

LEP Resources

In the event that you are in need of LEP services, here is a breakdown of resources available free of charge to LEP persons through NJDOT:

- **“I Speak” Cards—Front Line**
NJDOT staff will have these cards to help them determine what language a walk-in LEP person is speaking and to contact appropriate interpreter support.
- *If an LEP person contacts NJDOT by phone, the staff member will try to obtain the LEP person’s telephone number and place them on hold as they contact someone from the NJDOT linguistics pool or a telephonic interpreter service to assist them in securing interpreter support for the LEP person.*
- *Interpreter support can be arranged by contacting the Bureau of Title VI LEP Coordinator Chrystal Section-Williams at 609-530-2939.*

Any person or group that believes they have been discriminated against by the New Jersey Department of Transportation may file a signed, written complaint with the New Jersey Department of Transportation within 180 days of violation. In addition, a complaint may also be filed within 180 days of the alleged discrimination with the US Department of Transportation, Federal Highway Administration or any other such agency having authority to investigate Title VI discrimination complaints.

To file a complaint with NJDOT Division of Civil Rights and Affirmative Action, you may contact them at the following address and number:

**NJDOT/Division of Civil Rights/AA
Title VI Unit
1035 Parkway Avenue, P.O. Box 600
Trenton, NJ 08625-0600
(609) 530-3009**

To file a complaint with the United States Department of Transportation, please contact them at the following address and number:

**US Department of Transportation
Federal Highway Administration
Office of Civil Rights
400 7th St., SW, Rm. 4132
Washington, DC 20590
Phone: 1-202-366-0693
Fax: 1-202-366-1599**

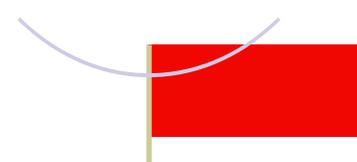
State of New Jersey Department of Transportation

Division of Civil Rights and Affirmative Action
Paul Thomas, Manager
Bureau of Title VI
1035 Parkway Avenue
P.O. Box 600
Trenton, NJ 08625-3009
Phone: 609-530-3009

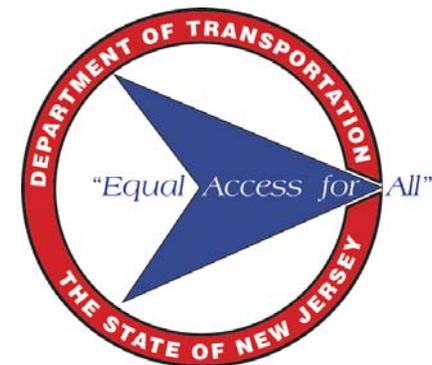
Chrystal Section-Williams
LEP Coordinator
(609) 530-2939
Fax: 609-530-4030



YOUR GUIDE to Limited English Proficiency Under Title VI



State of New Jersey Department of Transportation



Jon S. Corzine, Governor
Kris Kolluri, Esq., Commissioner, Department of Transportation
Nelida Valentín, Executive Director, Civil Rights and Affirmative Action

Limited English Proficiency (LEP)

Legal Authority



The New Jersey Department of Transportation (NJDOT) is committed to compliance with the provisions of 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.” 43 USC §2000d

Executive Order 13166 requires Federal agencies and those agencies receiving federal funds to examine the services they provide, identify any need for services to those with Limited English Proficiency (LEP) and develop and implement a system to provide those services so LEP persons can have meaningful access to them. It is expected that agency plans will provide for meaningful access consistent with, and without unduly burdening the fundamental mission of the agency. The Executive Order also requires that the Federal agencies work to ensure that recipients of Federal financial assistance, such as NJDOT, provide meaningful access to their LEP applicants and beneficiaries.

Frequently Asked Questions

Who is a Limited English Proficient (LEP) individual?

Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English are considered Low-Literacy or Limited English Proficient “LEP.” These individuals may be entitled language assistance with respect to a particular type of service, benefit, or encounter.

What is a recipient of federal financial assistance?

Federal financial assistance includes grants, training, use of equipment, donations of surplus property, and other assistance. Subrecipients are also covered, when federal funds are passed from one recipient to a subrecipient. Recipients of federal funds range from state and local agencies, to nonprofits and other organizations.

What are recipients of federal funds and federal agencies required to do to meet LEP requirements?

Recipients and federal agencies are required to take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. The Four-Factor Analysis is done to provide an individualized assessment that balances the following:

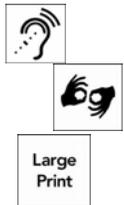
- 1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee;*
- 2. The frequency with which LEP individuals come in contact with the program;*
- 3. The nature and importance of the program, activity, or service provided by the program to people’s lives and;*
- 4. The resources available to the grantee/recipient or agency, and costs. As indicated above, the intent of this guidance is to find a balance that ensures meaningful access by LEP persons to critical services while not imposing undue burdens on small businesses or small nonprofits.*

Based on the four-factor analysis, LEP persons will be notified of language services that are available, free of charge.

Does LEP apply to all conditions?

Hearing or Visual Impairments

Sign language interpretation and Braille texts are accommodations of disabilities provided under the Americans with Disabilities Act and/or Section 504 of the Rehabilitative Acts of 1973.



Illiteracy

LEP individuals protected by the Executive Order and Title VI are those who not only cannot speak, read, or write English, but primarily speak, read or write a language other than English.

Road Signs

Road signs are optional translation services that NJDOT could provide (already provided in some areas), but is not mandated under LEP guidelines.



Employment Issues

Human Resources issues and employment issues are not covered in the LEP guidelines within Title VI.