

Just the Facts on LEP

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.

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 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 or by contacting EWG's Title VI Coordinator at the email, address, or phone number provided on the back of this card.



EAST-WEST GATEWAY
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Creating Solutions Across Jurisdictional Boundaries

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 below.

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) 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.

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.

Title VI Coordinator's Contact Information

Title VI Coordinator
East-West Gateway Council of Governments
1 S. Memorial Drive, Suite 1600
St. Louis, MO 63102

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