

LIMITED ENGLISH PROFICIENCY PLAN



ATLANTA REGIONAL COMMISSION
regional impact + local relevance

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The Limited English Proficiency Plan (LEP) is established pursuant to and in accordance with Title VI of the Civil Rights Act and Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency.”

INTRODUCTION

A person with Limited English Proficiency is one who does not speak English as their primary language and who has a limited ability to read, speak, write or understand English. The purpose of this Limited English Proficiency Plan (LEP) is to provide language assistance for LEP persons seeking access to programs and activities of the Atlanta Regional Commission (ARC), pursuant to Title VI of the Civil Rights Act of 1964 and Executive Order 13166.

Part One of this plan details how ARC conducts a Four Factor Analysis to determine which languages and services are most in need for language assistance. Part Two outlines procedures for implementing a Language Assistance Plan to guide and train agency staff on methods for identifying a person who may need language assistance, ways to provide assistance, and notification of the availability of assistance. It also outlines methods to evaluate language assistance services provided, and considerations for future plan updates.

Title VI of the Civil Rights Act of 1964

“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.”

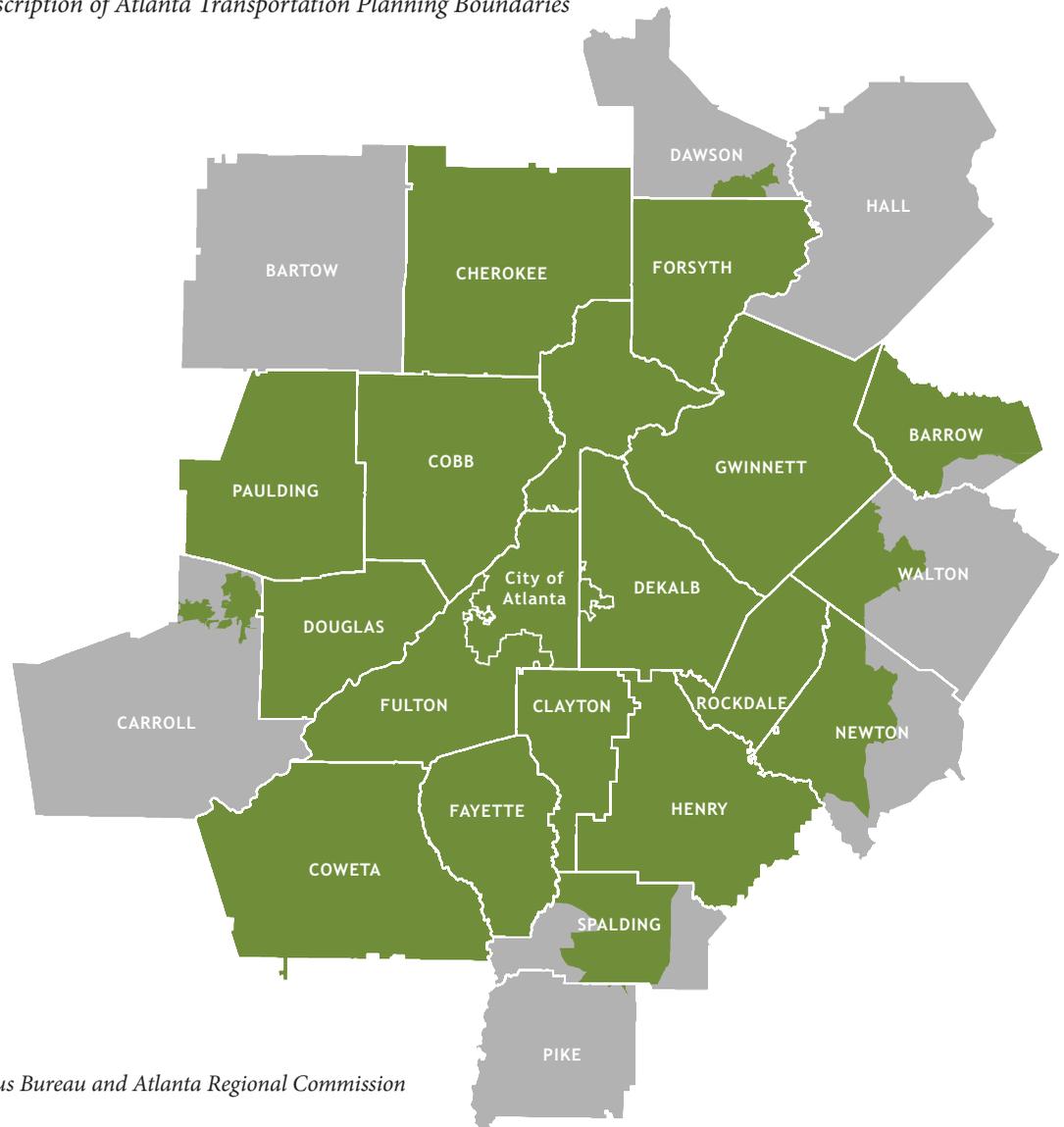
Executive Order 13166

“Improving Access to Services for Persons With Limited English Proficiency”. Different treatment based upon a person’s inability to speak, read, write, or understand English may be a type of national origin discrimination. Executive Order 13166 directs each Federal agency that is subject to the requirements of Title VI of the Civil Rights Act of 1964 to publish guidance for its respective recipients and sub-recipients clarifying that obligation. The U.S. Department of Transportation (USDOT) published policy guidance on December 14, 2005 to clarify the responsibilities of recipients of Federal financial assistance from the USDOT.

About the Atlanta Regional Commission

ARC is the regional planning and intergovernmental coordination agency for the Atlanta area. As the state designated comprehensive planning agency for the Atlanta region, ARC coordinates planning efforts for 10 member counties (Cherokee, Clayton, Cobb, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Henry and Rockdale) in the areas of aging, community services, environmental planning, governmental services, job training, land use, homeland security, and transportation planning. ARC also serves as the regional forum for cooperative transportation decision-making as the federally designated Metropolitan Planning Organization (MPO) for the 20-county Atlanta metropolitan transportation planning area. In addition to transportation planning, ARC also provides transportation demand management within the planning area. ARC is also designated as the 10-county federal Agency on Aging and the 7-county Regional Workforce Development Board. As a recipient of federal funding, ARC has taken reasonable steps to ensure meaningful access to the planning process, information, and services it provides. This LEP plan is intended to support these functions and jurisdictional boundaries.

Figure 1: Description of Atlanta Transportation Planning Boundaries



Source: U.S. Census Bureau and Atlanta Regional Commission

PART ONE: USING “FOUR FACTOR” ANALYSIS TO IDENTIFY NEED

In developing the LEP Plan, ARC used the Four Factor LEP analysis, which considers the following:

- 1) the number or proportion of LEP persons eligible to be served or likely to be encountered by ARC programs, activities, or services in the 20-county metropolitan planning area;
- 2) the frequency with which LEP individuals come in contact with ARC programs, activities or services;
- 3) the nature and importance of the program, activity or service provided to the LEP population; and
- 4) the resources available to ARC and the overall cost to provide assistance.

FACTOR 1: Number or proportion of LEP persons eligible to be served or likely to encounter ARC programs, activities or services.

The U.S. Census Bureau’s American Community Survey (ACS), 2011-2015, was the major data source used to determine the number of LEP persons in the 20-county metropolitan planning area. Consistent with the Safe Harbor Clause of the LEP guidance, these data also determined language groups that equal or exceed five percent of the regional population that are LEP. For our planning purposes, we are considering individuals who speak English less than “very well” as LEP persons.

According to the ACS data in Table 1, the 20-county metropolitan planning area has a total population of 4,913,864 persons five years old and older. Of this total, the Census estimates that 371,393 persons or 7.6 percent of the region’s population are LEP. Gwinnett County accounts for the largest group of LEP persons in the region, 118,631 or 31.9 percent of the region’s LEP population, followed by DeKalb County, 61,201 or 16.5 percent, Fulton County, 52,703 or 14.2 percent and Cobb County, 52,200 or 14.1 percent. There are 4,021,869 persons five years and older in the 10-county Atlanta region, with 339,599 or 8.4 percent being LEP. See Appendix A for tables displaying the ACS subgroup languages in the 20-county Atlanta planning area.

Table 1: LEP Population by County

County	Total Population 5 years old and over	English Speakers Only	Those Speaking Language Other than English	LEP Population	% LEP Population	County Share of LEP Population
Barrow	66,993	58,868	8,125	3,612	5.4	1.0%
Carroll	105,153	97,652	7,501	3,104	3	0.8%
*Cherokee	211,322	185,849	25,473	10,924	5.2	2.9%
*Clayton	245,877	196,323	49,554	24,079	9.8	6.5%
*Cobb	671,058	529,795	141,263	52,200	7.8	14.1%
Coweta	124,761	114,022	10,739	4,449	3.6	1.2%
Dawson	21,504	20,567	937	431	2	0.1%
*DeKalb	663,678	537,962	125,716	61,201	9.2	16.5%
*Douglas	127,319	111,784	15,535	5,492	4.3	1.5%
*Fayette	104,099	91,852	12,247	3,709	3.6	1.0%
Forsyth	183,422	149,292	34,130	12,637	6.9	3.4%
*Fulton	920,128	768,069	152,059	52,703	5.7	14.2%
*Gwinnett	798,114	530,734	267,380	118,631	14.9	31.9%
*Henry	198,723	179,130	19,593	5,679	2.9	1.5%
Newton	95,635	89,292	6,343	2,240	2.3	0.6%
Paulding	137,363	128,492	8,871	2,465	1.8	0.7%
PIKE	16,931	16,626	305	73	0.4	0.0%
*Rockdale	81,551	72,261	9,290	4,981	6.1	1.3%
Spalding	59,542	56,809	2,733	993	1.7	0.3%
Walton	80,691	76,076	4,615	1,790	2.2	0.5%
20-County	4,913,864	4,011,455	902,409	371,393	7.6%	100.0%
*10-County	4,021,869	3,203,759	818,110	339,599	8.4%	91.4%

Source: American Community Survey, 2006-2010 and the Atlanta Regional Commission

Determination of Primary Non-English Languages in Atlanta Region

After consulting federal guidance and the U.S. Census data, the following languages are targeted for language assistance and will be the primary languages for the translation of vital documents: Spanish, Vietnamese, Korean, and Chinese. These four languages were chosen because they are the most commonly spoken languages by LEP persons in the 20-county region. Based on ACS estimates in Table 2, 212,876 or 56.7 percent of the limited English speakers five years and older in the 20-county planning area speak Spanish, followed by Vietnamese, 22,817 (6.5 percent), Korean, 21,378 (5.8 percent) and Chinese, 19,777 (5.4 percent). Translations for these languages will potentially serve up to 74.5 percent of the region's total limited English population.

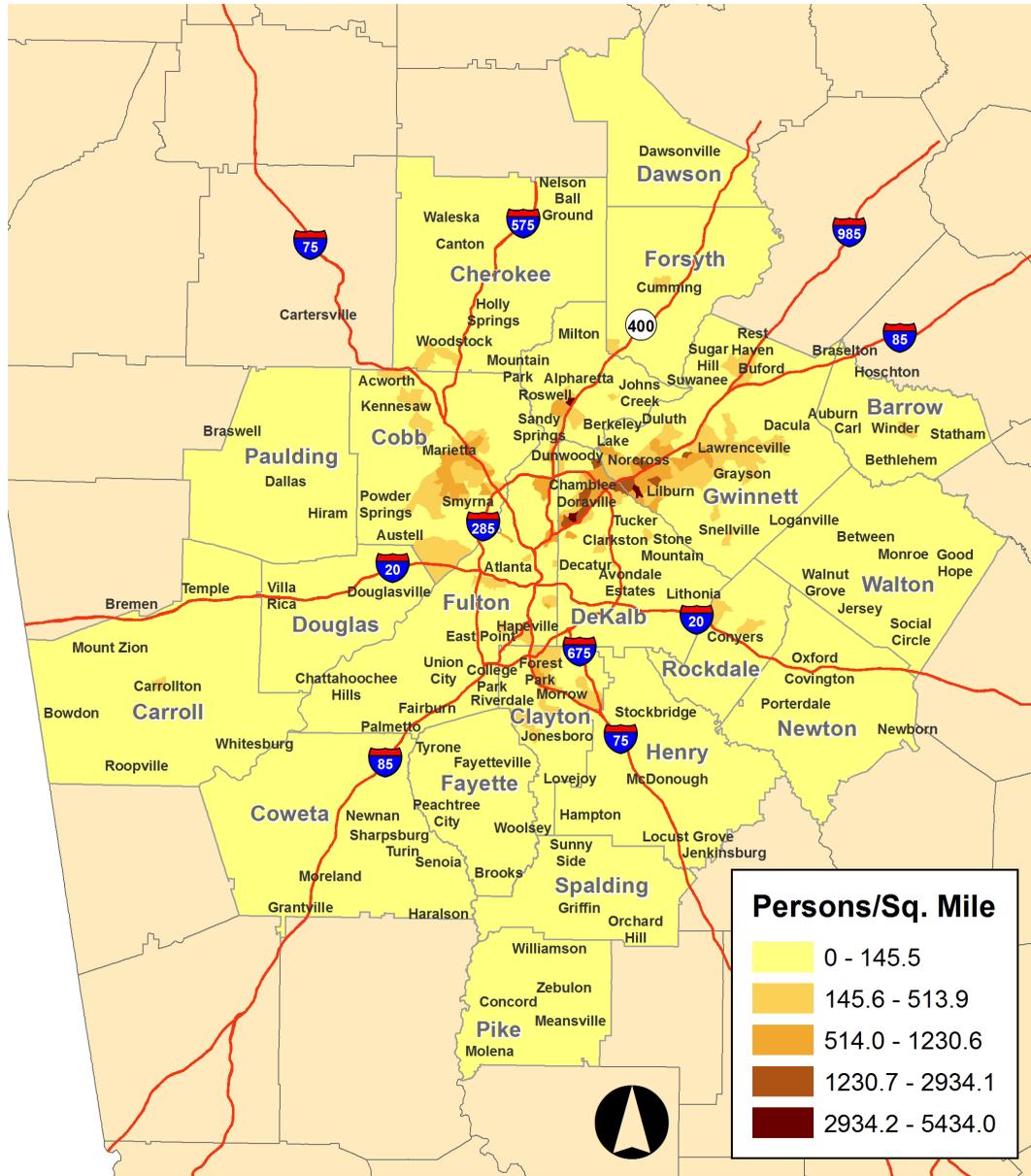
Table 2: *Primary Languages of LEP Population by County*

County	LEP Population	Spanish or Spanish Creole	Vietnamese	Korean	Chinese
Barrow	3,612	2,730	36	66	49
Carroll	3,104	2,635	112	117	44
*Cherokee	10,924	8,265	243	54	323
*Clayton	24,079	13,879	5,376	193	388
*Cobb	52,200	35,325	1,525	1,405	1,854
Coweta	4,449	3,263	136	223	58
Dawson	431	309	0	0	0
*DeKalb	61,201	30,553	2,670	1,584	3,039
*Douglas	5,492	3,541	232	76	357
*Fayette	3,709	2,058	225	253	135
Forsyth	12,637	6,427	352	1,125	1,154
*Fulton	52,703	27,229	1,174	3,145	5,024
*Gwinnett	118,631	65,706	9,990	12,802	6,818
*Henry	5,679	2,035	364	139	367
Newton	2,240	1,533	94	54	137
Paulding	2,465	1,587	30	0	0
Pike	73	66	7	0	0
*Rockdale	4,981	4,050	172	86	0
Spalding	993	807	42	15	17
Walton	1,790	878	37	41	13
20-County	371,393	221,876	22,817	21,378	19,777
*10-County	339,599	192,641	21,971	19,737	18,305
Share of LEP Population	0	56.7%	6.5%	5.8%	5.4%

Source: American Community Survey, 2006-2010 and the Atlanta Regional Commission

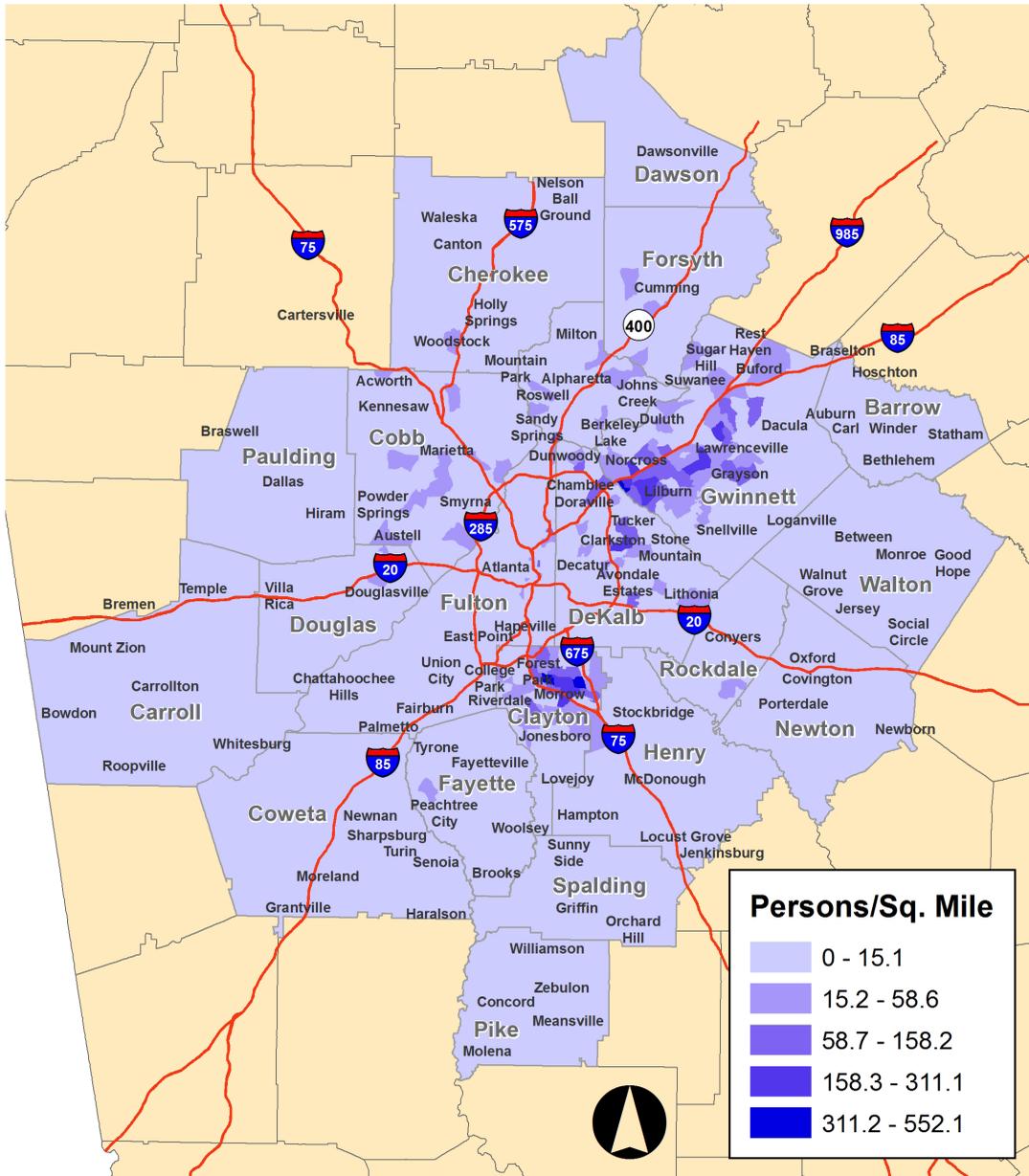
Figures 2-5 on the following pages are illustrative of the distribution of the primary languages targeted for assistance by Census tract. Gwinnett County has the largest concentration of persons with limited English proficiency in each of the language groups. Further, Gwinnett is the most diverse county in the Southeast and it is estimated that more than 70 countries are represented.

Figure 2: Concentration of Spanish Speakers with LEP



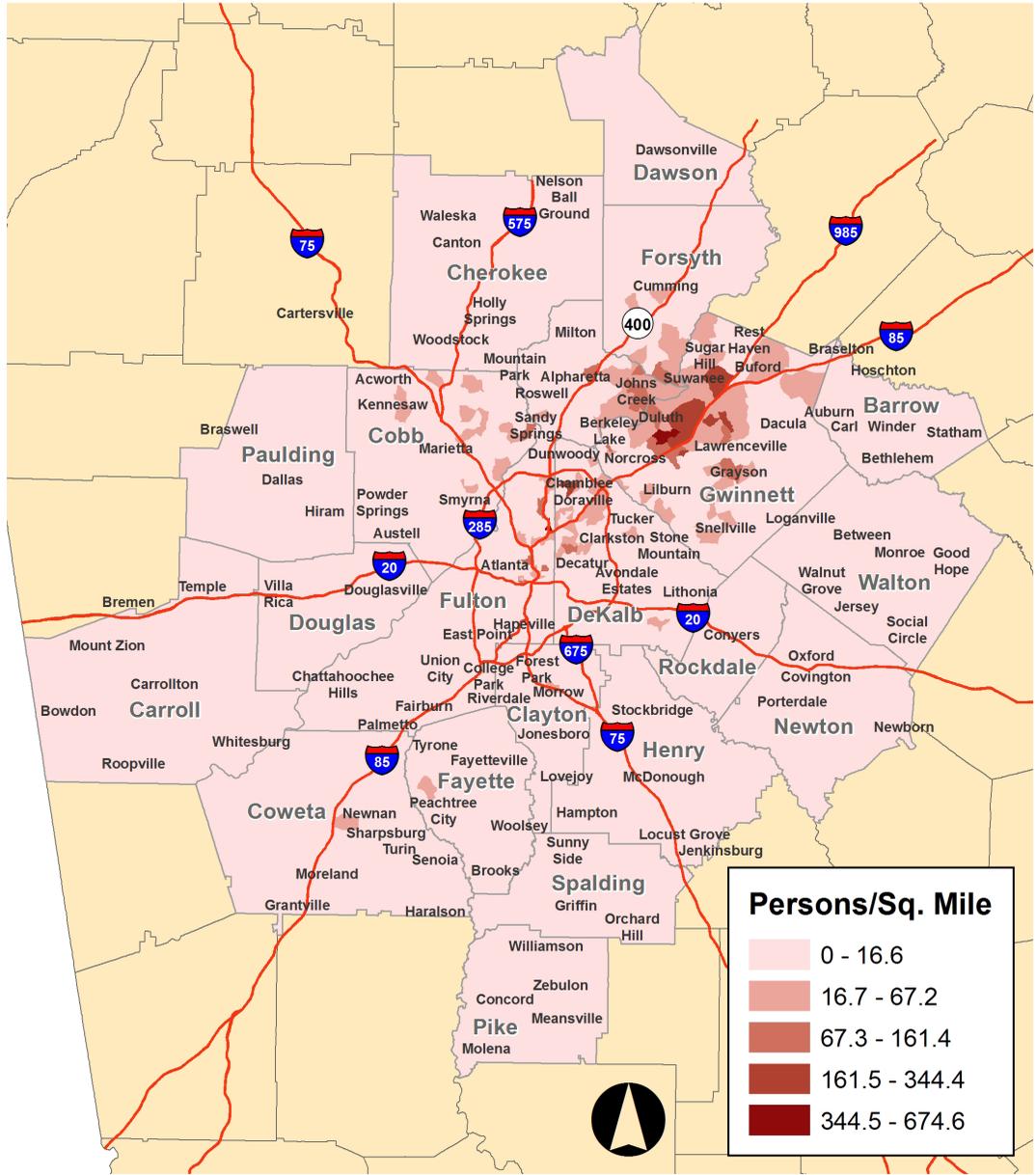
Source: U.S. Census Bureau and Atlanta Regional Commission

Figure 3: Concentration of Vietnamese Speakers with LEP



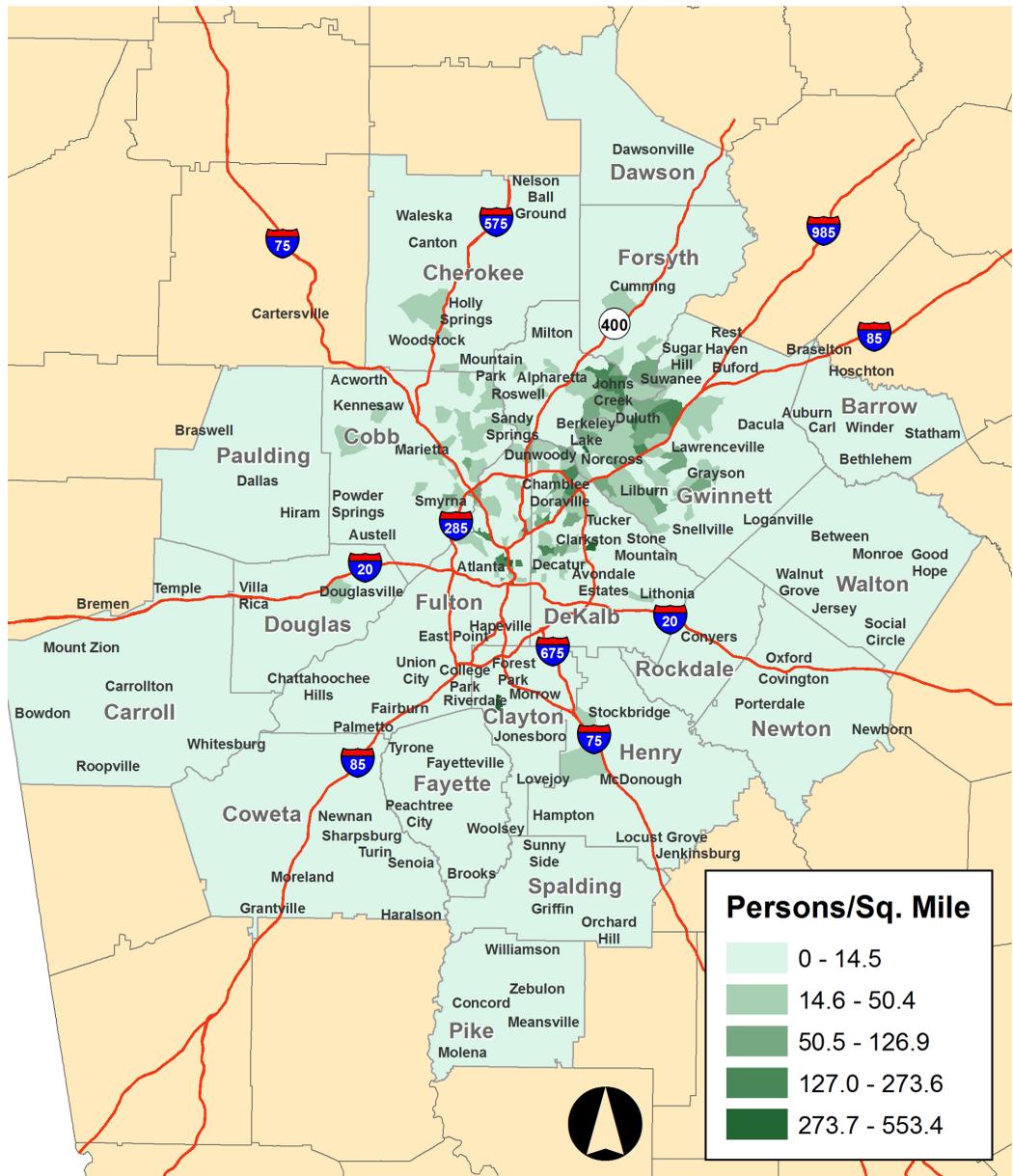
Source: U.S. Census Bureau and Atlanta Regional Commission

Figure 4: Concentration of Korean Speakers with LEP



Source: U.S. Census Bureau and Atlanta Regional Commission

Figure 5: Concentration of Chinese Speakers with LEP



Source: U.S. Census Bureau and Atlanta Regional Commission

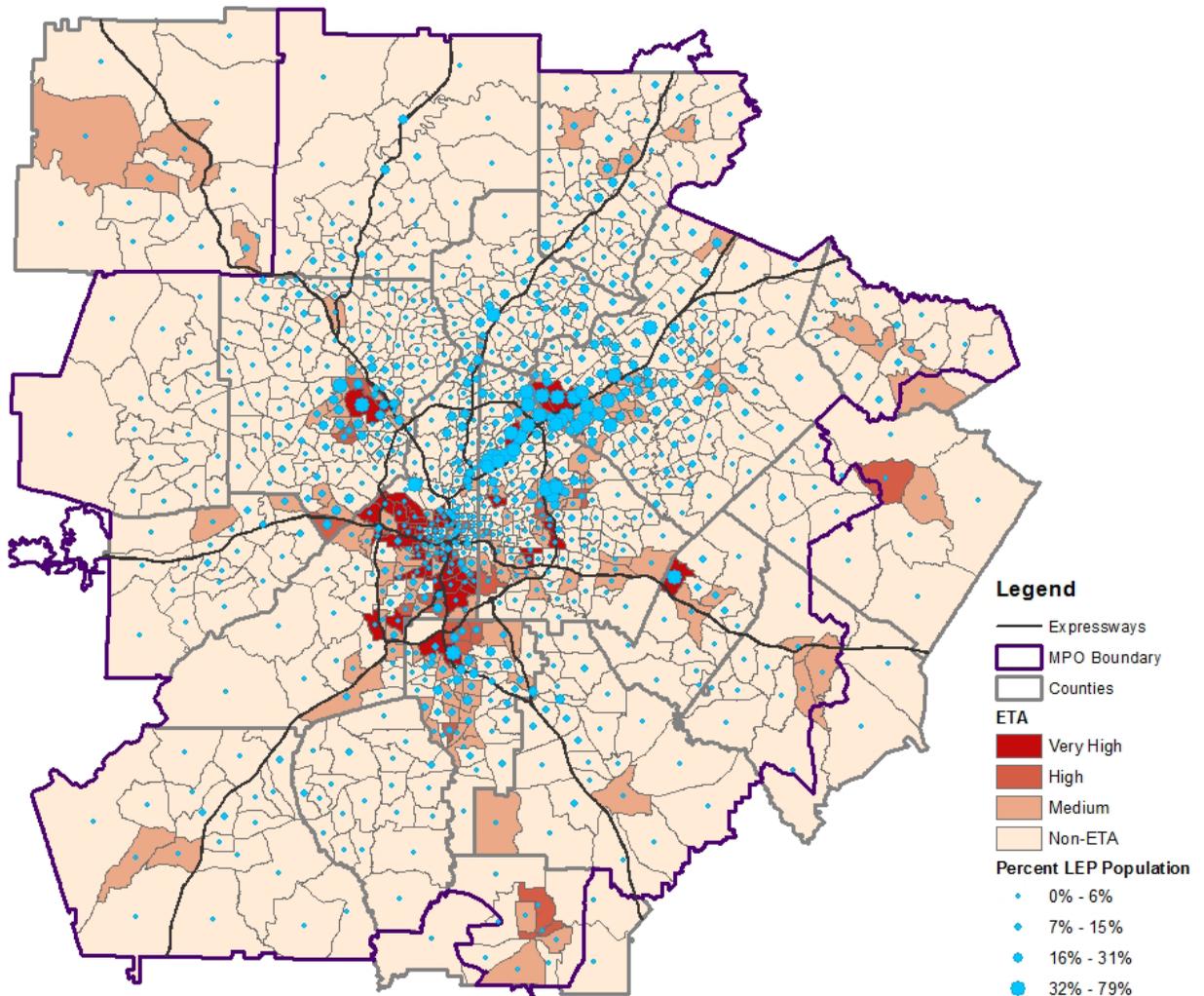
Limited English Proficient and Equitable Target Areas

The Equitable Target Area (ETA) index is a tool that helps ARC better identify and understand communities with large minority or low-income populations. This environmental justice index also guides regional transportation and land use planning and related investments.

The ETA index measures the impact of investments and programs contained within the Atlanta Region’s Plan on ETAs. The ETA index is also used as input for policy development, project prioritization and evaluation, monitoring resource allocation, and assisting in decision-making.

As illustrated in Figure 6, approximately 39 percent of the LEP population concentrations are located in ETA communities, with the largest concentrations located along I-85 North in Gwinnett and North DeKalb, as well as in the Roswell and North Fulton area.

Figure 6: *Distribution of the LEP Population and Relationship to Equitable Target Areas*



Source: U.S. Census Bureau and Atlanta Regional Commission

Emerging Trends

Service providers are noting increasing contact with Bengali speakers immigrating to or resettling in this area. Typically, this population originates from South Asia (India and Bangladesh). The increases are documented by AgeWise Connection and stated during outreach with The Center for Pan Asian Community Services, a major provider of services to immigrant and ethnic populations in the region and a contracted partner in ARC's Aging and Workforce Networks. This may be an emerging trend to consider as planning for language assistance continues.

FACTOR 2: Frequency with which LEP individuals come in contact with programs, activities, or services.

The ARC assesses the frequency of contact with LEP persons by documenting phone inquiries and surveying public meeting attendees. From April 2016 to April 2017, ARC received 277 Language Line requests with 53 percent of requests for Spanish, 21 percent for Vietnamese, 9 percent for Korean, and 1 percent for Mandarin. There were requests for a total of 18 languages via telephone. Reception staff have provided anecdotal evidence of in-person requests for language assistance in Spanish. Requests for translation or in-person interpretation services were managed by staff volunteers or referred to the Language Line for assistance, as necessary. ARC anticipates that the size of the LEP population and number of languages spoken by the LEP population will continue to increase and, as a result, so will the probability of future contact with ARC.

FACTOR 3: Nature and importance of the program, activity, or service provided to the LEP population.

ARC has analyzed the agency programs and services provided to determine their value and importance to the LEP population. Consistent with ARC's coordinated agency-wide approach to planning and service provision, the internal assessment included those involving all functional divisions within the organization.

Among ARC's responsibilities directly associated with federal funds is management of comprehensive long-range regional planning. Within this role, ARC develops the Regional Transportation Plan, a 20-year plan for the region that allocates federal funds for use in transportation projects; the Unified Planning Work Program, developed annually in coordination with the state and operators of publicly owned transit; the Human Services Transportation Plan, which provides a framework for transportation and mobility for the disabled, low income and older adult populations; and the Regional Community Engagement Plan, which provides a formal participation and engagement policy and identifies opportunities to participate in ARC's planning activities.

Transportation planning is central to the work of ARC and is heavily influenced by public input. However, due to the nature of long-term transportation planning, public participation only occurs on a voluntary basis. ARC continues to expand upon opportunities for people to be involved in the planning process, including ensuring inclusive, meaningful access to all segments of the population.

ARC activities with more immediate reach and importance for LEP populations include: transportation and mobility services for disabled, low-income and older adult populations; information services about transportation options; aging and health services; ride-match/carpool services; and workforce training and career services.

FACTOR 4: Resources available to and overall costs to provide LEP assistance.

Assessing available resources is an ongoing activity. It includes identifying staff and volunteer language interpreters, the amount paid to professional interpreters and translation services, appropriate documents for critical translation and appropriate financial and in-kind sources needed. Typically, translation is priced as a per-word cost, based on the number of words in the original source content. For professional translation via a translation agency, costs may vary, depending on the language, turnaround times and specialized content. ARC is committed to providing professional and cost-effective language services.

A staff survey was conducted to identify languages, other than English, spoken by ARC staff. Volunteer translators and interpreters are identified by language and level of proficiency in the Staff Volunteer Resource Guide in Appendix C.

There are many potential partners available to work with ARC for translation or interpreter needs that offer professional, certified translations of a wide variety of documents in various languages. ARC also works closely with organizations that directly serve the region's LEP populations and offer effective translation and interpretation services for the predominant languages spoken in the region.

Various resources are available for Sign Language Interpretation, including the Georgia Registry of Interpreters for the Deaf (www.rid.org) and the Georgia Perimeter College Sign Language Interpreter program.

ARC maintains a list of potential translation and interpretive services, included in Appendix E.

PART TWO: ARC'S LANGUAGE ASSISTANCE PLAN

The following sections provide additional information on how ARC provides assistance to LEP populations, based on the Four Factor Analysis.

How to Identify LEP Persons Who Need Language Assistance

In order to identify the potential need for language assistance for populations or individuals who come into contact with ARC, ARC will:

- » Utilize U.S. Census data to identify the highest LEP populations in the region, and to monitor any emerging LEP population of a particular language;
- » Examine agency records of requests for language assistance;
- » Utilize the Census Bureau's "I Speak" cards to identify language needs and direct to on-site staff interpreters, when available. The "I speak" cards can be downloaded at <https://www.lep.gov/ISpeakCards2004.pdf> and are also available on ARC's staff intranet.

Language Assistance Measures

- » When an interpreter is needed on the telephone, the responder should use ARC's Language Line services for immediate assistance. Instructions for accessing services through the Language Line are included in Appendix D.
- » Pages of the ARC website can be accessed in Arabic, Chinese (Simplified), French, German, Hindi, Italian, Japanese, Korean, Portuguese, Russian, Spanish, and Vietnamese using the Google Translate plug-in.

Based upon the agency's Four Factor Analysis, involving staff representing all function areas, the following documents are considered vital and are translated into Spanish, Vietnamese, Korean, and Chinese:

- » Notification of Title VI Rights
- » Title VI Complaint Forms
- » ARC's Policy for Citizen Input
- » "About ARC" info and services provided
- » Notice of free language assistance services for additional documents

Additionally, upon reasonable request, ARC will make attempts to provide an oral summary or translation of other documents not considered vital.

Staff Training

Staff will be trained on Title VI of the Civil Rights Act of 1964 and Executive Order 13166 LEP responsibilities, language assistance services offered, procedures for identifying an LEP person and accessing a staff interpreter, documentation of language assistance requests, procedures for handling a Title VI complaint.

This information will also be part of the ARC staff orientation process for newly hired employees and integrated into periodic overviews during staff meetings.

Providing Notice of Available Language Service to LEP Persons

To provide adequate notice of available language services, ARC will make every attempt to:

- » Post signs in the ARC reception area indicating that language assistance and translation services are available;
- » Post translated statements on the ARC website indicating that available language assistance and translation services are available;
- » Provide statement that free language assistance is available with advance notice for public meetings in which public comment is solicited;
- » Work with organizations with ties to LEP populations to inform LEP individuals of ARC's programs and services, including the availability of language assistance.

Best Practices

ARC will consider the following best practices for potential implementation:

- » Provide legal notices and announcement of official public comment periods on major plans to local multilingual newspapers and magazines;
- » Distribute notices of available language assistance for upcoming ARC sponsored public workshops, conferences or other public events to partner organizations located in or known to serve the major language groups;
- » When presentations are made or planned by ARC staff in a geographic location with a known concentration of LEP persons, special efforts will be taken to have meeting notices, fliers, advertisements or agendas printed in other appropriate languages;

Monitoring and Updating the LEP Plan

ARC subrecipients shall comply with the terms of Title VI and the LEP Executive Order. Subrecipient compliance shall be verified through the ARC Monitoring Policy. ARC will follow the Title VI Program monitoring and reporting schedule for the LEP Plan which includes yearly reports to the USDOT, FHWA and FTA.

Dissemination of the LEP Plan

The LEP Plan will be posted on ARC's website at <http://www.atlantaregional.org> and available to others upon request. Copies of the plan will also be available to the ARC Board and other jurisdictional and community partners upon request. LEP persons may obtain copies/translations of the plan upon request.

Appendices

Appendix A1: LEP Populations and Language Groups by County

Geography	Total population 5 years old and over	English speakers only	Those speaking language other than English	LEP population	Percent LEP population	County share of LEP population	Spanish or Spanish Creole	Vietnamese	Korean	Chinese	Group Share of LEP Population
Barrow	66,993	58,868	8,125	3,612	5.4	1.0%	2,730	36	66	49	79.8%
Carroll	105,153	97,652	7,501	3,104	3	0.8%	2,635	112	117	44	93.7%
*Cherokee	211,322	185,849	25,473	10,924	5.2	2.9%	8,265	243	54	323	81.3%
*Clayton	245,877	196,323	49,554	24,079	9.8	6.5%	13,879	5,376	193	388	82.4%
*Cobb	671,058	529,795	141,263	52,200	7.8	14.1%	35,325	1,525	1,405	1,854	76.8%
Coweta	124,761	114,022	10,739	4,449	3.6	1.2%	3,263	136	223	58	82.7%
Dawson	21,504	20,567	937	431	2	0.1%	309	0	0	0	71.7%
*DeKalb	663,678	537,962	125,716	61,201	9.2	16.5%	30,553	2,670	1,584	3,039	61.8%
*Douglas	127,319	111,784	15,535	5,492	4.3	1.5%	3,541	232	76	357	76.6%
*Fayette	104,099	91,852	12,247	3,709	3.6	1.0%	2,058	225	253	135	72.0%
Forsyth	183,422	149,292	34,130	12,637	6.9	3.4%	6,427	352	1,125	1,154	71.7%
*Fulton	920,128	768,069	152,059	52,703	5.7	14.2%	27,229	1,174	3,145	5,024	69.4%
*Gwinnett	798,114	530,734	267,380	118,631	14.9	31.9%	65,706	9,990	12,802	6,818	80.3%
*Henry	198,723	179,130	19,593	5,679	2.9	1.5%	2,035	364	139	367	51.2%
Newton	95,635	89,292	6,343	2,240	2.3	0.6%	1,533	94	54	137	81.2%
Paulding	137,363	128,492	8,871	2,465	1.8	0.7%	1,587	30	0	0	65.6%
Pike	16,931	16,626	305	73	0.4	0.0%	66	7	0	0	100.0%
*Rockdale	81,551	72,261	9,290	4,981	6.1	1.3%	4,050	172	86	0	86.5%
Spalding	59,542	56,809	2,733	993	1.7	0.3%	807	42	15	17	88.7%
Walton	80,691	76,076	4,615	1,790	2.2	0.5%	878	37	41	13	54.1%
20-County	4,913,864	4,011,455	902,409	37,1393	7.6%	100.0%	212,876	22,817	21,378	19,777	74.5%
*10-County	4,021,869	3,203,759	818,110	339,599	8.4%	91.4%	192,641	21,971	19,737	18,305	74.4%
Share of LEP Population							56.7%	6.5%	5.8%	5.4%	
External 10 Counties	891,995	807,696	84,299	31,794	3.6%	8.6%	20,235	846	1,641	1,472	76.1%

Appendix A2: LEP Populations and Language Groups by County

Geography	Total population 5 years old and over	English speakers only	Those speaking language other than English	LEP population	Percent LEP population	County share of LEP population	African languages	Other Asian languages	Other Indic languages	French (incl. Patois, Cajun)	Russian
Barrow	66,993	58,868	8,125	3,612	5.4	1.0%	0	24	12	0	59
Carroll	105,153	97,652	7,501	3,104	3	0.8%	49	0	0	59	0
*Cherokee	211,322	185,849	25,473	10,924	5.2	2.9%	131	0	0	70	203
*Clayton	245,877	196,323	49,554	24,079	9.8	6.5%	708	68	42	486	0
*Cobb	671,058	529,795	141,263	52,200	7.8	14.1%	992	1,337	1,075	830	491
Coweta	124,761	114,022	10,739	4,449	3.6	1.2%	15	0	0	54	26
Dawson	21,504	20,567	937	431	2	0.1%	0	0	0	0	0
*DeKalb	663,678	537,962	125,716	61,201	9.2	16.5%	8,205	2,662	4,164	1,337	515
*Douglas	127,319	111,784	15,535	5,492	4.3	1.5%	232	0	13	46	211
*Fayette	104,099	91,852	12,247	3,709	3.6	1.0%	23	78	0	123	53
Forsyth	183,422	149,292	34,130	12,637	6.9	3.4%	3	761	27	211	322
*Fulton	920,128	768,069	152,059	52,703	5.7	14.2%	1,476	1,854	695	1,580	1,795
*Gwinnett	798,114	530,734	267,380	118,631	14.9	31.9%	2,496	1,793	1,260	1,810	1,629
*Henry	198,723	179,130	19,593	5,679	2.9	1.5%	285	46	18	124	0
Newton	95,635	89,292	6,343	2,240	2.3	0.6%	0	0	0	59	163
Paulding	137,363	128,492	8,871	2,465	1.8	0.7%	64	0	156	210	12
Pike	16,931	16,626	305	73	0.4	0.0%	0	0	0	0	0
*Rockdale	81,551	72,261	9,290	4,981	6.1	1.3%	13	2	0	78	141
Spalding	59,542	56,809	2,733	993	1.7	0.3%	0	0	0	19	0
Walton	80,691	76,076	4,615	1,790	2.2	0.5%	15	0	39	0	14
20-County	4,913,864	4,011,455	902,409	371,393	7.6%	100.0%		8,625	7,501	7,096	5,634
*10-County	4,021,869	3,203,759	818,110	339,599	8.4%	91.4%		7,840	7,267	6,484	5,038
Share of LEP Population							4.3%	2.3%	2.1%	1.9%	1.5%
External 10 Counties	891,995	807,696	84,299	31,794	3.6%	8.6%	146	785	234	612	596

Appendix A3: LEP Populations and Language Groups by County

Geography	Total population 5 years old and over	English speakers only	Those speaking language other than English	LEP population	Percent LEP population	County share of LEP population	French Creole	Gujarati	Hindi	Arabic	Portuguese or Portuguese Creole
Barrow	66,993	58,868	8,125	3,612	5.4	1.0%	0	51	0	0	9
Carroll	105,153	97,652	7,501	3,104	3	0.8%	17	0	0	10	0
*Cherokee	211,322	185,849	25,473	10,924	5.2	2.9%	18	209	68	147	84
*Clayton	245,877	196,323	49,554	24,079	9.8	6.5%	1,099	183	118	75	5
*Cobb	671,058	529,795	141,263	52,200	7.8	14.1%	545	721	714	420	1,598
Coweta	124,761	114,022	10,739	4,449	3.6	1.2%	0	90	47	175	22
Dawson	21,504	20,567	937	431	2	0.1%	0	0	0	0	0
*DeKalb	663,678	537,962	125,716	61,201	9.2	16.5%	556	715	710	845	192
*Douglas	127,319	111,784	15,535	5,492	4.3	1.5%	344	24	19	0	0
*Fayette	104,099	91,852	12,247	3,709	3.6	1.0%	32	0	14	54	2
Forsyth	183,422	149,292	34,130	12,637	6.9	3.4%	104	161	324	310	271
*Fulton	920,128	768,069	152,059	52,703	5.7	14.2%	714	337	1,128	1,270	949
*Gwinnett	798,114	530,734	267,380	118,631	14.9	31.9%	1,029	1,654	874	710	175
*Henry	198,723	179,130	19,593	5,679	2.9	1.5%	415	728	205	53	179
Newton	95,635	89,292	6,343	2,240	2.3	0.6%	69	0	0	0	36
Paulding	137,363	128,492	8,871	2,465	1.8	0.7%	33	0	0	115	14
Pike	16,931	16,626	305	73	0.4	0.0%	0	0	0	0	0
*Rockdale	81,551	72,261	9,290	4,981	6.1	1.3%	64	107	48	0	0
Spalding	59,542	56,809	2,733	993	1.7	0.3%	0	46	0	0	0
Walton	80,691	76,076	4,615	1,790	2.2	0.5%	176	0	0	0	0
20-County	4,913,864	4,011,455	902,409	371,393	7.6%	100.0%	5,215	5,026	4,269	4,184	3,536
*10-County	4,021,869	3,203,759	818,110	339,599	8.4%	91.4%	4,816	4,678	3,898	3,574	3,184
Share of LEP Population							1.4%	1.4%	1.1%	1.1%	0.9%
External 10 Counties	891,995	807,696	84,299	31,794	3.6%	8.6%	399	348	371	610	352

Appendix A4: LEP Populations and Language Groups by County

Geography	Total population 5 years old and over	English speakers only	Those speaking language other than English	LEP population	Percent LEP population	County share of LEP population	Other Indo-European languages	Persian	Japanese	Serbo-Croatian	Mon-Khmer, Cambodian
Barrow	66,993	58,868	8,125	3,612	5.4	1.0%	87	18	8	0	0
Carroll	105,153	97,652	7,501	3,104	3	0.8%	8	0	0	0	0
*Cherokee	211,322	185,849	25,473	10,924	5.2	2.9%	150	230	25	14	0
*Clayton	245,877	196,323	49,554	24,079	9.8	6.5%	12	32	22	5	418
*Cobb	671,058	529,795	141,263	52,200	7.8	14.1%	173	704	455	132	54
Coveta	124,761	114,022	10,739	4,449	3.6	1.2%	16	0	17	0	0
Dawson	21,504	20,567	937	431	2	0.1%	13	0	0	0	0
*DeKalb	663,678	537,962	125,716	61,201	9.2	16.5%	268	503	434	239	216
*Douglas	127,319	111,784	15,535	5,492	4.3	1.5%	9	0	125	0	0
*Fayette	104,099	91,852	12,247	3,709	3.6	1.0%	27	0	123	0	30
Forsyth	183,422	149,292	34,130	12,637	6.9	3.4%	183	184	61	259	25
*Fulton	920,128	768,069	152,059	52,703	5.7	14.2%	318	619	658	179	74
*Gwinnett	798,114	530,734	267,380	118,631	14.9	31.9%	1,964	749	413	1,652	1,025
*Henry	198,723	179,130	19,593	5,679	2.9	1.5%	0	0	8	0	252
Newton	95,635	89,292	6,343	2,240	2.3	0.6%	20	0	0	0	0
Paulding	137,363	128,492	8,871	2,465	1.8	0.7%	35	0	0	16	0
Pike	16,931	16,626	305	73	0.4	0.0%	0	0	0	0	0
*Rockdale	81,551	72,261	9,290	4,981	6.1	1.3%	68	0	0	0	8
Spalding	59,542	56,809	2,733	993	1.7	0.3%	20	0	0	0	0
Walton	80,691	76,076	4,615	1,790	2.2	0.5%	174	0	0	0	57
20-County	4,913,864	4,011,455	902,409	371,393	7.6%	100.0%	3,545	3,039	2,349	2,496	2,159
*10-County	4,021,869	3,203,759	818,110	339,599	8.4%	91.4%	2,989	2,837	2,263	2,221	2,077
Share of LEP Population							0.9%	0.8%	0.7%	0.7%	0.6%
External 10 Counties	891,995	807,696	84,299	31,794	3.6%	8.6%	556	202	86	275	82

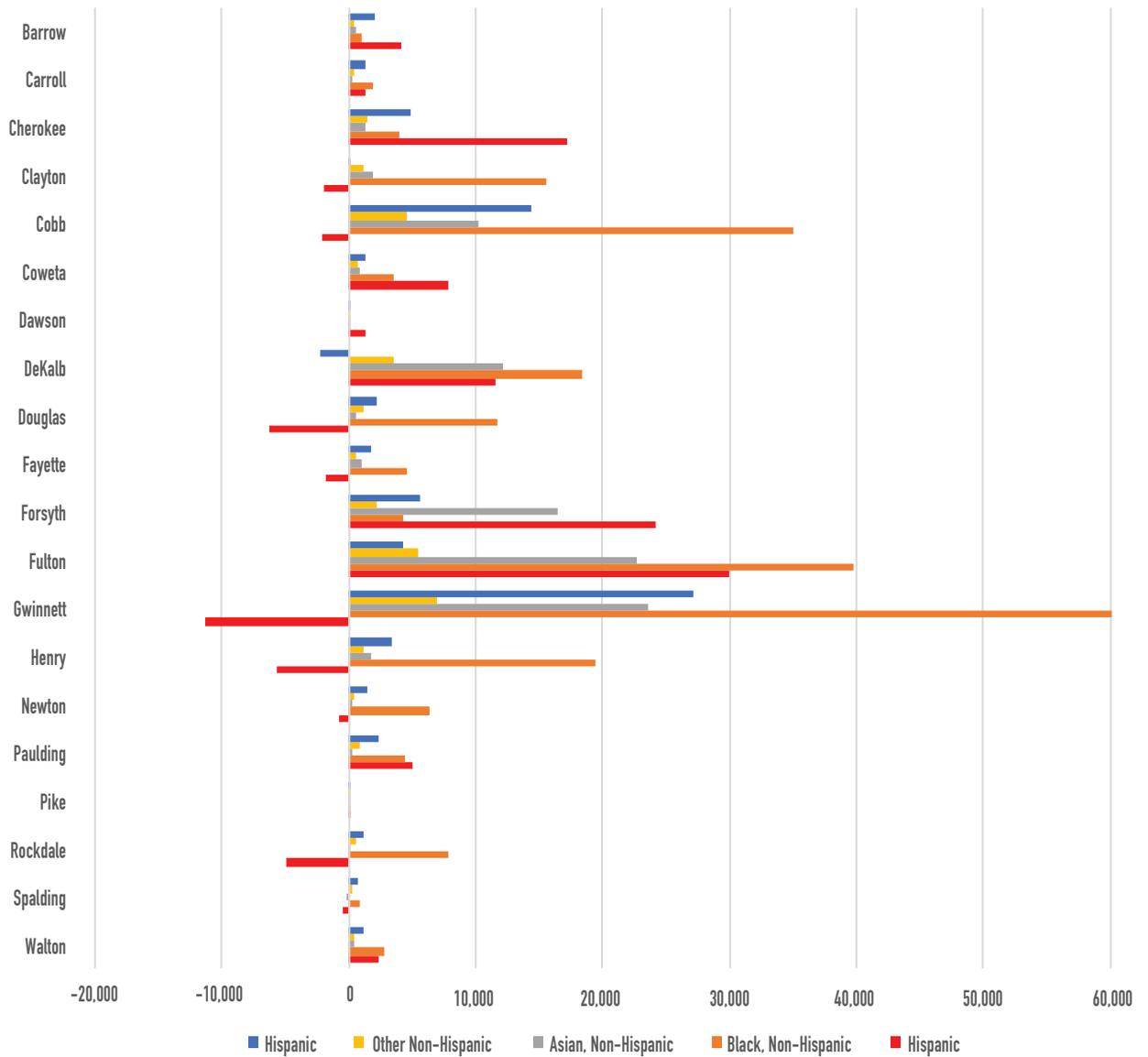
Appendix A5: LEP Populations and Language Groups by County

Geography	Total population 5 years old and over	English speakers only	Those speaking language other than English	LEP population	Percent LEP population	County share of LEP population	Urdu	Tagalog	Laotian	Other Slavic languages	Other Pacific Island languages
Barrow	66,993	58,868	8,125	3,612	5.4	1.0%	0	7	22	0	20
Carroll	105,153	97,652	7,501	3,104	3	0.8%	0	17	0	0	0
*Cherokee	211,322	185,849	25,473	10,924	5.2	2.9%	36	31	47	109	127
*Clayton	245,877	196,323	49,554	24,079	9.8	6.5%	48	174	609	3	0
*Cobb	671,058	529,795	141,263	52,200	7.8	14.1%	362	258	0	205	159
Coweta	124,761	114,022	10,739	4,449	3.6	1.2%	38	37	0	0	0
Dawson	21,504	20,567	937	431	2	0.1%	0	0	0	75	0
*DeKalb	663,678	537,962	125,716	61,201	9.2	16.5%	242	241	119	89	137
*Douglas	127,319	111,784	15,535	5,492	4.3	1.5%	36	90	0	54	60
*Fayette	104,099	91,852	12,247	3,709	3.6	1.0%	44	47	140	0	0
Forsyth	183,422	149,292	34,130	12,637	6.9	3.4%	74	93	0	8	20
*Fulton	920,128	768,069	152,059	52,703	5.7	14.2%	235	162	115	341	256
*Gwinnett	798,114	530,734	267,380	118,631	14.9	31.9%	919	585	548	547	542
*Henry	198,723	179,130	19,593	5,679	2.9	1.5%	34	112	35	0	0
Newton	95,635	89,292	6,343	2,240	2.3	0.6%	14	14	0	0	15
Paulding	137,363	128,492	8,871	2,465	1.8	0.7%	131	0	0	41	0
Pike	16,931	16,626	305	73	0.4	0.0%	0	0	0	0	0
*Rockdale	81,551	72,261	9,290	4,981	6.1	1.3%	43	66	0	0	0
Spalding	59,542	56,809	2,733	993	1.7	0.3%	0	17	0	0	0
Walton	80,691	76,076	4,615	1,790	2.2	0.5%	0	11	0	0	0
20-County	4913,864	4,011,455	902,409	371,393	7.6%	100.0%	2,256	1,962	1,635	1,472	1,336
*10-County	4,021,869	3,203,759	818,110	339,599	8.4%	91.4%	1,999	1,766	1,613	1,348	1,281
Share of LEP Population							0.6%	0.5%	0.5%	0.4%	0.4%
External 10 Counties	891,995	807,696	84,299	31,794	3.6%	8.6%	257	196	22	124	55

Appendix A6: LEP Populations and Language Groups by County

Geography	Total population 5 years old and over	English speakers only	Those speaking language other than English	LEP population	Percent LEP population	County share of LEP population	German	Thai
Barrow	66,993	58,868	8,125	3,612	5.4	1.0%	6	4
Carroll	105,153	97,652	7,501	3,104	3	0.8%	0	0
*Cherokee	211,322	185,849	25,473	10,924	5.2	2.9%	37	0
*Clayton	245,877	196,323	49,554	24,079	9.8	6.5%	29	82
*Cobb	671,058	529,795	141,263	52,200	7.8	14.1%	162	242
Coweta	124,761	114,022	10,739	4,449	3.6	1.2%	48	165
Dawson	21,504	20,567	937	431	2	0.1%	34	0
*DeKalb	663,678	537,962	125,716	61,201	9.2	16.5%	209	204
*Douglas	127,319	111,784	15,535	5,492	4.3	1.5%	23	0
*Fayette	104,099	91,852	12,247	3,709	3.6	1.0%	55	53
Forsyth	183,422	149,292	34,130	12,637	6.9	3.4%	61	0
*Fulton	920,128	768,069	152,059	52,703	5.7	14.2%	452	368
*Gwinnett	798,114	530,734	267,380	118,631	14.9	31.9%	235	133
*Henry	198,723	179,130	19,593	5,679	2.9	1.5%	33	39
Newton	95,635	89,292	6,343	2,240	2.3	0.6%	20	0
Paulding	137,363	128,492	8,871	2,465	1.8	0.7%	0	0
Pike	16,931	16,626	305	73	0.4	0.0%	0	0
*Rockdale	81,551	72,261	9,290	4,981	6.1	1.3%	17	18
Spalding	59,542	56,809	2,733	993	1.7	0.3%	7	0
Walton	80,691	76,076	4,615	1,790	2.2	0.5%	17	0
20-County	4,913,864	4,011,455	902,409	371,393	7.6%	100.0%	1445	
*10-County	4,021,869	3,203,759	818,110	339,599	8.4%	91.4%	1252	
Share of LEP Population							0.4%	
External 10 Counties	891,995	807,696	84,299	31,794	3.6%	8.6%	193	169

Appendix B: Race & Ethnicity Change



Appendix C: Staff Volunteer Resource Guide

(ARC Staff Languages Updated August 2017)

Language	Name/ARC Group	Reading	Writing	Speaking	Listening
Arabic	Michael Allown <i>Center for Livable Communities</i>	Native Speaker	Native Speaker	Native Speaker	Native Speaker
Chinese	Wei Wang <i>Research & Analytics</i>	Native Speaker	Native Speaker	Native Speaker	Native Speaker
Chinese	Honghoung Zhu <i>Information Technology</i>	Native Speaker	Native Speaker	Native Speaker	Native Speaker
French	Robert Herrig <i>Community Development</i>	Good	Good	Good	Good
French, Creole	Anne Rosembert <i>Aging & Independence</i>	Fluent/Near Native	Fluent/Near Native	Fluent/Near Native	Fluent/Near Native
Creole	Yoll Baldwin <i>Aging & Independence</i>	Native Speaker	Good	Native Speaker	Native Speaker
French		Fluent/Near Native	Fluent/Near Native	Good	Fluent/Near Native
French	Guy Rousseau <i>Transportation Access & Mobility</i>	Native Speaker	Native Speaker	Native Speaker	Native Speaker
German	Andrew Neal Smith <i>Community Development</i>	Good	Good	Good	Good
Nepali, Hindi	Ramesh Ghimire <i>Research & Analytics</i>	Native Speaker	Native Speaker	Native Speaker	Native Speaker
		Good	-	-	Good
Nepali, Hindi	Rukuman Rimal <i>Natural Resources</i>	Native Speaker	Native Speaker	Native Speaker	Native Speaker
		Good	Good	Good	Good
Ibo	Chinomnso Orji <i>Information Technology</i>	Native Speaker	Native Speaker	Native Speaker	Native Speaker
Kiswahili, Kikuyu	Susan Karanja <i>Aging & Independence</i>	Native Speaker	Native Speaker	Native Speaker	Native Speaker
Korean	Kyung-Hwa Kim <i>Transportation Access & Mobility</i>	Native Speaker	Native Speaker	Native Speaker	Native Speaker
Korean	Kyeil Kim <i>Transportation Access & Mobility</i>	Native Speaker	Native Speaker	Native Speaker	Native Speaker
Russian	Maria Sotnikova <i>Research & Analytics</i>	Good	Good	Fluent/Near Native	Native Speaker
Spanish	Ana Bailie <i>Aging & Independence</i>	Good	Good	Fluent/Near Native	Native Speaker
Spanish	Aisah Gayle <i>Mobility Services</i>	Native Speaker	Native Speaker	Native Speaker	Native Speaker
Spanish	Kristie Sharp <i>Aging & Independence</i>	Good	Good	Good	Good
Spanish	Shelly Wender <i>Aging & Independence</i>	Good	Good	Good	Good

Appendix D: *Language Line Instructions***Language Line Instructions**

1. Use Conference Hold to place the caller on hold.
2. Dial 1-866-874-3972 on a 2nd line.
3. Provide the following:
 - ARC ID Number: 513156
 - Language Needed
 - Organization Name (Atlanta Regional Commission)
4. An interpreter will be connected to the call.
5. Brief the interpreter when she/he comes on the line.
6. Add the non-English speaker to the line by pressing the 1st line.

Note: When placing a call to a non-English speaker, begin at Step 2. If you need assistance placing the call, please inform the representative at the beginning of the call.

Hearing Impaired Calls

If you need to make a call to a hearing impaired client who has a TTDY, call the Georgia Relay Center (800-255-0135 OR you can just dial 711). They will type what you say to the client and relay back to you the client questions/responses.

Please note, the in Contact system does not allow for 711 calls. In the event you need to use 711, please use one of the desk phones available

If the client is calling you through the Georgia Relay Center, you will not need to do anything. The Relay Center will type your responses to the client and will relay to you what the client types to them.

Appendix E: Interpretation and Translation Resources**Organizations****Center for Pan Asian Community Services (CPACS)**

3510 Shallowford Rd NE, Atlanta, GA

770-936-0969

<https://cpacs.org/>

Latin American Association (LAA)

2750 Buford Highway, Atlanta GA 30324

<http://thelaa.org/>

Good Neighboring Campaign

3835 Presidential Pkwy, Suite 111, Atlanta, GA 30340

www.goodneighboring.org

gnc@goodneighboring.org

Joshua Lee, Director | 770-452-8039 | jlee@goodneighboring.org

Asian American Resource Center

3635 Peachtree Industrial Blvd #450, Duluth, GA 30096

770-270-0663

www.aarcatl.org

Hispanic Chamber of Commerce

99 West Paces Ferry Rd NW, Atlanta, GA 30305

404-929-9998

<https://ghcc.org/>

Asian Americans Advancing Justice

P.O Box 922021 Norcross, GA 30010

404-585-8446

www.advancingjustice-atlanta.org

Publications**Mundo Hispánico**

6455 Best Friend Rd, Norcross, GA 30071

404-881-0441

<https://mundohispanico.com/>

Georgia Asian News

PO Box 4502, Suwanee GA 30024

P: 678-971-9388

<http://gasiantimes.com/>

Khabar

3635 Savannah Pl Dr, Duluth, GA 30096

770-451-3067

<http://www.khabar.com/>

Atlanta Chinese News

3259 Oakcliff Rd, Doraville, GA 30340

770-455-0880

<http://www.atlantachinesenews.com/>

Korea Daily

2400 Pleasant Hill Rd #200 Duluth, GA 30096

770-242-0099

www.koreadaily.com/index.html?branch=AT

Interpretation & Translation Services**Georgia Interpreting Service Network (GISN) (Certified)**

44 Broad Street NW, Suite 503, Atlanta, GA 30303

404-521-9100

Melissa Mann or Marilyn Teague

Don Clark and Associates (Certified) Spanish

8740 Roswell Rd 5E, Atlanta GA 30350

770-926-1667

Nancy Rice

Eagle Interpreting Services, Inc.

P.O. Box 727, Roswell, GA 30077

770-904-2064; 678-427-7586

Diane Fowler

Interpretek

2451 Cumberland Parkway Suite 3738 Atlanta, GA 30339

p. 770-531-0700 f. 770-947-0894

www.interpretek.com atl.office@interpretek.com

Hands Together (info may not be up -to-date)

2295 Deer Ridge Drive, Stone Mountain, GA 30087

770-908-9045

Mark & Ann Gomez

Center for Pan Asian Community Services (CPACS)

3510 Shallowford Rd NE, Atlanta, GA

770-936-0969

<https://cpacs.org/translation-interpretation/>

Day Translations

<https://www.daytranslations.com/locations/atlanta>

Lighthouse Translations

<https://lighthouseonline.com/atlanta-interpreter-services/>

Latin American Association (LAA)

Spanish, Portuguese. Written translations only.

<http://thelaa.org/services-and-programs/translations/>

GA Department of Human Services

Limited English Proficient/Sensory Impaired (LEP/SI) Program

2 Peachtree Street N.W., Suite 29-103

Lepsi@dhs.ga.gov

<https://dhs.georgia.gov/how-do-i-find-interpreter>

Registry of Interpreters for the Deaf Inc. (RID) Members**Donna Jo Benefield**

Atlanta, GA 30359

404-314-1033

djbenefield@comcast.net

Richard Brumberg

Atlanta, GA 30326

404-961-6710

O: 678-662-6839

Email: raslterp@msn.com

Kari Goodfellow | Fee: \$45 per hr. / 2 Hr. Minimum

Atlanta, GA 30345

404-320-2088

O: 404-403-4484

kgoodfellow@msn.com

Jacqueline Lightfoot

Atlanta, GA 30317

404-670-8200

O: 404-483-9266

jackielightfoot@yahoo.com

James Thomas

\$45 per hr. / .45 per mile / 2 hr. Minimum

Atlanta, GA 30311

770-843-1997

Kristin Vacca

Fee: \$45 per hr. / .45 per mile

Atlanta, GA 30328

404-432-7560

ksigns@tmail.com

Appendix F: Title VI Policy Statement, Complaint Form**ATLANTA REGIONAL COMMISSION TITLE VI POLICY STATEMENT**

It is the policy of the Atlanta Regional Commission that no person shall on the grounds of race, color, national origin, sex, disability, or age, be excluded from participation in, be denied the benefits of, or be subjected to discrimination in any operation of the Atlanta Regional Commission as provided by Title VI of the Civil Rights Act of 1964 and related statutes.

This policy applies to all operations of the Atlanta Regional Commission, including its contractors and anyone who acts on behalf of the Atlanta Regional Commission. This policy also applies to the operations of any department or agency to which the Atlanta Regional Commission extends federal financial assistance. Federal financial assistance includes grants, training, use of equipment, donations of surplus property, and other assistance.

Prohibited discrimination may be intentional or unintentional. Seemingly neutral acts that have disparate impacts on individuals of a protected group and lack a substantial legitimate justification are a form of prohibited discrimination. Harassment and retaliation are also prohibited forms of discrimination.

Examples of prohibited types of discrimination based on race, color, national origin, sex, disability, or age include: Denial to an individual any service, financial aid, or other benefit; Distinctions in the quality, quantity, or manner in which a benefit is provided; Segregation or separate treatment; Restriction in the enjoyment of any advantages, privileges, or other benefits provided; Discrimination in any activities related to highway and infrastructure or facility built or repaired; and Discrimination in employment.

Title VI compliance is a condition of receipt of federal funds. The Title VI Coordinator is authorized to ensure compliance with this policy, Title VI of the Civil Rights Act of 1964, 42 U.S.C § 2000d and related statutes, and the requirements of 23 Code of Federal Regulation (CFR) pt. 200 and 49 CFR pt. 21.

ATLANTA REGIONAL COMMISSION TITLE VI COMPLAINT PROCESS**I. Purpose**

The Atlanta Regional Commission's complaint process covers complaints filed by an individual or group of individuals under Title VI of the Civil Rights Act of 1964, relating to any planning process, program or activity administered by the Atlanta Regional Commission. The process does not deny the right of the complainant to file formal complaints with other state or federal agencies, or to seek private counsel.

II. Definitions

Title VI of the Civil Rights Act of 1964: No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

Complaint: Any verbal or written communication received by the Office of the Director from members of the public referencing a general complaint regarding the inequitable distribution of benefits, services, amenities, programs or activities financed in whole or in part with federal funds is perceived as an informal

charge. A complaint is further defined as any written complaint by an individual or group seeking to remedy perceived discrimination by policies, practices or decisions, which have an adverse impact resulting in inequitable distribution of benefits, services, amenities, programs or activities financed in whole or in part with federal funds.

III. Responsibility

The Executive Director of the Atlanta Regional Commission is responsible for Title VI and has designated Brittany Zwald, Contracts and Grants Analyst, as the Title VI Officer.

It is the official policy of the Atlanta Regional Commission to minimize potential complaints through the following:

- » The Atlanta Region's Plan, 2016;
- » The Regional Community Engagement Plan, an updated transportation public participation plan, adopted by the ARC in 2014;
- » The Stakeholder Engagement Plan, 2015/2016; and,
- » Implementation of procedures and guidelines for ARC's planning and participation processes in accordance with policies, including:
 - Public notice of review and comment period through a legal organ, the ARC website, media advisories and extensive mailing lists;
 - Reasonable opportunity for review and comment inclusive of a 30-day review and comment period;
 - Comment documentation and distribution to policy makers and the general public;
 - Opportunities for citizens to participate through focus groups, listening sessions, task forces and planning teams;
 - A formal ARC committee structure for approvals and recommendations: Transportation Coordinating Committee, Transportation and Air Quality Committee and ARC Board;
 - Opportunities for oral and written comment by email, social media, survey responses, fax, phone, calls, regular mail, telephone conversation, public hearings or face-to-face conversations; and,
 - A participation evaluation process to assess the effectiveness of public outreach activities. Supporting documents for the above may be obtained from ARC's, 404-463-3100.

IV. Intake and Processing

- » Any ARC employee may receive a verbal or written communication of a concern and shall direct the complainant to report the concern directly to one of ARC's designated Title VI Officers. Contact information is provided on ARC's website.
- » All complaints will be assigned a tracking number upon completion of the complaint form.
- » An investigation will occur unless there is omission of facts which could establish intentional unequal treatment or the complainant is not a primary beneficiary of the federal funding received by ARC.

- » If a determination is made that the matter is outside the scope of Title VI, notification will be provided complainant in writing within 10 working days of receipt of complaint.
- » If the matter is determined to be within the scope of Title VI, the Title VI Officer will notify the complainant and begin an investigation within 10 working days of receipt of the complaint.

V. Investigation, Determination and Recommendation

- » The Title VI Officer, in consultation with the affected department, will conduct an investigation inclusive of the following steps: the basis of the alleged unequal treatment; ascertain when and where the alleged unequal treatment occurred; identify and interview all relevant parties, review documents; and obtain other factual information from appropriate sources.
- » A record of all discussions will be maintained and documents relating to the investigation retained in a confidential file by Title VI Officials.
- » Based upon conclusion of a thorough investigation, a report will be prepared summarizing findings and suggesting appropriate corrective action, along with a proposed resolution.
- » The investigation will be conducted and completed within 60 days of the receipt of the formal complaint.
- » The investigative report will be submitted to the ARC Executive Director.

VI. Communications of Findings and Complaint Resolution

- » The Executive Director of the Atlanta Regional Commission will accept, reject, or modify the investigative report.

Written notification will be provided to the complainant of the findings and proposed resolution within 30 days.

VII. Appeal

The complainant may appeal to the Executive Committee of the Atlanta Regional Commission.

TITLE VI COMPLAINT FORM

Title VI of the 1964 Civil Rights Act States: "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."

Please provide the following information, necessary in order to process your complaint. Assistance is available upon request

Complainant's Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Home Telephone No.: _____ Work Telephone No.: _____

E-Mail address _____

Person discriminated against, if not complainant:

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Home Telephone No.: _____ Work Telephone No.: _____

E-Mail address _____

Explain as briefly and clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include how other persons, if any, were treated differently than you. You may attach any written materials or other information that you think relevant.

Date of Alleged Incident: _____ Are there any witnesses? Yes No

If so, please provide their contact information:

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Home Telephone No.: _____ Work Telephone No.: _____

E-Mail address _____

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Home Telephone No.: _____ Work Telephone No.: _____

E-Mail address _____

Did you file this complaint with another federal, state or local agency; or with a federal or state court?

Yes No

If answer is yes, check each agency complaint was filed with:

State Court

Federal Court

Local Agency

State Agency

Federal Agency

Other

Please provide contact person information for the agency you also filed the complaint with:

Name: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Date Filed: _____

Sign the complaint in the space below. Attach any documents you believe support your complaint.

Complainant's Signature _____ Date _____

Please mail this form to:

Atlanta Regional Commission

Title VI Officer

Office of the Director

Atlanta Regional Commission

229 Peachtree Street, Suite 100

Atlanta, Georgia 30303

Appendix G: Policy for Citizen Input**POLICY FOR CITIZEN INPUT****Public Comment at ARC's Regularly Scheduled Board and Policy Committee Meetings**

The Atlanta Regional Commission welcomes advice, suggestions and ideas about regional issues from interested citizens and groups. There are many opportunities and levels of involvement for citizens related to public policy development. ARC encourages citizens to be involved throughout the decision-making process, including local government levels where early stages of policy formation often occur.

The Atlanta Regional Commission Board and its policy committees have regularly scheduled meetings. Each of these meetings is open to the public and includes an opportunity for citizen input as noted on the meeting agenda. The following policy describes what the public can expect in terms of notification, agendas, public comment procedures, presentation materials and documentation of public comment. All meetings are conducted pursuant to the Georgia Open Meetings Laws.

Public Notification

Public notification of ARC Board meetings is provided in advance of the meeting. ARC publishes annual year-at-a-glance and monthly month-at-a-glance calendars of planned meeting dates and keeps these documents current throughout the year. The meetings-at-a-glance materials are emailed to ARC board members and local jurisdictions as well as posted on ARC's website at <http://atlantaregional.org/arc-board-and-committees/>.

The annual calendar of meetings remains fairly constant from year-to-year. The Board meeting is scheduled at 1:00 p.m. on the fourth Wednesday of each month, January through October, and on the first Wednesday in December. Dates and times of meetings are also included in each Board Meeting agenda.

Policy committee meeting calendar details are posted on each committee page on the ARC web site, and changes that occur to the planned meeting schedule are posted on these same pages at least one week in advance of the meeting unless emergency conditions dictate otherwise.

Agendas

Per ARC Bylaws, board meeting agendas are mailed or sent electronically to board members and are posted on ARC's website at least 7 days in advance of all regularly scheduled meetings. Changes to the agenda may be made up to the day of the meeting; however, no major action or decision items may be added to the agenda within three days of the meeting. If action or decision items are added after the agenda packet is sent, all board members are notified of the changes at least 48 hours prior to the meeting. Items added within three days of the meeting must be for discussion purposes only. The board must declare an emergency to make exceptions to these provisions.

Policy committee agendas are also mailed or sent electronically to committee members and posted on the website at least 7 days in advance of meetings.

Public Comment

A public comment period is part of each meeting of the Board and Policy committees. Public comment can lead to board discussion, which is often incorporated into recommendations and decisions. To make a public comment, it is necessary to sign in during the 30 minutes prior to the start of the meetings. Sign-in cards will be available at each meeting.

Prior to the ARC Board meeting, commenters are encouraged to provide written comment, via fax, e-mail, or U.S. mail addressed to the ARC Office of the Executive Director, for distribution to board members as part of their agenda packet. Prior notification of intent to request to speak is also encouraged and should be directed to the ARC Office of the Executive Director, preferably no less than 5 days before the meeting.

The ARC Board meetings are open to the public and time is allowed for the public to ask questions or offer comments. Ten (10) minutes at the beginning of the Board Meeting are designated for public comments without obtaining a vote of the board, based on the commenter signing up to speak prior to the meeting. Each speaker is allotted two minutes for their comments.

This time allotment and the overall time allowed for public comment can be modified by the ARC Board Chair or a majority vote of the Commission members present. If unable to speak to the Board due to time restrictions, commenters are encouraged to provide their comment in writing.

ARC Policy Committees serve as the working committees of the ARC Board. These groups meet to consider specific subjects required by regulation, referred to them by staff, the Commission or initiated by the committee itself. All Policy Committee meetings are open to the public and time is allowed for the public to ask questions or offer comments. Ten (10) minutes at the beginning of each Committee meeting are designated for the public to address the Committee on any agenda item without obtaining a vote of the Committee. If unable to speak to the Committee due to time restrictions, commenters are encouraged to provide their comments in writing. Any change to the designated time allotment requires committee discussion and action.

When public comments are heard by the policy committees, a summary of public comments presented to a committee will be made part of the committee meeting notes. At the discretion of the committee chair, a brief verbal summary of such comments will be brought to the Board's attention.

Sometimes regulatory requirements prescribe official public review and comment periods where public input is solicited on Plan or Policy documents. In these instances, ARC will host official public review and comment periods to obtain input on draft plans and programs. When the planning process requires a formal public hearing, one of the hearings will be held before the pertinent policy committee or full Board at the beginning of their regularly scheduled meeting(s).

37 Comments are generally accepted either in writing during the comment period or orally at public hearing(s). In instances when an official public review and comment period is held, the full Board and policy committee, as appropriate, will be given the opportunity to discuss the comments received prior to making any decisions or voting to adopt the plan or policy.

Presentation Materials

ARC uses presentation materials, such as maps, charts, graphs, illustrations, PowerPoint slides and videos to explain data and concepts at Board meetings. ARC may also use handouts and posters to display visual information. The ARC boardroom is equipped with projectors, and sound systems for displaying visual and audio information, including the microphone system used to make discussions during the meeting clearly audible. Materials are available electronically during each meeting and attendees are encouraged to use their PDAs to access materials during the meeting.

Documentation and Posting of Information

A summary of ARC Board meeting actions is prepared and posted on the ARC website, <https://atlantaregional.org/arc-board-and-committees/>, within two business days of the meeting.

A draft final meeting summary, based on details obtained from court reporter transcripts, is posted approximately three weeks after the meeting, at the same time the agenda for the next meeting is posted.

The meeting summary is adopted by the Board at their next meeting. This final summary contains an overview of oral comments received from the public. Any written public comments received prior to the ARC Board meeting will be posted on the ARC website with the two day summary.

There are specific procedures for public comments received during regulated planning processes. These comments are documented and shared with the policy committee and posted on the ARC website prior to adoption of the plan or policy. In many cases, substantial comments are included within the plan itself. For committee meeting schedules, please go to the ARC Web site at www.atlantaregional.org or call the ARC offices at 404.463.3100.

LIMITED ENGLISH PROFICIENCY SERVICE PLAN

1. List Bi-Lingual In-House Staff at each Career Resource Center.
2. Notify In-House staff first when customers report into Career Resource Center for service and need assistance in languages which staff can translate.
3. Language Identification Chart available at reception desk for language identification by customers.
4. ARC/Workforce Solutions web site can be translated. Scroll to bottom and select language.
5. Babel Notice included with vital documents.
6. Forms translated into most frequently used languages are accessible from GDL
7. GDL web site can be translated into 10 languages.
8. All required EEO signs and posters are displayed in English/Spanish/Chinese/Arabic
9. Reception desk staff and others may access telephonic, oral and online translation resources in order to provide information to customers as needed. The online translation services provide both “chat” interpretation of two languages and full document translations
10. CRC staff provide schedule for local ESL classes. The Technical College System of Georgia has awarded ESL grants to Adult Literacy providers. ESL classes are available in churches and other venues, and where possible space in Career Resource Centers may be available.
11. Language Identification Charts at reception desks in all Career Resource Centers.
12. Directions with telephone number and account “pin” are in the LEP Service Handbook in each Career Resource Center.
13. Ensure <http://us.jobs> is on the desktop of all computers in computer lab. Web site translated into many languages for unemployment insurance information as well as job search.
14. Use BEST Literacy (Basic Skills English Test) for literacy assessment. – Assessment Specialist scheduled by appointment at either Clayton or Gwinnett Career Resource Center for literacy assessment.
15. Use Educational Functioning Level Descriptors English-As-A-Second Language Levels chart for crosswalk to make referral decisions – i.e. whether to recommend additional ESL training or whether the customer is program ready for occupational skills training.
16. Career Advisors Use Language Identification Chart to identify customer’s language, and use telephonic, oral interpretation services or online translation websites to meet the specific customer’s needs.
17. Procedures are updated as needed and scheduled for review and update annually.

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August 2017

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Network OMNI Language Translation Line

<http://us.jobs> – Job search website available in many languages

Translate phrases, sentences and documents:

www.atlantaregional.org/wioatraining - website translation available

www.translate.google.com

<https://balefish.com>

www.bing.com.translator

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Georgia Department of Labor Career Centers

<http://us.jobs>

Maps of career Centers with phone numbers

GDL website can be translated into Chinese (simplified), Haitian Creole, Korean, Portuguese, Russian, Spanish, Vietnamese

Click on translate in upper right corner

Job search and unemployment insurance details can be translated - use GDL or one of the translation websites

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