

# FOUR FACTOR ANALYSIS

## Factor One

Number/Proportion of LEP Persons in Service Area

- Include data from sources such as Census Bureau, American Community Survey (ACS), etc.
- Include a listing of the counts and percentages of LEP individuals present in your service area by language.
- Identify if any of the LEP languages reach the LEP threshold of 5%, or the Safe Harbor Threshold (1000 persons).

## Factor Two

Frequency of Contact with LEP Persons

- How frequently does your organization encounter LEP persons?
- Are you in contact with LEP persons within a specific language group, and that language is not identified in Factor One?
- Include information gathered from face-to-face meetings with LEP persons or from surveys of LEP persons.
- Include information gathered from interviews with agency staff who typically come in contact with LEP persons.
- Include information kept by your organization on past interactions with members of the public who are LEP.

## Factor Three

Nature & Importance of the Service to LEP Persons

- Provide a brief summary of the services, benefits, and activities offered by your organization.
- Gather input from CBO/FBOs on the importance of this service to LEP persons.

## Factor Four

Resources Available & Overall Costs

- Include a brief summary of the resources available and overall costs of providing language assistance.
- Analyze budget to identify available funding for providing language assistance.

Once you have completed your Four Factor Analysis, use the results of the analyses to determine which language assistance measures are appropriate; and develop your LAP.

**Check out our Language Assistance Plan Guide for developing a compliant LAP on the next page!**

## RESOURCES

- [FTA Title VI Circular](#)
- [CTDOT Title VI Maps](#)
- [American Factfinder](#)
- [CTDOT Title VI Webpage](#)
- [U.S. Census Bureau](#)

## ACRONYMS

- ACS: American Community Survey
- CBO: Community Based Organization
- FBO: Faith Based Organization
- LAP: Language Assistance Plan
- LEP: Limited English Proficiency

## QUESTIONS? CONTACT US!

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# Language Assistance Plan

## LANGUAGE ASSISTANCE MEASURES

- ◆ Include the types of language services currently available, and proposed for the future.
- ◆ How is your staff made aware of the services?
- ◆ How does your staff respond to LEP callers?
- ◆ How does your staff respond to written communications from LEP persons?
- ◆ How does your staff respond to LEP persons who have face to face contact with your staff?

## OUTREACH/NOTIFICATION

- ◆ How is the public aware of the ability to request free language assistance?
- ◆ Will the availability of language assistance appear on brochures, booklets, newsletters, etc.?
- ◆ Will notice of language assistance be provided at registration/intake?
- ◆ Will notice of language assistance be provided to CBOs and FBOs?

## IDENTIFICATION OF VITAL DOCUMENTS

- ◆ Your LAP must include a listing of "vital documents". Vital Documents are those considered necessary to having access to your programs, benefits, services, and activities. FTA identifies the Title VI Notice to the Public, and Title VI Complaint Form as vital documents.
- ◆ Vital documents should be translated in their entirety for an language groups that reaches the LEP threshold of 5%, and at least partially, into any languages that reach the safe harbor threshold of 1000 persons. A translation schedule should be included in your LAP.

## STAFF TRAINING

- ◆ How is staff trained/informed of the language assistance measures offered by your organization?
- ◆ How often is LEP training provided (i.e., annually, biannually, at hire with annual refreshers, etc.)?
- ◆ Will staff be trained as new language assistance measures are implemented?

## MONITORING & UPDATING

- ◆ How will the LAP be monitored for effectiveness and relevance?
- ◆ How often will the LAP be updated?
- ◆ How often will your organization look at census/ACS data to identify any changes in LEP populations in your service area?

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