

LEP Implementation Plan

Through the four-factor analysis, Senior Connections is determining the types of language assistance are most needed and feasible. Examples of future assistance are:

- *Translation of vital documents into Spanish. These documents include:*
 - *System Map and Ride Guide*
 - *Application for reduced fare*
 - *All printed materials on ADA Paratransit, including brochure, eligibility application package, and passenger policies and procedures*
 - *Emergency preparedness brochure*
- *Attempt to hire bilingual staff with competency in spoken and written Spanish.*
- *In-person translation for ADA eligibility assessments.*

Staff Access to Language Assistance Services

Agency staff who come into contact with LEP persons can access language services by collaborating with local partner groups, including local departments of social services, local governments, Central Virginia Legal Aid and Commonwealth Catholic Charities. All staff will be provided with a list of available language assistance services and additional information and referral resources (such as community organizations which can assist LEP persons). This list will be updated at least annually.

Responding to LEP Callers

Staff who answer calls from the public respond to LEP customers by requesting assistance from No Wrong Services Program Director.

Responding to Written Communications from LEP Persons

The following procedures are followed when responding to written communications from LEP persons by using *language translation services and of bilingual staff of community partners.*

Responding to LEP Individuals in Person