningfully accessibility. Moreover, CARTS/MM continually evaluates its programs, services, and activities to ensure that persons who may be LEP are always provided with meaningful access. The Title VI policy, complaint form, and LEP policy are available in other languages upon request.

Factor 4: The resources available for LEP outreach, as well as the costs associated with that outreach.

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CARTS/MM makes every effort to make its programs, services, and activities, accessible to LEP individuals. CARTS/MM will use available resources, both internal and external to accommodate reasonable requests for translations.

Item # 2 – Description of how Language Assistance Services are Provided, by Language

CARTS/MM has identified, developed, and uses the following:

- a) Individuals who have contact with the public are provided with “I Speak” language cards to identify language needs in order to match them with available services. Language cards verified and distributed by the Director as need.
- b) CARTS/MM has developed partnerships with local agencies, organizations, law enforcement, colleges/universities, local school districts and social service agencies that are available to assist with it LEP responsibilities.
- c) A list of web-based translation services can be provided by contracting the Human Resources Department.

Item # 3 – Description of how LEP Persons are Informed of the Availability of Language Assistance Service

In order to ensure that LEP individuals are aware of CARTS/MM language assistance measures, CARTS/MM provides the following:

- Title VI Program including the Language Assistance Plan is made available on website, if applicable, and hard copy in central office.
- Drivers and dispatchers are provided “I Speak” language cards to identify language needs in order to match them with available services.

Item # 4 – Description of how the Language Assistance Plan is Monitored and Updated

CARTS/MM will continue to update the LEP plan as required by U.S. DOT. At a minimum, the Title VI Plan will continue to be reviewed and updated every three (3) years in conjunction with the Title VI submission and use data from the U.S. Decennial Census or the American Community Survey as available, or when it is clear that the concentrations of LEP individuals are present in CARTS/MM service area.

Updates will continue to include the following:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP persons have been addressed?
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.

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- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether CARTS/MM financial resources are sufficient to fund language assistance resources needed.
- Determine whether CARTS/MM has fully complied with the goals of this LEP Plan.
- Determine whether complaints have been received concerning CARTS/MM failure to meet the needs of LEP individuals.

Item # 5 - Description of how Employees are Trained to Provide Language Assistance to LEP Persons

The following training will continue to be provided to CARTS/MM staff:

- Information on the CARTS/MM Title VI Procedures and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of “I Speak” language cards (used to identify language preference).
- Documentation of language assistance requests.
- Use of web-based interpreter services (over the phone interpretation provider).
- How to handle a potential Title VI / LEP complaint?

Limited English Proficient (LEP) Resource Materials:

LEP Policy

CARTS/MM shall provide for communication for limited English proficient riders to ensure them equal opportunity to benefit from services. Family members or friends of limited English proficient riders will not be used as translators unless specifically requested by that individual. Arrangements have been made with Organization Civica y Cultural Hispana Americana, Inc. (OCCHA) to obtain translators. OCCHA is a non-profit organization located in Youngstown, Ohio which serves Hispanics and the community at large. The agency will also utilize web-based translator programs if available.

If you need help with English, please call (330)424-4015.

***“I Speak”* Language Identification Card**

Mark this Box if you speak...	Language Identification Chart	Language
	Mark this box if you read or speak English	English
	Marque esta casilla si lee o habla español	Spanish

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Minority Representation Information

Recipients that have **transit-related**, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

***Guidance:** Elected transit-related board, committee, or council, do not need to complete the table below, and write in section B that there are no non-elected transit-related boards, committees, or councils.

A. Minority Representation Table

Table Depicting Membership of Board, Committees, Councils, Broken Down by Race

Body	Caucasian	Hispanic	African American	Asian American	Native American	Other	Two or More Races
Population Columbiana County	91.74%	1.72%	2.04%	.34%	.16%	.23%	3.77%
Transportation Advisory Committee (TAC)	100%						

Note: insert the number of people and % of total board membership

B. Efforts to Encourage Minority Participation

To encourage participation on its boards, committees, and councils, the CARTS/MM will make every effort to encourage minority participation on the boards. Detail any further efforts below.

Providing Assistance to and Monitoring Subrecipients

1. Does agency provide funding to subrecipients?

No, the agency does not have subrecipients.