

*Federal agencies and those receiving federal assistance must take reasonable steps to ensure that LEP persons have meaningful access to the programs, services and information those entities provide. This will require recipients to think about creative solutions to address the needs of this ever-growing population of individuals, for whom English is not their primary language.*

*"No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."*

*42 U.S.C. 2000d*

More information about EWG's Title VI Complaint Procedures can be found in Appendix 3 of EWG's Title VI Program located online at [www.ewgateway.org/titlevi](http://www.ewgateway.org/titlevi).

#### **Title VI Coordinator's Contact Information**

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**EAST-WEST GATEWAY**  
**Council of Governments**

Creating Solutions Across Jurisdictional Boundaries

## **Persons with Limited English Proficiency**



*"The basic building block of good communications is the feeling that every human being is unique and of value."—Unknown*



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Metropolitan Planning Organization for the St. Louis Region

## Commitment to Persons with Limited English Proficiency (LEP)

East-West Gateway Council of Governments (EWG) has developed a Title VI Program that is designed to protect against discrimination and ensure that all agency planning processes are fair and consider issues that impact disadvantaged residents. The Title VI Program includes an LEP Plan that describes how EWG will provide language assistance to ensure that its LEP constituents have meaningful access to EWG's programs and activities.

EWG staff is readily available to provide you with technical assistance, resources, guidance, and any other information in regard to EWG's LEP Plan or language assistance. Please do not hesitate to contact EWG for further assistance.

## What are the LEP standards and what do they require?

EWG receives federal financial assistance and is required to provide meaningful access to limited English proficient (LEP) persons to EWG's programs and activities. Meaningful access may include the provision of language assistance free of charge.

The federal government's LEP standards were defined in Executive Order 13166 – Improving Access to Services for Persons with Limited English Proficiency that was issued in 2000. This Executive Order requires federal agencies to: (a) examine the agency's services and (b) develop and implement a system by which LEP persons can have meaningful access to the agency's services consistent with, and without unduly burdening, the fundamental mission of the agency.

The Executive Order also requires federal agencies to ensure that entities like EWG "provide meaningful access to the LEP applicants and beneficiaries" and clarifies that federal-aid recipients "must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons."

## Who is an LEP person?

Persons who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English are considered to be limited English proficient or LEP.

## What is language assistance?

Language assistance refers to services that are aimed at reducing language barriers that may prevent LEP persons from accessing EWG's services and benefits or in encounters with EWG. Language assistance may include:

- Oral interpretation services
- Bilingual staff
- Telephone interpreter lines
- Written translation services

## How much does language assistance cost?

Language assistance must be provided to LEP persons free of charge.



## How do I obtain more information about EWG's LEP Plan, including language assistance?

Additional information can be found in Appendix 5 of EWG's Title VI Program located online at [www.ewgateway.org/titlevi](http://www.ewgateway.org/titlevi) or by contacting EWG's Title VI Coordinator at the email, address, or phone number provided on the back panel of this brochure.

## How do I request language assistance or file a complaint?

Requests for language assistance should be directed to EWG's Title VI Coordinator at the email, address, or phone number provided on the back panel of this brochure.

If you have a complaint, you may file it with EWG's Title VI Coordinator up to 180 calendar days from the date of the alleged discrimination. The complaint may be submitted using EWG's Title VI Nondiscrimination Complaint Form (found online at [www.ewgateway.org/titlevi](http://www.ewgateway.org/titlevi)) or may be submitted in writing. If you do not use EWG's complaint form, your complaint should be in writing and signed and should include:

- Your name, address, and telephone number.
- The name and address of the agency, institution, or department that you believed discriminated against you.
- The how, why, when that you believe you were discriminated against. Include as much specific, detailed information as possible about the alleged acts of discrimination and any other relevant information.
- The names of any persons, if known, who EWG can contact for clarity regarding the allegations.