



Town of Yorktown

Limited English Proficiency Plan (LEP Plan)

Adopted: September 6, 2016

**TOWN OF YORKTOWN
LIMITED ENGLISH PROFICIENCY PLAN
(LEP PLAN)**

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Attachments

Attachment A: U.S. Census Bureau, 2010-2014 American Community Survey. Table B16004: Age by Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over.

Attachment B: U.S. Census Bureau, 2010-2014 American Community Survey. B16001: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over.

A. General Policy Statement

It is the policy of the Town of Yorktown to provide timely meaningful access for LEP persons to all town programs and activities. All personnel shall provide free language assistance services to LEP individuals whom they encounter or whenever an LEP person requests language assistance services. All personnel will inform members of the public that language assistance services are available free of charge to LEP persons and that the Town of Yorktown will provide these services to them.

B. Purpose and Authority

The purpose of this policy is to establish effective guidelines, consistent with Title VI of the Civil Rights Act of 1964 and Executive Order 13166, for town personnel to follow when providing senior services to, or interacting with, individuals who have limited English proficiency (LEP). Following these guidelines is essential to the success of our mission to serve all of Yorktown's senior population.

C. What is LEP?

Most individuals living in the United States read, write, speak, and understand English. There are many individuals, however, for whom English is not their primary language. If these individuals have a limited ability to read, write, speak, or understand English, they are limited English proficient, or "LEP."

Language for LEP individuals can be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities, or understanding other information provided by federally funded programs and activities. Recipients of Federal financial assistance have an obligation to reduce language barriers that can preclude meaningful access by LEP persons to important government services.

The Town of Yorktown has developed this LEP Plan to provide LEP populations meaningful access to senior transportation services within the Town of Yorktown. The document has been prepared to conform to the LEP requirements identified in the document titled, "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons – A Handbook for Public Transportation Providers," which was released by the Federal Transit Administration Office of Civil Rights on April 13, 2007.

D. Four-Factor Assessment

1. The number/ proportion of LEP persons eligible to be served or likely to be encountered by a Senior Services program, activity, or service

The Town of Yorktown reviewed the 2010-2014 American Community Survey to determine

what proportion of the population eligible for senior services were of Limited English Proficiency. Individuals 60 years and over are eligible for senior services, however the Census category is 65 years and over so these numbers were used. This data showed that of those reported as LEP, 3.2% spoke Spanish, 4.32% spoke Indo-European languages, and 0.32% spoke Asian and Pacific languages.

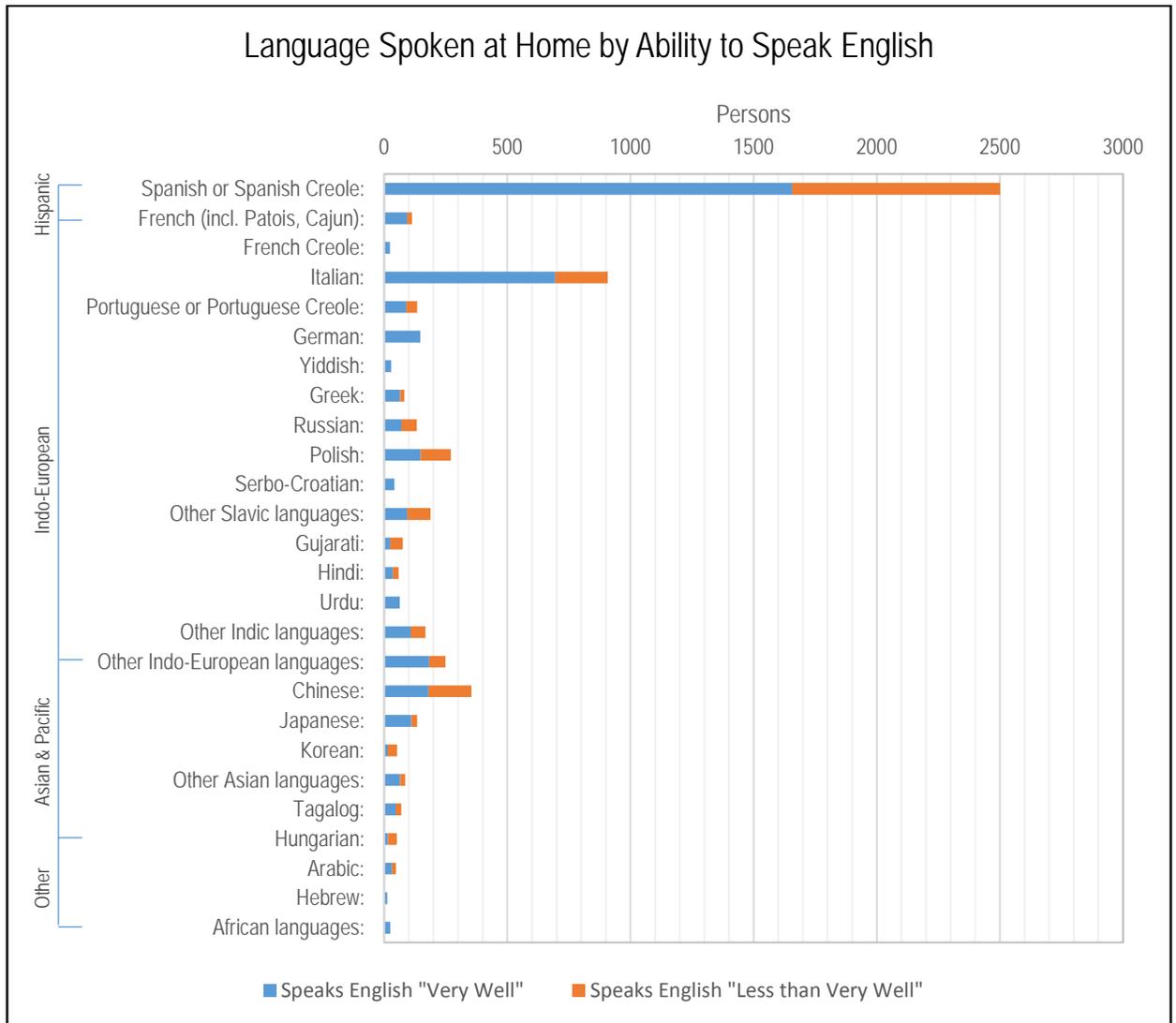
Total LEP Persons over 65 years and the Language Spoken at Home

	Estimate	LEP Proportion
Total Population:	35,097	
Population 65 years and over:	6,594	
Speak only English	5,244	
Speak Spanish:	540	
Speak English "very well"	218	
Speak English "well"	111	
Speak English "not well"	211	3.20%
Speak English "not at all"	0	0.00%
	Total:	3.20%
Speak other Indo-European languages:	725	
Speak English "very well"	322	
Speak English "well"	118	
Speak English "not well"	226	3.43%
Speak English "not at all"	59	0.89%
	Total:	4.32%
Speak Asian and Pacific Island languages:	35	
Speak English "very well"	14	
Speak English "well"	0	
Speak English "not well"	13	0.20%
Speak English "not at all"	8	0.12%
	Total:	0.32%
Speak other languages:	50	
Speak English "very well"	14	
Speak English "well"	36	
Speak English "not well"	0	0.00%
Speak English "not at all"	0	0.00%
	Total:	0.00%

Source: U.S. Census Bureau, 2010-2014 American Community Survey. Table B16004: Age by Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over. See Attachment A for full table.

In order to determine which languages might make up the Indo-European grouping, the 2010-2014 American Community Survey data for languages spoken at home was reviewed. This data is not separated by age groups, however it was assumed that a survey of the languages spoken in community as a whole would be similar to the languages that would be spoken by

seniors. This data showed that of the Indo-European languages, the most significant response was Italian. Below is a chart showing each language reported to be spoken at home and whether the individuals reported speaking English “very well” or “not very well.” Approximately 908 persons reported speaking Italian, 24% of which reported speaking English “not very well”.



Source: U.S. Census Bureau, 2010-2014 American Community Survey. B16001: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over. See Attachment B for full table. Note: Those languages with no reported persons were not included in this chart.

The data therefore indicates that Yorktown has a small population of LEP persons. Most of these persons speak Spanish, however there is a significant amount of persons who speak Italian.

2. The frequency with which LEP individuals come in contact with Senior Services programs, activities, or services

The Town reviewed its monthly service reports for the previous year, beginning June 2015 through May 2016. This data indicates the center served between forty and seventy-five clients, which depended on the season. Of these clients between five and eight of them had limited English skills.

Yorktown Senior Services Monthly Service Report Summary

Month	Total # Served	Limited English	Ethnicity					
			American Indian	Asian	Pacific Islander	Black Non-Hispanic	Hispanic	Non-Minority
6/2015	58	7	0	2	0	2	10	44
7/2015	62	8	0	2	0	2	10	48
8/2015	66	8	0	2	0	2	10	52
9/2015	68	8	0	2	0	2	11	53
10/2015	72	8	0	2	0	2	12	56
11/2015	75	8	0	2	0	2	12	59
12/2015	75	8	0	2	0	2	12	59
1/2016	40	4	0	0	0	2	5	33
2/2016	45	4	0	0	0	2	5	38
3/2016	50	5	0	0	0	2	5	43
4/2016	54	7	0	0	0	2	7	45
5/2016	59	8	0	0	0	2	8	49

Source: Town of Yorktown Senior Services Monthly Service Reports, June 2015 – May 2016.

3. The nature and importance of the Town of Yorktown Senior Services

The Yorktown Senior Services Programs include a nutrition center, meals delivered to the homebound, monthly wellness programs, transportation to and from the center, as well as, transportation for grocery shopping and to medical appointments. The nutrition center serves a hot lunch Monday through Friday at noon. There is a requested contribution for both meal and transportation services, however all services are provided whether a contribution is received or not.

The Senior Services Programs and transportation services are very important to the lives of Yorktown's seniors. Studies have shown that seniors that interact and socialize with others are healthier and live longer. In addition, the nutrition center provides a nutritionally balanced hot meal daily on weekdays.

4. Resources available to the Town and LEP-Related Costs

On an annual basis, the Town shall access available resources that could be used to provide language assistance. This includes identifying bi-lingual staff, reviewing the use of professional translation services for the previous year, determining which documents should be translated, and deciding what level of staff training is needed.

After analyzing the four factors outlined above, the Town of Yorktown developed the following plan for providing language assistance to LEP persons.

E. Components of the Plan

1. Identifying LEP Individuals Who Need Language Assistance

The Town will identify individual persons who may need language assistance by:

- Review of Nutrition Center Registration Forms
- Staff interaction

2. Language Assistance Measures

The two types of language services offered are interpretation and translation. Interpretation is the immediate rendering of oral language from the source language into the target language. Translation is the rendering of written text from one language (source language) into another language (target language).

Westchester County requires all senior services program written materials be available in both English and Spanish. The Limited English Proficiency assessment performed as part of this report, supports the Town's perceived need for these bilingual materials. If interpretation services are required for Spanish speaking individuals, there is a staff member available to provide these services. There is also quite a few residents that are actively served by the Senior Services Program who speak Italian. There is also a staff member available to translate for these individuals should they require assistance. The program may explore providing written materials in Italian should the need grow in subsequent LEP assessments.

If family members or friends of LEP persons are not able to provide interpretation services, the Town will take reasonable steps to ensure that it provides high-quality interpretation and translations services through individuals who are competent to provide those services at a level of fluency, comprehension, and confidentiality appropriate to the specific nature, type, and purpose of the information at issue.

3. Training Staff

Employees will be notified of the new Limited English Proficiency Plan and its rules and procedures through their supervisors or department head.

4. Providing Notice to LEP Persons

The Town of Yorktown must provide reasonable notification to eligible LEP persons in a way that they will understand that language services are available. An LEP person's awareness of their rights or the services available to them contributes to meaningful access. Effective outreach to the public is essential to provide reasonable notice to LEP persons. To achieve effective outreach, the Senior Services office:

- Must consider the appropriate mix of print, radio, and/or television notices in mainstream and ethnic media outlets; and
- Should continue to make contact with community organizations, who can help advise on the nature of the local population and the most effective measures to provide reasonable notice to them.

As the Town continues to target outreach efforts on local communities and LEP populations, it is anticipated that it will encounter more eligible LEP populations and will have to reassess their needs.

5. Monitoring and Updating the LEP Plan

This plan is designed to be flexible and should be viewed as a work in progress. The town will evaluate and monitor its implementation on an annual basis to ensure that the scope and nature of the language services provided under the Plan reflect updated experience of Town staff, and is consistent with the policy statement of the LEP Plan.

6. Dissemination of the Limited English Proficiency Plan

The Town will post the LEP Plan on its website at www.yorktownny.org. Copies of the plan will be provided to any person or agency requesting a copy. LEP persons may obtain copies/translations of the plan upon request.

Any questions or comments regarding this plan should be directed to:

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