

TOWN OF WEST HARTFORD

TITLE VI LIMITED ENGLISH PROFICIENCY (LEP) POLICY

The Town of West Hartford will take reasonable steps to ensure that individuals with Limited English Proficiency (LEP) have access and opportunity to participate in programs, services and activities that are funded by the Federal Government. It is the policy of the Town of West Hartford to provide opportunities for meaningful communications with individuals, either directly or through authorized representatives that experience LEP. This policy will also include the communication of information contained in documents such as, but not limited to, notices of public hearings, public information concerning proposed capital projects and communications in local newspapers. With proper notice, interpreters, translators and other aids needed to comply with this policy shall be provided at no cost to the individual being served. The Town further strives to make these services available to individuals for locally funded programs, services and activities as well.

Assistance to LEP individuals shall be provided through bilingual staff, interpreters, contracts for interpretation services, technology and/or telephonic interpretation services. Primary resources for the Town will be secured through collaborative efforts by the Department of Community Services Engineering Division, West Hartford Public Schools English for Speakers of Other Languages (ESOL) Department, the Department of Human and Leisure Services, West Hartford Public Library and the West Hartford Police Department. When available, existing Town employees will be utilized for interpretation services. When Town employees are not available, arrangements will be made with interpreters on a contractual basis. Any and all staff who may have direct contact with LEP individuals will be notified of this policy.

The Department of Community Services Engineering Division, in conjunction with West Hartford Public Schools, the Department of Human and Leisure Services, West Hartford Public Library and the West Hartford Police Department will periodically determine the needs of the Town's service population as well as update this policy as the need arises.

Procedures:

1. Identifying LEP Persons and Their Language

The Department of Community Services Engineering Division, with assistance of previously mentioned Town departments, will identify, to the best of their ability, any language and communication needs of LEP individuals in areas where federally funded capital projects are scheduled to occur. Staff will make every effort to accommodate or provide translators for any LEP individual requesting information or translation services related to the project.

2. Obtaining a Qualified Interpreter

The Department of Community Services Engineering Division will utilize the West Hartford Public Schools list of interpreters when necessary. The Department will also utilize the services of bilingual Town staff when available.

3. Providing Written Translation

The Department of Community Services Engineering Division will obtain or contract for translation services related to federally funded projects, when requested by LEP individuals.

4. Use of Family Member

LEP individuals may prefer to use a family member for translation purposes. The Town will allow this however, the Town will offer translation services at no cost to the LEP individual if it is determined by the LEP individual that the translation services provided by the family member are inadequate.