

OTTAWA COUNTY TRANSPORTATION AGENCY (OCTA)

LIMITED ENGLISH PROFICIENCY PLAN

September 29, 2008

OCTA LIMITED ENGLISH PROFICIENCY PLAN

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Introduction

The purpose of this limited English proficiency policy guidance is to clarify the responsibilities of recipients of federal financial assistance from the U.S. Department of Transportation (DOT) and assist them in fulfilling their responsibilities to limited English proficient (LEP) persons, pursuant to Title VI of the Civil Rights Act of 1964 and implementing regulations. It was prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., and its implementing regulations provide that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance, and; Executive Order 13166

Executive Order 13166

"Improving Access to Services for Persons With Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation. Executive Order 13166 further directs that all such guidance documents be consistent with the compliance standards and framework detailed in the Department of Justice's (DOJ's) Policy Guidance entitled "Enforcement of Title VI of the Civil Rights Act of 1964--National Origin Discrimination Against Persons With Limited English Proficiency." (See 65 FR 50123, August 16, 2000 DOJ's General LEP Guidance). Different treatment based upon a person's inability to speak, read, write, or understand English may be a type of national origin discrimination.

Executive Order 13166 applies to all federal agencies and all programs and operations of entities that receive funding from the federal government, including state agencies, local agencies such as the Ottawa County Transportation Agency (OCTA) and governments, private and non-profit entities, and sub-recipients.

Plan Summary

The OCTA has developed this Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to OCTA services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates.

In developing the plan while determining the OCTA's extent of obligation to provide LEP services, the OCTA undertook a U.S. Department of Transportation four factor LEP analysis which considers the following: 1) The number or proportion of LEP persons eligible in the OCTA service area who maybe served or likely to encounter an OCTA program, activity, or service; 2) the frequency with which LEP individuals come in contact with an OCTA program, activity, or service; 3) the nature and importance of the program, activity or service provided by the OCTA to the LEP population; and 4) the resources available to OCTA and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

Four Factor Analysis

- 1. The number or proportion of LEP persons eligible in the OCTA service area who maybe served or likely to encounter an OCTA program, activity, or service.**

OCTA has determined that the language(s) other than English that is most likely to be encountered by employees of OCTA is [Spanish](#). The methodology used to make this determination is as follows: Reviewed Ottawa County Profile (Office of Strategic Research, Ohio Department of Development, as adapted by the United States Census, 2000. See attachment A). Determined that 1,526 individuals in Ottawa County listed Hispanic as their origin, which is approximately 3.7% of the County's population. The remaining races (other than Caucasian) were as follows: African American, 301; Native American, 159; Asian, 69; Pacific Islander, 29, other, 604; and two or more races combined, 282. None of these comprise 5% or more of the County's population. OCTA will periodically monitor the LEP population of those served or those who could be served by OCTA. If it is determined that other LEP language groups are seeking benefits/services or are potentially eligible to receive benefits/services within the OCTA, OCTA will adjust its methods and services to serve the new population accordingly. Any new LEP populations will be reflected in the next LEP plan.

- 2. The frequency with which LEP individuals come in contact with an OCTA program, activity, or service.**

OCTA assesses the frequency at which staff and drivers have or could possibly have contact with LEP persons. This includes documenting phone inquiries and verbally surveying drivers. Since January 2000, OCTA has had no requests for interpreters

and zero requests for translated OCTA documents. The staff and drivers have had very little to no contact with LEP individuals.

3. The nature and importance of the program, activity, or service provided by the OCTA to LEP community.

There is no large geographic concentration of any one type of LEP individuals in the OCTA service area. The overwhelming majority of the population speak only English.

Within the OCTA service area, the Ottawa County Department of Jobs and Family Services focuses on outreach to LEP individuals and OCTA works very closely with Ottawa County DJFS to continuously evaluate the nature and importance of the transportation services offered by OCTA (see attachment B).

4. The resources available to the OCTA and overall costs.

OCTA assessed its available resources that could be used for providing LEP assistance. This included identifying how much a professional interpreter and translation service would cost on as needed basis, which documents would be the most valuable to be translated if and when the populations supports, taking an inventory of available organizations that the OCTA could partner with for outreach and translation efforts, and what level of staff training is needed.

After analyzing the four factors, the OCTA developed the plan outlined in the following section for assisting persons of limited English proficiency.

LIMITED ENGLISH PROFICENCY PLAN OUTLINE

How to Identify an LEP Person who Needs Language Assistance

Below are tools to help identify persons who may need language assistance:

- Examine records requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings;
- When OCTA sponsored workshops or conferences are held, set up a sign-in sheet table, have a staff member greet and briefly speak to each attendee. To informally gauge the attendee's ability to speak and understand English, ask a question that requires a full sentence reply;
- Survey drivers and other first line staff on an annual basis at the beginning of each fiscal year regarding their experience on having any direct or indirect contact with LEP individuals.

Language Assistance Measures

The OCTA has or will implement the following LEP procedures. The creation of these steps are based on the very low percentage of persons speaking other languages or not speaking English at least "well" in the OCTA service area:

- When an interpreter is needed, in person or on the telephone, and the OCTA staff will first attempt to determine what language is required.
- If assistance with Spanish is required, OCTA staff will request the assistance of the trained interpreters at the Ottawa County DJFS; and
- For all other languages, OCTA staff shall use the telephone interpreter service – Language Line Services at <http://www.language.com>. On the Language Line home page the staff will select the Need an Interpreter Now link and follow the directions to receive and access code.

OCTA Staff Training

All OCTA staff will be provided with the LEP Plan and will be educated on procedures to follow. This information will also be part of the OCTA staff orientation process for new hires. Training topics are listed below:

- Understanding the Title VI policy and LEP responsibilities;
- What language assistance services OCTA offers;

- Use of LEP “I Speak Cards”;
- How to use the Language Line interpretation and translation services;
- Documentation of language assistance requests;
- How to handle a Title VI and/or LEP complaints.

Outreach Techniques

As of this first draft of the OCTA LEP Plan dated September 29, 2008, OCTA does not have a formal practice of outreach techniques due to the lack of LEP population. However, the following are a few options that the OCTA will incorporate when and/or if the need arises for LEP outreach:

- If staff knows that they will be presenting a topic that could be of potential importance to an LEP person or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, meeting notices, fliers, advertisements, and agendas will be printed in an alternative language, based on known LEP population in the area.
- When running a general public meeting notice, staff will insert the clause, based on the LEP population and when relevant, that translates into “A (insert alternative Language) translator will be available”. For example: “Un traductor del idioma español estará disponible” This means “A Spanish translator will be available”.
- Key printed materials, including but limited to schedules, maps and rider guides, will be translated and made available at OCTA, on board vehicles and in communities when a specific and concentrated LEP population is identified.

Monitoring and Updating the LEP Plan

This plan is designed to be flexible and is one that can be easily updated. At a minimum, the OCTA will follow the Title VI Program update schedule for the LEP Plan. However, major updates most likely will not occur until the next Census in 2010 unless OCTA finds it necessary and crucial for an update before such time.

Each update should examine all plan components such as:

- How many LEP persons were encountered?;
- Were their needs met?;
- What is the current LEP population in OCTA service area?;

- Has there been a change in the types of languages where translation services are needed?;
- Is there still a need for continued language assistance for previously identified OCTA programs? Are there other programs that should be included?;
- Have the OCTA's available resources, such as technology, staff, and financial costs changed?;
- Has the OCTA fulfilled the goals of the LEP Plan?; and
- Were any complaints received?

Dissemination of the OCTA Limited English Proficiency Plan

OCTA will include the LEP plan on the OCTA website (www.octapublictransit.org) together with its Title IV Policy and Complaint Procedures. OCTA's Notice of Rights under Title VI to the public posted in the OCTA facility, and in selected printed materials also refers to the LEP Plan's availability.

Any person, including social service, non-profit, and law enforcement agencies and other community partners with internet access will be able to access the plan.

Copies of the LEP Plan will be provided, on request, to any person(s) requesting the document via phone, in person, by mail or email. LEP persons may obtain copies/translations of the plan upon request.

Any questions or comments regarding this plan should be directed to the OCTA Director.

OCTA Director
275 N. Toussaint South Rd.
Oak Harbor, Ohio 43449
Phone: 419-898-7433
Fax: 419-898-3167
Email: bill.lowe@octapublictransit.org

Appendix A

Ottawa County Profile (Office of Strategic Research, Ohio Department of Development, as adapted by the United States Census)

Ohio County Profiles

Prepared by the Office of Strategic Research



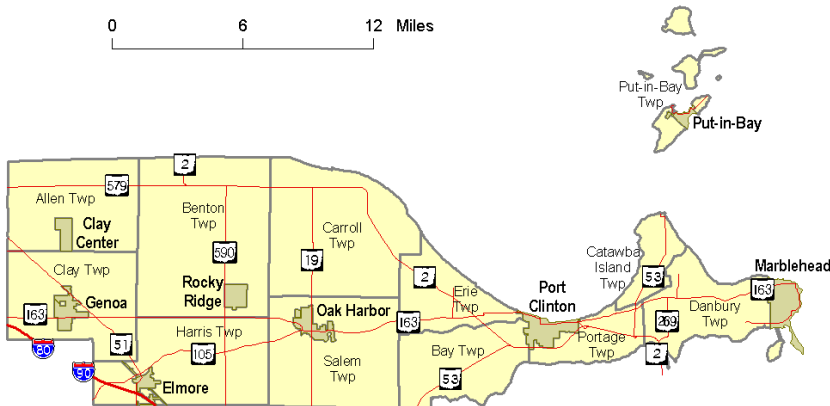
OHIO DEPARTMENT OF DEVELOPMENT

Ottawa County

Established: Act - March 6, 1840
2004 Population: 41,407
Land Area: 255.1 square miles
County Seat: Port Clinton City
Named for: Native American word meaning "trader"



0 6 12 Miles



Taxes

Taxable value of real property	\$1,254,334,380
Residential	\$967,194,670
Agriculture	\$59,357,360
Industrial	\$65,865,670
Commercial	\$161,916,680
Mineral	\$0
Ohio income tax liability	\$28,777,783
Average per return	\$1,371.42

Land Cover

Acres

Total	170,608.7
Urban (open impervious surfaces)	8,596.5
Agriculture/Open Urban Areas	124,845.1
Shrub/Scrub	556.3
Wooded	17,636.7
Open Water	7,098.4
Non-forested Wetlands	10,230.0
Barren	1,645.7

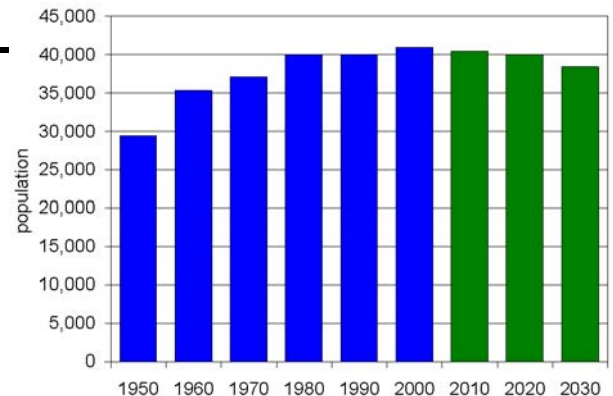
Largest Areas Census 2000 Estimate 2004

Port Clinton city	6,391	6,329
Danbury twp UB	3,869	3,776
Allen twp UB	3,297	3,363
Catawba Island twp	3,157	3,146
Oak Harbor village	2,841	2,828
Salem twp UB	2,676	2,781
Clay twp UB	2,888	2,708
Benton twp UB	2,232	2,416
Genoa village	2,230	2,348
Carroll twp	1,931	1,989

UB: Unincorporated Balance

Total Population

Census	1900	22,213	Estimated	
1800	1910	22,360	2001	40,975
1810	1920	22,193	2002	41,034
1820	1930	24,109	2003	41,284
1830	1940	24,360	2004	41,407
1840	2,248	1950	29,469	
1850	3,308	1960	35,323	
1860	7,016	1970	37,099	
1870	13,364	1980	40,076	
1880	19,762	1990	40,029	
1890	21,974	2000	40,985	
			Projected	
			2010	40,795
			2020	40,269
			2030	38,522



Ohio County Profiles

Ottawa County

Population by Race	Number	Percent
Total Population	40,985	100.0%
White	39,541	96.5%
African-American	301	0.7%
Native American	159	0.4%
Asian	69	0.2%
Pacific Islander	29	0.1%
Other	604	1.5%
Two or More Races	282	0.7%
Hispanic (may be of any race)	1,526	3.7%
Total Minority	2,245	5.5%

Educational Attainment	Number	Percent
Persons 25 years and over	28,829	100.0%
No high school diploma	4,569	15.8%
High school graduate	11,655	40.4%
Some college, no degree	5,859	20.3%
Associate degree	2,128	7.4%
Bachelor's degree	3,043	10.6%
Master's degree or higher	1,575	5.5%

Family Type by Employment Status	Number	Percent
Total Families	11,775	100.0%
Married couple, husband and wife in labor force	5,081	43.2%
Married couple, husband in labor force, wife not	1,844	15.7%
Married couple, wife in labor force, husband not	711	6.0%
Married couple, husband and wife not in labor force	2,108	17.9%
Male householder, in labor force	478	4.1%
Male householder, not in labor force	117	1.0%
Female householder, in labor force	958	8.1%
Female householder, not in labor force	478	4.1%

Household Income in 1999	Number	Percent
Total Households	16,461	100.0%
Less than \$10,000	959	5.8%
\$10,000 to \$19,999	1,833	11.1%
\$20,000 to \$29,999	2,320	14.1%
\$30,000 to \$39,999	2,166	13.2%
\$40,000 to \$49,999	2,004	12.2%
\$50,000 to \$59,999	1,618	9.8%
\$60,000 to \$74,999	2,033	12.4%
\$75,000 to \$99,999	2,035	12.4%
\$100,000 to \$149,999	1,141	6.9%
\$150,000 to \$199,999	219	1.3%
\$200,000 or more	133	0.8%
Median household income	\$44,224	

Population by Age	Number	Percent
Total Population	40,985	100.0%
Under 6 years	2,713	6.6%
6 to 17 years	6,804	16.6%
18 to 24 years	2,639	6.4%
25 to 44 years	11,045	26.9%
45 to 64 years	11,067	27.0%
65 years and more	6,717	16.4%
Median Age	41.0	

Family Type by Presence of Own Children Under 18	Number	Percent
Total Families	11,775	100.0%
Married-couple families with own children	3,728	31.7%
Male householder, no wife present, with own children	313	2.7%
Female householder, no husband present, with own children	775	6.6%
Families with no own children	6,959	59.1%

Poverty Status in 1999 of Families By Family Type by Presence Of Related Children	Number	Percent
Total Families	11,775	100.0%
Family income above poverty level	11,286	95.8%
Family income below poverty level	489	4.2%
Married couple, with related children	112	22.9%
Male householder, no wife present, with related children	28	5.7%
Female householder, no husband present, with related children	214	43.8%
Families with no related children	135	27.6%

Ratio of Income in 1999 To Poverty Level	Number	Percent
Population for whom poverty status is determined	40,239	100.0%
Below 50% of poverty level	686	1.7%
50% to 99% of poverty level	1,688	4.2%
100% to 149% of poverty level	2,531	6.3%
150% to 199% of poverty level	3,014	7.5%
200% of poverty level or more	32,320	80.3%

Residence in 1995	Number	Percent
Population 5 years and over	38,851	100.0%
Same house in 1995	24,922	64.1%
Different house, same county	7,169	18.5%
Different county, same state	5,246	13.5%
Different state	1,416	3.6%
Puerto Rico or U.S. islands	3	0.0%
Foreign country	95	0.2%

Ohio County Profiles

Ottawa County

Travel Time To Work	Number	Percent
Workers 16 years and over	19,434	100.0%
Less than 15 minutes	6,698	34.5%
15 to 29 minutes	6,660	34.3%
30 to 44 minutes	3,417	17.6%
45 to 59 minutes	1,098	5.6%
60 minutes or more	952	4.9%
Worked at home	609	3.1%
Mean travel time	22.5 minutes	

Housing Units	Number	Percent
Total housing units	25,532	100.0%
Occupied housing units	16,474	64.5%
Owner occupied	13,287	52.0%
Renter occupied	3,187	12.5%
Vacant housing units	9,058	35.5%

Year Structure Built	Number	Percent
Total housing units	25,532	100.0%
Built 1995 to March 2000	2,581	10.1%
Built 1990 to 1994	1,789	7.0%
Built 1980 to 1989	3,530	13.8%
Built 1970 to 1979	3,330	13.0%
Built 1960 to 1969	3,146	12.3%
Built 1950 to 1959	3,424	13.4%
Built 1940 to 1949	2,123	8.3%
Built 1939 or earlier	5,609	22.0%
Median year built	1965	

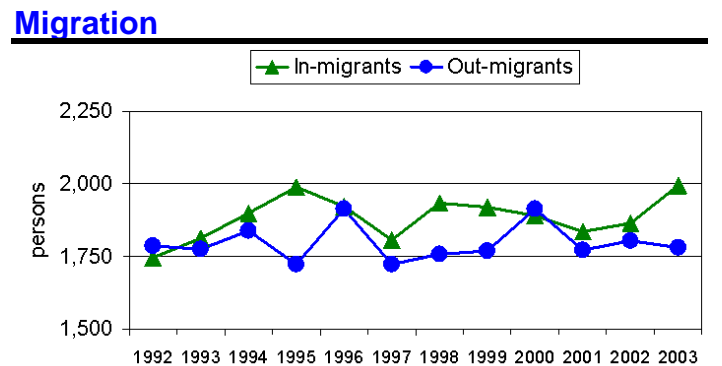
Value for Specified Owner-Occupied Housing Units	Number	Percent
Specified owner-occupied housing units	10,872	100.0%
Less than \$20,000	15	0.1%
\$20,000 to \$39,999	173	1.6%
\$40,000 to \$59,999	586	5.4%
\$60,000 to \$79,999	1,302	12.0%
\$80,000 to \$99,999	2,400	22.1%
\$100,000 to \$124,999	1,846	17.0%
\$125,000 to \$149,999	1,410	13.0%
\$150,000 to \$199,999	1,792	16.5%
\$200,000 to \$249,999	563	5.2%
\$250,000 to \$499,999	668	6.1%
\$500,000 to \$999,999	79	0.7%
\$1,000,000 or more	38	0.3%
Median value	\$113,000	

House Heating Fuel	Number	Percent
Occupied housing units	16,474	100.0%
Utility gas	9,549	58.0%
Bottled, tank or LP gas	3,536	21.5%
Electricity	2,268	13.8%
Fuel oil, kerosene, etc	865	5.3%
Coal, coke or wood	172	1.0%
Solar energy or other fuel	67	0.4%
No fuel used	17	0.1%

Gross Rent	Number	Percent
Specified renter-occupied housing units	3,075	100.0%
Less than \$100	23	0.7%
\$100 to \$199	97	3.2%
\$200 to \$299	218	7.1%
\$300 to \$399	424	13.8%
\$400 to \$499	642	20.9%
\$500 to \$599	692	22.5%
\$600 to \$699	309	10.0%
\$700 to \$799	195	6.3%
\$800 to \$899	58	1.9%
\$900 to \$999	22	0.7%
\$1,000 to \$1,499	61	2.0%
\$1,500 or more	10	0.3%
No cash rent	324	10.5%
Median gross rent	\$496	
Median gross rent as a percentage of household income in 1999	20.4	

Selected Monthly Owner Costs for Specified Owner-Occupied Housing Units	Number	Percent
Specified owner-occupied housing units with a mortgage	6,787	100.0%
Less than \$400	132	1.9%
\$400 to \$599	703	10.4%
\$600 to \$799	1,518	22.4%
\$800 to \$999	1,591	23.4%
\$1,000 to \$1,249	1,322	19.5%
\$1,250 to \$1,499	709	10.4%
\$1,500 to \$1,999	535	7.9%
\$2,000 to \$2,999	245	3.6%
\$3,000 or more	32	0.5%
Median monthly owners cost	\$930	
Median monthly owners cost as a percentage of household income	19.9	

Vital Statistics	Number	Rate
Births / rate per 1,000 population	449	10.9
Teen births / rate per 1,000 females 15-19	50	36.4
Deaths / rate per 1,000 population	456	11.1
Marriages / rate per 1,000 population	280	6.8
Divorces / rate per 1,000 population	159	3.9



Ohio County Profiles

Ottawa County

Agriculture

Land in farms (acres)	111,000
Number of farms	520
Average size (acres)	213
Total cash receipts	\$34,954,000
Per farm	\$67,219

Education

Public schools	21
Students (Average Daily Membership)	6,242
Teachers (Full Time Equivalent)	374.4
Student-teacher ratio	16.7
Expenditures per student	\$9,060
Graduation rate	94.4
Non-public schools	2
Students	178
4-year public universities	0
Branches	0
2-year public colleges	0
Private universities and colleges	0
Public libraries	3
Branch libraries	2

Transportation

Registered motor vehicles	60,917
Passenger cars	37,382
Noncommercial trucks	10,804
Total license revenue	\$1,582,319.19
Interstate highway miles	4.70
Turnpike miles	4.70
U.S. highway miles	0.00
State highway miles	140.04
Commercial airports	4

Voting

Number of precincts	78
Number of registered voters	30,334
Voted in 2004 election	23,468
Percent turnout	77.4%

Health Care

Physicians (MDs DOs)	56
Registered hospitals	1
Number of beds	98
Licensed nursing homes	3
Number of beds	329
Licensed residential care	3
Number of beds	147

State Parks, Forests, Nature Preserves, And Wildlife Areas

Facilities	22
Acreage	5,448.20

Communications

Television stations	0
Radio stations	0
Daily newspapers	1
Circulation	6,100

Crime

Total crimes reported in Uniform Crime Report	332
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Finance

FDIC insured financial institutions (HQs)	4
Assets	\$452,879,000
Branch offices	23
Institutions represented	12

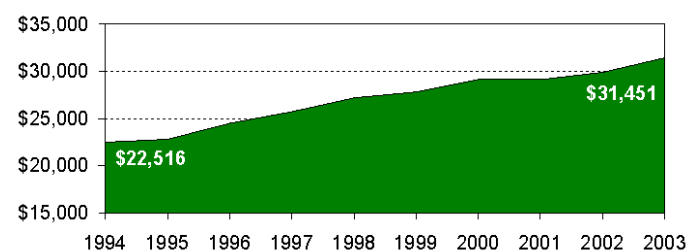
Transfer Payments

Total transfer payments	\$231,218,000
Payments to individuals	\$221,175,000
Retirement and disability	\$107,687,000
Medical payments	\$90,072,000
Income maintenance (Supplemental SSI, family assistance, food stamps, etc)	\$9,823,000
Unemployment benefits	\$9,883,000
Veterans benefits	\$3,371,000
Federal education and training assistance	\$192,000
Other payments to individuals	\$147,000
Total personal income	\$1,298,422,000
Dependency ratio	17.8%

Federal Expenditures

Direct expenditures or obligations	\$213,111,539
Retirement and disability	\$114,820,378
Other direct payments	\$54,550,711
Grant awards	\$24,517,857
Highway planning and construction	\$8,429,100
Temporary assistance to needy families	\$1,116,538
Medical assistance program	\$7,130,322
Procurement contract awards	\$2,381,872
Dept. of Defense	\$233,572
Salary and wages	\$16,840,721
Dept. of Defense	\$7,626,000
Other federal assistance	\$220,222,338
Direct loans	\$2,041,860
Guaranteed loans	\$26,874,827
Insurance	\$191,305,651

Per Capita Personal Income



Ohio County Profiles

Ottawa County

Civilian Labor Force	2000	2001	2002	2003	2004
Civilian labor force	21,300	21,200	21,100	21,300	21,400
Employed	20,200	20,000	19,600	19,600	19,700
Unemployed	1,100	1,200	1,500	1,700	1,700
Unemployment rate	5.1	5.7	7.3	8.2	8.1

Employment and Wages by Sector

NAICS Industrial Sector	Average Annual Employment		Total Wages (in thousands of dollars)	
	2002	2003	2002	2003
Total covered under Ohio UC Law	14,321	14,352	\$409,431	\$458,169
Private Sector	12,232	12,217	\$342,104	\$389,180
Agriculture, forestry, fishing and hunting	144	138	\$2,490	\$2,551
Mining	119	122	\$8,729	\$10,348
Utilities	-1	-1	\$0	\$0
Construction	531	552	\$14,746	\$15,660
Manufacturing	2,505	2,417	\$96,908	\$99,936
Wholesale trade	-1	-1	\$0	\$0
Retail trade	1,884	1,765	\$39,222	\$37,946
Transportation and warehousing	434	427	\$13,611	\$13,092
Information	110	105	\$3,487	\$3,614
Finance and insurance	373	404	\$10,922	\$12,686
Real estate and rental and leasing	180	162	\$3,258	\$3,086
Professional and technical services	-1	-1	\$0	\$0
Management of companies and enterprises	-1	-1	\$0	\$0
Administrative and waste services	257	-1	\$5,044	\$0
Educational services	-1	52	\$0	\$851
Health care and social assistance	-1	1,320	\$0	\$35,747
Arts, entertainment, and recreation	660	627	\$13,456	\$12,935
Accommodation and food services	1,948	1,956	\$23,928	\$24,657
Other services, except public administration	559	571	\$10,216	\$10,509
State and Local Government	2,089	2,135	\$67,327	\$68,989
State government	197	198	\$7,607	\$8,001
Local government	1,892	1,937	\$59,719	\$60,988
Federal Government	169	164	\$6,585	\$6,496

-1 or \$0 indicates suppression for confidentiality

Major Employers

Benton-Carroll-Salem Local Bd of Ed	Gov't
Brush Wellman Inc	Mfg
FirstEnergy Corp	Utility
Luther Home of Mercy	Service
Magruder Hospital	Service
Ottawa County Government	Gov't
Port Clinton Exempted City Bd of Ed	Gov't
Silgan Plastics Corp	Mfg
USG Corp/US Gypsum Co	Mfg

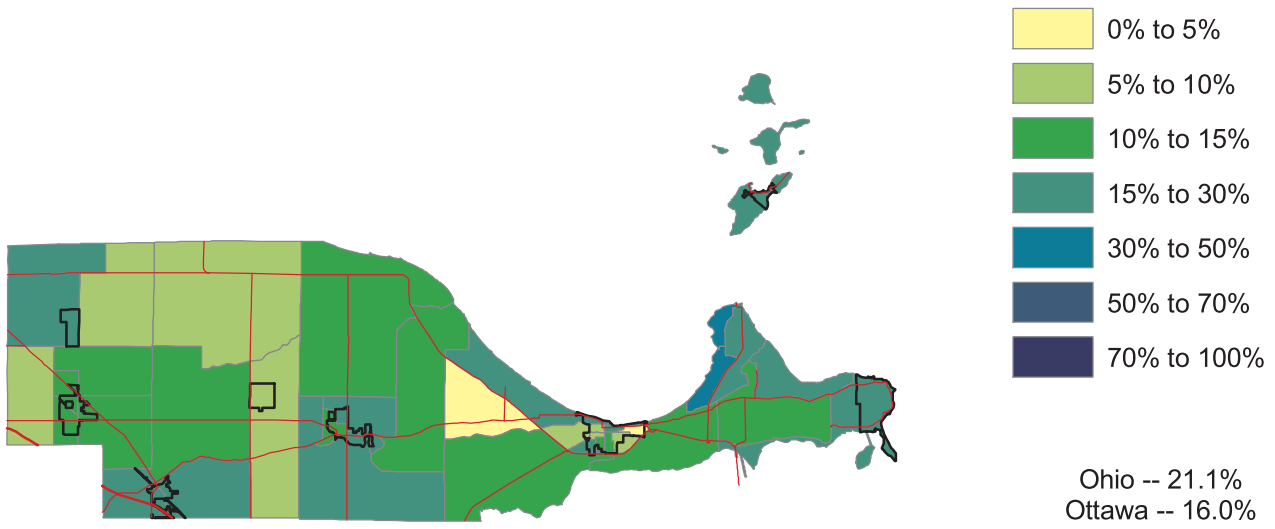
Starting and

Active Businesses	2000	2001	2002	2003	2004
Business starts	89	103	69	92	79
Active businesses	1,038	1,025	1,037	1,036	1,032

Residential Construction

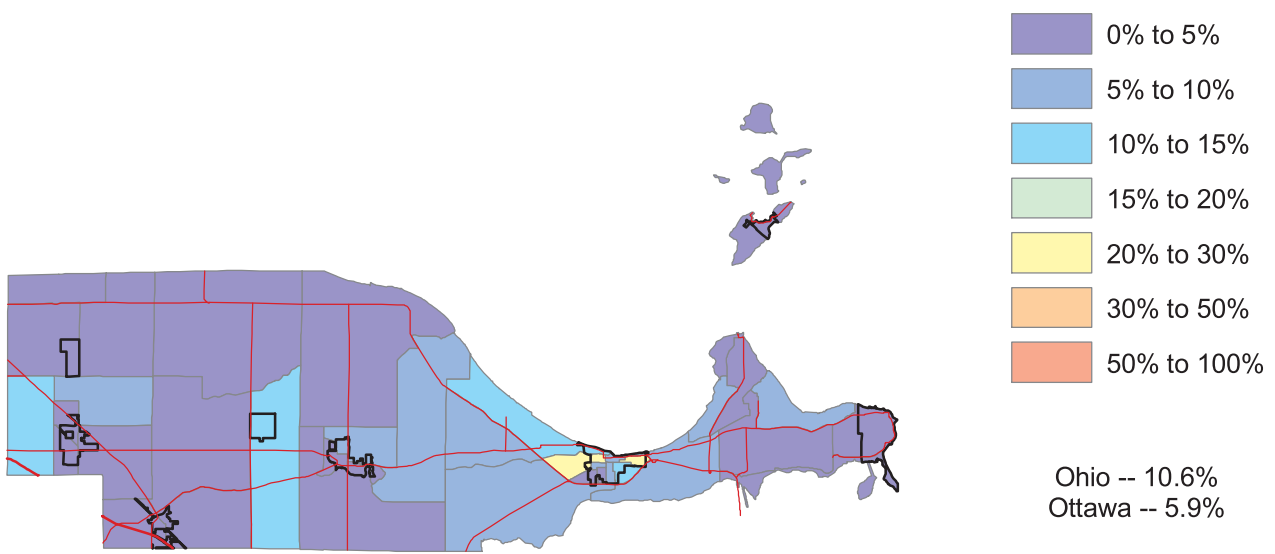
	2000	2001	2002	2003	2004
Total units	243	245	258	259	255
Total valuation (000)	\$20,302	\$20,044	\$21,179	\$21,389	\$20,421
Total single-unit bldgs	239	228	240	247	243
Average cost per unit	\$84,444	\$84,411	\$85,362	\$84,489	\$83,530
Total multi-unit bldg units	4	17	18	12	12
Average cost per unit	\$30,000	\$46,955	\$38,431	\$43,333	\$10,250

Percent of Persons 25 and Older With a Bachelor's Degree or Greater 2000



Source: Summary File 3, Census of Population and Housing, U.S. Bureau of the Census, 2000.

Percent of Persons Living In Poverty 2000



Calculation based on population for whom poverty status is determined.

Source: Summary File 3, Census of Population and Housing, U.S. Bureau of the Census, 2000.

Appendix B

Ottawa County DJFS LEP Plan, April 1, 2006

Limited English Proficiency Plan

OTTAWA COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES

4/1/2006

**Civil Rights Coordinator
Dorothy M. Woessner**

Limited English Proficiency Plan

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Limited English Proficiency Plan

I. Purpose

The purpose of this Limited English Proficiency plan (LEP) is to provide assurances and demonstrate that customers of Ottawa County DJFS are being provided meaningful access to program information, benefits and services although the customers may be limited in their English Language Proficiency. This plan will be updated bi-yearly to refresh the assurances contained in the plan, address any changes in methods and update any changes in the LEP population utilizing the county agency.

It is understood that the Ohio Department of Job and Family Services' Bureau of Civil Rights (BCR) is charged with the duty to ensure that each county agency is in compliance with all relevant federal requirements involving applicants/recipients of program information, benefits and services who have limited English Language Proficiency (LEP).

II. Authorities and Definitions

Federal Authorities

- **Title VI of the Civil Rights Act of 1964**, 42 U.S.C. §2000 et seq.; 45 CFR §80, Nondiscrimination based on race, color or national origin for any programs receiving federal financial assistance. Failure to provide meaningful access to program information, benefits and/or services due to an applicant/recipient's LEP is considered discrimination based on national origin.
- **U.S. Department of Justice Title VI Legal Manual**, January 11, 2001 edition
- **U.S. Department of Labor Policy Guidance on the Prohibition of National Origin Discrimination as it Pertains to Persons with Limited English Proficiency (05/29/03)**, Federal Register, Volume 68, Number 103, Page 32289-32305
- **Food Stamp Program LEP regulations**, 7 CFR §272.4
- **Ohio Department of Job and Family Services Language Access Policy**, Dated January 20, 2005
- **Ohio Administrative Code section 5101:9-2-01**
- **Ohio Administrative Code section 5101:9-2-05**

Definitions of Terms:

- **County Agency** – County Departments of Job and Family Services, County Child Support Enforcement Agencies, Public Children Services Agencies, WIA funded One-Stop Agencies standing alone or any combined agencies with a single administrative structure.
- **Effective Communication** – In a human services, social services or job training/assistance setting; effective communication occurs when county agency staff have taken necessary steps to make sure that a person who is LEP is given adequate information in his/her language to understand the services, benefits or the requirements for services or benefits

Limited English Proficiency Plan

offered by the county agency. These necessary steps must allow an individual the opportunity to qualify for the benefits or services provided by that county agency without unnecessary delay due to the person's LEP. Effective communication also means that a person who is LEP is able to communicate the relevant circumstances of his/her situation to the county agency.

- **Interpretation** – Interpretation means the oral or spoken transfer of a message from one language into another language.
- **Limited English proficiency** – A person with limited English proficiency or “LEP” is not able to speak, read, write or understand the English language well enough to allow him/her to interact effectively with a county agency.
- **Meaningful access** – “Meaningful access” to benefits, programs and services is the standard of access required of the county agencies since they receive federal funding through the state of Ohio. Meaningful access requires compliance by county agencies with state and federal LEP requirements as set out in relevant state and federal laws. To ensure meaningful access for people with LEP, county agencies must make available to applicants/recipients of benefits/services free language assistance that results in accurate and effective communication that does not result in undue delay or denial of benefits to which the LEP applicant/recipient is eligible.
- **BCR** – The entity contained within the Ohio Department of Job and Family Services charged with the responsibility of overseeing compliance by county agencies with relevant civil rights laws including those related to LEP.
- **Translation** – Translation means the written transfer of a message from one language into another language.
- **Vital Documents** – Forms or documents *designed and utilized by the county agency* that are critical for accessing federally funded services or benefits or are required by law. Vital documents can include but are not limited to: applications for county designed programs, consent forms designed by the county agency, letters designed by the county agency requesting eligibility documentation.
- **Outreach Documents** – County agency designed documents utilized by the county agency to provide information to the general public but targeting individuals who are eligible or may be eligible for county benefits/services or programs.

III. Ottawa County DJFS Policy

It is the policy of Ottawa County DJFS to provide meaningful access to all individuals applying for, participating in programs or receiving services/benefits administered by, supervised by, authorized by and/or participated in by Ottawa County DJFS, its contractors and/or vendors. Meaningful access involves Ottawa County DJFS promoting effective communication to LEP individuals seeking or receiving services, benefits or participation in programs funded in whole or in part by federal funds. This plan specifically provides necessary assurances and identifies tools being used to effectuate this policy.

Limited English Proficiency Plan

IV. LEP Population

Ottawa County DJFS has determined that the language(s) other than English that is most likely to be encountered by employees of the Ottawa County DJFS is [Spanish](#). The methodology used to make this determination is as follows: Reviewed Ottawa County Profile (Office of Strategic Research, Ohio Department of Development, as adapted by the United States Census, 2000. See attachment A). Determined that 1,526 individuals in Ottawa County listed Hispanic as their origin, which is approximately 3.7% of the County's population. The remaining races (other than Caucasian) were as follows: African American, 301; Native American, 159; Asian, 69; Pacific Islander, 29, other, 604; and two or more races combined, 282. None of these comprise 5% or more of the County's population. Ottawa County DJFS will periodically monitor the LEP population of those served or those who could be served by Ottawa County DJFS. If it is determined that other LEP language groups are seeking benefits/services or are potentially eligible to receive benefits/services within the Ottawa County DJFS, Ottawa County DJFS will adjust its methods and services to serve the new population accordingly. Any new LEP populations will be reflected in the next LEP plan.

V. Methods of Providing Services to LEP Population

(Check any that are applicable)

- Bi-lingual Employee(s):
Irma Torres ERS II, Ricardo Torres ERS II, and Jane Wahlers Unit Support, are all Spanish Speaking. All have more than 10 years experience in the IM unit and all have been Bi-lingual for life. Irma Torres regularly attends the [interpreter](#)/translator sessions offered as well as the Multi Cultural sessions. All Bilingual staff serves as Spanish [interpreters](#) and translators of documents for the Income Maintenance, Work Activities along with Child Support and Family and Children Services as needed.
- Staff Interpreter(s) (if checked provide name(s) and language(s) with brief description of method of determining competence as interpreter(s))
- Interpreter Contract.
- Volunteer Interpreters (if checked provide names, organization if applicable as well as brief description of method of determining competence as interpreter).

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- Telephone Interpreting Services
Contract with Language Line Services, to provide phone based interpretation services for 156 languages. Access is available 24 hours a day, seven days per week. See attachment B for list of languages covered, as well as copy of agreement, pending signatures
- Agreement with Educational Institution (if checked provide name of institution, name(s) of interpreters, brief description of method of determining competence of interpreter. Attach copy of agreement, MOU or other written document to this plan. If nothing in writing, describe arrangement).
- Translation contracts (if checked provide name(s) of contractor(s), list service(s) provided, language(s) covered and brief description of how vendor was chosen. Also attach copy of agreement or contract to this plan).
- Other (if checked explain arrangement and attach any relevant documents explaining the arrangement to this plan).

VI. Interpreter Services

Ottawa County DJFS , at no cost to the LEP individuals or families, provides interpreter services to all LEP individuals or families applying for, participating in programs or receiving services/benefits through the Ottawa County DJFS by the means designated in section V. of this plan. The interpreter services are provided in an efficient and timely manner so as not to delay a determination of eligibility for an individual or family, receipt of eligible services/benefits or participation in a county run program beyond that of an English speaking individual or family. The Ottawa County DJFS makes this policy known to the LEP through the following methods. As many materials as possible are translated into Spanish. The interpretation services card is posted at the front desk and the receptionist has been trained on its use. Language Line services will be used to insure that all applications or requests for information are timely.

Ottawa County DJFS addresses phone calls and voice mail by LEP individuals in the following manner Telephone calls and voice mail methods: Language Line service will be used for languages other than Spanish. Services for Spanish speaking individuals are done by the agency staff who speaks Spanish.

Ottawa County DJFS addresses walk-ins to the Ottawa County Resource Centre who are LEP individuals in the following manner: The receptionist will determine the language needed and contact the screening department who will use the Language Line or designated County Staff.

Ottawa County DJFS does not require, suggest or encourage LEP individuals or families to use friends, family members or minor children as interpreters. If an LEP individual or family insists that a friend or family member serve as interpreter, Ottawa County DJFS will document that choice. Ottawa County DJFS will then, on a case by case basis, consider factors such as: competence of the family or friend used as the interpreter; the appropriateness of the use in light of the circumstances and ability to provide quality and accurate information, especially if the

Limited English Proficiency Plan

interview could result in a negative affect on the individual or family's eligibility for benefits/services; potential or actual conflicts of interest; and confidentiality of the information being interpreted to determine whether Ottawa County DJFS should provide its own independent interpreter for itself. In no case does Ottawa County DJFS allow a minor child to act as interpreter for an LEP individual or family.

VII. Translation of Documents

Ottawa County DJFS translates all county designed vital documents into each LEP language group that comprises at least 5% or 1,000, whichever is less, of persons eligible for or likely to be affected by the agency's services. Currently, Spanish documents are translated.

Ottawa County DJFS translates all outreach documents for each LEP group that equals 10% or 3,000, whichever is less, of persons eligible for or likely to be directly affected by the Ottawa County DJFS services. Currently, there are no LEP language groups meeting this criterion.

For any LEP individuals applying or receiving services from Ottawa County DJFS where vital documents are not available in the LEP individual's language, Ottawa County DJFS provides a notice in the Ottawa County DJFS office and an interpreter will be provided free of charge to interpret the document for the LEP individual.

VIII. Dissemination of Information to County Agency Personnel

Ottawa County DJFS makes its personnel aware of its LEP policies, methods of providing services to LEP individuals and other information contained within this plan through the following: The agency Civil Rights Coordinator attends all available Civil Rights Trainings. The civil Rights Coordinator has a yearly mandatory training session for all agency employees, job store employees and employees of outside agencies and vendors who contract with the Ottawa County DJFS to provide client services. Handouts are distributed to all attendees and attendance is recorded. Presentations are prepared using information from the Bureau of Civil Rights and independent research.

IX. Attachments

Attachment A - - Ottawa County Profile (Office of Strategic Research, Ohio Department of Development, as adapted by the United States Census.

Attachment B- Contract with Language Line Services

Limited English Proficiency Plan

Signatures:

Person with authority Title _____
Date

Person with authority Title _____
Date

Person with authority Title _____
Date

Person with authority Title _____
Date

Person with authority Title _____
Date

Person with authority Title _____
Date