



## **Language Assistance Plan (LAP)**

Suffield Mini Bus Transportation, being a sub-recipient of FTA assistance, is required to develop an implementation plan to address the needs of any LEP population they serve. The Suffield Mini Bus Transportation Language Assistance Plan includes current language assistance measures & goals, training, as well as monitoring and updating the plan.

Suffield Mini Bus Transportation will continue to develop partnerships with community and faith based organizations that serve LEP populations and can assist with targeted outreach and translation of notices and postings. These include Suffield Community Aid, Kent Memorial Library, Suffield Housing Authority and churches within our community. Our goal is to address any language assistance needed in a timely manner to insure inclusiveness of anyone wishing to participate in any of our programs.

Suffield Mini Bus Transportation contracts for translation and interpretation services using Voiance to provide over the phone interpretation services. Voiance allows for someone who is not fluent in English to call Suffield Mini Bus Transportation with questions, requests for services, or general information. Suffield Mini Bus Transportation is able to call Voiance, who will provide an interpreter to translate both ends of the call and provide the individual with the needed assistance. This service can also be utilized for in-person contacts with LEP persons by utilizing the speaker function on the phone. Tracking the use of the translation system will help clarify the needs of LEP communities. Suffield Mini Bus Transportation also uses available staff to translate upon immediate need.

Suffield Senior Center (reporting entity of Suffield Mini Bus Transportation) has assigned a Voiance access code to the Transportation Coordinator. Additionally, the Coordinator's first language is Polish and is able to translate both orally and in writing directly. Training will be provided to any employees who are newly identified as needing a Voiance access code. Front-line staff is in constant communication with the office and is instructed to report any instance of an individual needing language assistance. Communication with front-line staff and the office occur constantly each day. Training and reviewing proper procedures occurs directly with staff on an on-going basis.

Suffield Mini Bus Transportation will continue to identify documents that are vital for our services and choose the formats to most effectively communicate the messages contained in those documents. All vital information, and the Suffield Senior Center & Mini Bus Transportation web-site, will contain the following statement:

*If information is needed in another language, contact 860-668-8830. Suffield Mini Bus Transportation will provide the translated vital document within five (5) business days to the requestor.*

Vital documents include:

- Statement of Rights Under Title VI
- Title VI Complaint Form and procedure
- Notices of public hearings
- Applications or instructions on how to participate in the Suffield Mini Bus Transportation program or activities.

Suffield Mini Bus Transportation has not translated any vital documents currently as an LEP population nor Safe Harbor has not been identified in the Town of Suffield. All policy and informational notices on the buses are posted in English. Based on our experience with our population, there are a few Polish speaking residents, however, all speak English as well. No inquiries have been received requesting written translation into other languages.

Suffield Mini Bus Transportation will continue to monitor usage of the over the phone interpretation services for requested languages and will monitor requests for translated vital documents.

Suffield Community Services Director will monitor its LAP on an ongoing basis to ensure new LEP populations are identified and addressed. The plan will be reviewed each year and changes will be made as needed. Close attention will be given to requests for language assistance, census data changes and updates, complaints, feedback from customers, changing technology or new resources available to provide language assistance, and other information that would enhance and evaluate the effectiveness of this plan.

*Updated June 6, 2022*