

Limited English Proficiency Plan

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# Verde Valley Caregivers Coalition

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**Verde Valley Caregivers Coalition** has developed the following Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to **Verde Valley Caregivers Coalition** services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining the **Verde Valley Caregivers Coalition's** extent of obligation to provide LEP services, the **Verde Valley Caregivers Coalition** undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

- 1) The number or proportion of LEP persons eligible in the **Verde Valley Caregivers Coalition** service area who may be served or likely to encounter by **Verde Valley Caregivers Coalition** program, activities, or services

Transport neighbors to medical and other appointments	Shop with/for neighbors
Answer phones in the One-Call Center	Provide business help
Install and maintain Guardian	Patient scribe
Angel Medical Alert Units	Pet assistance
Handy person help	Friendly visiting
Interview new neighbors	Respite assistance
Friendly phone calling	Assist customers in our Silver Linings Thrift Shop

### Demographic Chart

Based on US Census QuickFacts data available for Sedona, Cottonwood, Camp Verde and Village of Oak Creek 2010-2014

<b>Sedona</b>	
Population	10,281
65 years +	30%
Hispanic or Latino	14.3%
<b>Cottonwood</b>	
Population	11,595
65 years +	26%
Hispanic or Latino	22.8%
<b>Village of Oak Creek</b>	
Population	11,097
65 years +	37%
Hispanic or Latino	9.9%
<b>Camp Verde</b>	
Population	11,100
65 years +	20%
Hispanic or Latino	16.4%

Specific U.S. Census data is not available for the greater Verde Valley or Eastern Yavapai County. The State of Arizona estimates the population of the Verde Valley to be approximately 75,000. Approximately 44,075 individuals reside in towns or cities in the Verde Valley and approximately 30,925 people live in the rural areas of the Verde Valley. Averaging the percentage of people 65 years and older in towns and cities results in an estimated 22,500 people 65 years and older living throughout the Verde Valley. The percentage of people 65 plus living in the Verde Valley is more than two times greater than the national percentage.

**LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER.**

	<b>Sedona city, Arizona</b>	
	<b>Estimate</b>	<b>Margin of Error</b>
Total:	9,731	+/-129
Speak only English	7,819	+/-539
Spanish or Spanish Creole:	1,166	+/-450
Speak English "very well"	649	+/-260
Speak English less than "very well"	517	+/-257
French (incl. Patois, Cajun):	126	+/-122
Speak English "very well"	126	+/-122
Speak English less than "very well"	0	+/-20
French Creole:	0	+/-20
Speak English "very well"	0	+/-20
Speak English less than "very well"	0	+/-20
Italian:	64	+/-55
Speak English "very well"	35	+/-33
Speak English less than "very well"	29	+/-44
Portuguese or Portuguese Creole:	0	+/-20
Speak English "very well"	0	+/-20
Speak English less than "very well"	0	+/-20
German:	237	+/-166
Speak English "very well"	200	+/-156
Speak English less than "very well"	37	+/-37
Yiddish:	0	+/-20
Speak English "very well"	0	+/-20
Speak English less than "very well"	0	+/-20
Other West Germanic languages:	29	+/-43
Speak English "very well"	29	+/-43
Speak English less than "very well"	0	+/-20
Scandinavian languages:	59	+/-72
Speak English "very well"	49	+/-65
Speak English less than "very well"	10	+/-18
Greek:	99	+/-139
Speak English "very well"	99	+/-139
Speak English less than "very well"	0	+/-20
Russian:	0	+/-20
Speak English "very well"	0	+/-20
Speak English less than "very well"	0	+/-20
Polish:	17	+/-27

	<b>Sedona city, Arizona</b>	
	<b>Estimate</b>	<b>Margin of Error</b>
Speak English "very well"	17	+/-27
Speak English less than "very well"	0	+/-20
Serbo-Croatian:	0	+/-20
Speak English "very well"	0	+/-20
Speak English less than "very well"	0	+/-20
Other Slavic languages:	0	+/-20
Speak English "very well"	0	+/-20
Speak English less than "very well"	0	+/-20
Armenian:	0	+/-20
Speak English "very well"	0	+/-20
Speak English less than "very well"	0	+/-20
Persian:	0	+/-20
Speak English "very well"	0	+/-20
Speak English less than "very well"	0	+/-20
Gujarati:	0	+/-20
Speak English "very well"	0	+/-20
Speak English less than "very well"	0	+/-20
Hindi:	0	+/-20
Speak English "very well"	0	+/-20
Speak English less than "very well"	0	+/-20
Urdu:	0	+/-20
Speak English "very well"	0	+/-20
Speak English less than "very well"	0	+/-20
Other Indic languages:	0	+/-20
Speak English "very well"	0	+/-20
Speak English less than "very well"	0	+/-20
Other Indo-European languages:	0	+/-20
Speak English "very well"	0	+/-20
Speak English less than "very well"	0	+/-20
Chinese:	12	+/-18
Speak English "very well"	12	+/-18
Speak English less than "very well"	0	+/-20
Japanese:	10	+/-19
Speak English "very well"	10	+/-19
Speak English less than "very well"	0	+/-20
Korean:	0	+/-20
Speak English "very well"	0	+/-20
Speak English less than "very well"	0	+/-20
Mon-Khmer, Cambodian:	0	+/-20
Speak English "very well"	0	+/-20
Speak English less than "very well"	0	+/-20
Hmong:	0	+/-20
Speak English "very well"	0	+/-20
Speak English less than "very well"	0	+/-20

Thai:	<b>Estimate</b>	0	<b>Margin of Error</b>	0
Speak English "very well"		0		+/-20
Speak English less than "very well"	<b>Estimate</b>	0	<b>Margin of Error</b>	0
Laotian:		0		+/-20
Speak English "very well"		0		+/-20
Speak English less than "very well"		0		+/-20
Vietnamese:		0		+/-20
Speak English "very well"		0		+/-20
Speak English less than "very well"		0		+/-20
Other Asian languages:		0		+/-20
Speak English "very well"		0		+/-20
Speak English less than "very well"		0		+/-20
Tagalog:		21		+/-34
Speak English "very well"		21		+/-34
Speak English less than "very well"		0		+/-20

Other Pacific Island languages:		0		+/-20
Speak English "very well"		0		+/-20
Speak English less than "very well"		0		+/-20
Navajo:		34		+/-34
Speak English "very well"		34		+/-34
Speak English less than "very well"		0		+/-20
Other Native North American languages:		0		+/-20
Speak English "very well"		0		+/-20
Speak English less than "very well"		0		+/-20
Hungarian:		0		+/-20
Speak English "very well"		0		+/-20
Speak English less than "very well"		0		+/-20
Arabic:		0		+/-20
Speak English "very well"		0		+/-20
Speak English less than "very well"		0		+/-20
Hebrew:		19		+/-30
Speak English "very well"		10		+/-16
Speak English less than "very well"		9		+/-15
African languages:		19		+/-31
Speak English "very well"		0		+/-20
Speak English less than "very well"		19		+/-31
Other and unspecified languages:		0		+/-20
Speak English "very well"		0		+/-20
Speak English less than "very well"		0		+/-20

- 2) The frequency with which LEP individuals come in contact with an **Verde Valley Caregivers Coalition** services;
- 3) The nature and importance of the program, activities or services provided by the **Verde Valley Caregivers Coalition** to the LEP population; and
- 4) The resources available to **Verde Valley Caregivers Coalition** and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

A statement in Spanish will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested

1. Availability of Spanish speaking volunteers
2. Transportation with Spanish speaking driver

### **Safe Harbor Provision**

**Verde Valley Caregivers Coalition** complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

- (1) Title VI Notice
- (2) Complaint Procedures
- (3) Complaint Form

In addition, we will conduct our marketing (including using translated materials) in a manner that reaches each LEP group. Vital Documents include the following:

- (1) Notices of free language assistance for persons with LEP
- (2) Notice of Non-Discrimination and Reasonable Accommodation
- (3) Outreach Materials
- (4) Bus Schedules
- (5) Route Changes
- (6) Public Hearings**