**Language Assistance Plan**

Legal Name: **TSE Inc.** Date: **June 26th, 2017**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Purpose**

The purpose of this Language Assistance Plan (hereinafter ”plan”) is to meet Federal Transit Administration’s (FTA’s) requirements to comply with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin. As a subrecipient of FTA funds, this transit system is pledged to take reasonable steps to provide meaningful access to its transit services for persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English. The FTA refers to these persons as Limited English Proficient (LEP) persons.

The completion of this plan for persons with Limited English Proficiency conforms to the requirements of the FTA Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration Recipients.

The U.S. DOT’s FTA Office of Civil Rights’ publication “Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons – A Handbook for Public Transportation Providers,” dated April 13, 2007, was used in the preparation of this plan.

The plan for Training, Support and Employment (TSE) Inc. contains:

1. A needs assessment based on the four-factor analysis
2. Language assistance measures
3. A staff training plan
4. Methods for notifying LEP persons about available language assistance
5. Methods for monitoring, evaluating and updating the plan
6. LEP Needs Assessment – the Four-Factor Analysis

Factor 1. The number or proportion of LEP persons in our service area who may be served or are likely to encounter a transit program, activity, or service.

We assessed the following information (as checked) about LEP persons to determine the number or proportion of LEP persons who might use or want to use our transit services:

X 2010 US Census data/American Community Survey data

* Survey results:

X Local school district data (PENDING)

* Locally Coordinated Human Services Plan
* Other Human Services data
* Area/Metropolitan Planning Organizations/Regional Development Commission data

X Information from local organizations (religious, legal, social service, etc.) about LEP persons in our service area

* Reports from drivers, dispatchers and others about contact with LEP persons
* Other information: Describe:

1. The total number of LEP persons in our service area is \_\_0\_\_\_\_\_\_\_.
2. The total eligible population in our service area is \_\_\_\_\_0\_\_\_\_\_\_\_\_.
3. The proportion of LEP persons to the total eligible service population is \_\_\_\_0\_\_\_\_\_.

TSE does have a small population of LEP persons. TSE has a number of ways to communicate with the individuals at each center. We have computers that can translate and if needed, TSE has access to a translator.

Task 2. The frequency with which LEP persons come in contact with our transit programs, activities, or services.

As noted earlier, the client/rider population is specific to Adults with Intellectual and Developmental Disabilities served by TSE as well as Senior Communities in the greater Ramsey and Washington Counties.

Daily scheduled rides are provided to over 300 Adults with Intellectual and Developmental disabilities from home to the program sites or to a job site and return home. The capabilities may range from 100% assistance to minimal supports. TSE provides support with all aspects of the varied needs of the clients served. This can include assist with physical needs, emotional supports and communication. Should a new client/rider begin riding the TSE vans, prior meetings would have taken place with TSE staff to address supports that may be needed. This may include LEP and communication support.

Additional scheduled services are being provided to Senior Communities. Prior meetings and procedures have been put in place with the TSE Community Services Coordinator and the various Senior Community Service coordinators to address potential needs of the client/riders to be served.

The conclusions drawn from examining this information about LEP persons seeking transit services are:

Rider population is driven by the program or senior communities

Support for LEP will be driven by the program and senior communities

TSE works closely with organizations to put the necessary support and communications processes in place prior to scheduled rides.

Factor 3: The nature and importance of programs, activities, or services provided to the LEP population.

Our transit system considers to be an important and essential service for a more specific/targeted populations in the senior communities and DTH (Day Training and Habilitation) organizations living and working within our service area primarily in the Ramsey and Washington Counties. Some LEP persons may use our transit service to travel to DT&H program locations, work, community, and outings.

TSE vehicles will travel nearly 750,000 miles in 2017. Most rides are for the daily scheduled routes in the AM and PM to transport over 300 adults with Intellectual and Developmental Disabilities from home to one of four DT&H Program locations and/or job sites supported by TSE. In addition, many evening and weekend outings are scheduled for this same rider base as well as senior communities and churches. The outings may be for:

Movies

Shopping

Visit Zoo, Parks, or Lakes

Eating Out

Seasonal Parties

Factor 4: The resources available to our transit system and the overall cost to provide language assistance.

Our current budget for marketing to or communicating with LEP persons in their language about transit services that are available to them is $0. This may include funding for staff training, translation services, brochures, flyers, posters, website, etc.

In addition, TSE, Inc. leadership and staff are involved in numerous community engagements that include Weaving at the White Bear Art Center, The Believe and Prime Time Programs that travel around to community events to assist persons served in finding their “dream” job. TSE has a program called Brave New Workshop that builds confidence in individuals. This is accomplished by the person served acting on stages and having fun and being comfortable with their environment. Our Lakeridge site has outings where the person served go to local stores and purchase items to keep them involved in the community. TSE also has a Community Service Coordinator on staff that engages community organizations to explore other service offerings and chairs a monthly community engagement meeting with members of the public, business leaders, MNDOT, city planners and others with interest in expanding transportation access within their communities.

1. Language Assistance Measures

There are several language assistance measures that are available to TSE, Inc. These include:

X Translation of key documents in the following language(s): Spanish, Hmong, Somali. Posted on vehicles, office area and each site.

X Arranging for availability of oral translators via our partner organizations as they inform us of potential riders that may need assistance.

X Posting notices in appropriate languages informing LEP persons of available services on vehicles, office area and each site.

X Other: Describe: As additional services are added or requested, the TSE, Inc. Community Services Coordinator will continue to work with the various agencies supported to insure the necessary documentation, tools and notices are in place.

1. Staff Training

To ensure effective implementation of this plan, the transit system will schedule training at orientations for new staff and for all relevant employees on an annual basis to review:

The transit system’s Language Assistance Plan

The demographic data about local LEP population

The Printed LEP persons’ materials

How to handle verbal requests for transit service in a foreign language

Responsibility to notify the Transportation Coordinator about LEP persons’ unmet needs.

1. Notice to LEP Persons about available Language Assistance

Our transit system plans to notify LEP persons in their own language about the language assistance available to them without cost by using the following methods:

X signs on buses

X brochures

X posters

X website notices

X Other: Describe: Monthly Community Service Team discussion and efforts to address as needed.

1. Annual Monitoring, Evaluating and Updating Plan

The transit system will review this plan during its annual review with its MN/DOT transit project manager by:

Assessing it effectiveness (eg., comparing numbers of LEP persons served by year, number of requests for language assistance received during the year.)

Assessing the sufficiency of staff training and budget for language assistance,

Reviewing current sources for assistance to ensure continuing availability, and

Reviewing and complaints from LEP persons or about their needs that were received during the last year.

This plan will be reviewed by our transit system annually. Revisions of this plan will be approved by the Vice President, Operations Officer and the Transportation Coordinator and Dated.

1. Dissemination of Plan

This Language Assistance Plan is available on our website at [www.tse-inc.org](http://www.tse-inc.org).

This plan is also available at no cost in English upon request by telephone, fax, and mail in person.

If requested to be provided in another language and it is feasible to have it translated, information will be provided at no cost to the requester.

1. Contact Information

Questions or comments about this plan may be submitted to:

Scott Wagner Telephone 651-209-3474

Section 5310 Administrator swagner@tse-inc.org

1983 Sloan Pl., Maplewood, MN

55117