LIMITED ENGLISH PROFICIENCY (LEP) PLAN

Four-Factor Analysis

In order to ensure meaningful access to programs and activities, Windsor Locks Senior Center (reporting agency of Windsor Locks Mini Bus Transportation), conducted a four-factor analysis to identify and determine the specific language services that are appropriate to communicate effectively with LEP populations within our service area.

The Four Factors include:
1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the Windsor Locks Senior Center & Mini Bus Transportation;
2. The frequency with which LEP individuals come in contact with the program;
3. The nature and importance of the program, activity, or service provided by Windsor Locks Senior Center & Mini Bus Transportation to people's lives;
4. The resources available to the Windsor Locks Senior Center & Mini Bus Transportation and costs.

Factor 1: Number and Proportion of LEP Persons Eligible to be Served or Likely to be Encountered in the Service Area

The primary data used for this Title VI study was the data from the 2017 American Factfinder. The demographic analyses of the Town of Windsor Locks indicated that 5.0% Asian (total pop. 631) and 5.6% Hispanic or Latino (total pop. 700) of the population of Windsor Locks is identified as speaking English "less than very well." It was determined that the total number of LEP individuals in each population is 5% or less than 1000 which does not qualify as Safe Harbor (5 percent or 1,000 individuals, whichever is less). These languages include Spanish, other Indo-European languages, Asian and Pacific Island languages, and other languages.

Factor 2: Frequency of Contact by LEP Persons with Windsor Locks Senior Center & Mini Bus Transportation

Windsor Locks Senior Center & Mini Bus Transportation examined the frequency with which LEP individuals come into contact with its services by direct contact with staff servicing our population. To date, the Windsor Locks Senior Center has not required the need for translation services.

Factor 3: Nature and Importance of Transportation

Windsor Locks Mini Bus Transportation is a key means of achieving mobility on a daily basis by Windsor Locks residents 60 years of age or older population and permanently disabled individuals.

Factor 4: Available Resources and Costs of Providing Language Assistance Services

Due to the limited LEP individuals encountered in Windsor Locks, it is unlikely that providing language assistance services is cost inhibitive. The Town of Windsor Locks is currently negotiating a contract with Interpreters & Translators, Inc. Services to provide over the phone interpretation service. At this time, it is anticipated that the system will be used infrequently, if at all. Anticipated cost for this program will be part of the overall town budget. The Windsor Locks Senior Center will continue to monitor the need for language assistance through direct contact with staff, monitoring of the Interpreters & Translators system, and tracking updated American Factfinder data.