

**ST. CHARLES COUNTY GOVERNMENT
LIMITED ENGLISH PROFICIENCY (LEP) GUIDELINES**

Limited English Proficiency Guidelines

Federal law requires that people who are Limited English Proficient (LEP) have meaningful access to federally funded programs and activities. Moreover, recipients of federally funded programs and/ or federal financial assistance, like St. Charles County Government, are required to ensure that they provide meaningful access to their LEP constituencies. The foundation for the development of the LEP plan comes from Title VI of the Civil Rights Act of 1964. Title VI stipulates that agencies should take reasonable actions to provide language assistance.

A demographic analysis demonstrates that the LEP population of St. Charles County, as a percentage of the total population in the St. Charles County area is relative small. Less than 1 percent (0.6 percent) of the regional population speaks English less than well. That is, about 2,000 persons in a population of over 300,000, indicate they speak English less than well.¹

Four-Factor Analysis

As a recipient of federal grant money, St. Charles County Government has conducted the four-factor analysis recommended to determine the level and extent of language assistance measures that St. Charles County Government must undertake to ensure meaningful access to the programs, activities and services provided within the St. Charles County region. We will assess and update the following four-factor analysis every four years.

- 1) The number or proportion of LEP persons served or encountered in the eligible service population.
- 2) The frequency with which LEP individuals come in contact with the programs receiving the federally funded or assisted programs or services.
- 3) The nature and importance of the programs, activities or services provided by St. Charles County Government.
- 4) The resources available to St. Charles County Government and the cost of providing meaningful access. Reasonable steps may cease to be reasonable where the costs substantially exceed the benefits.

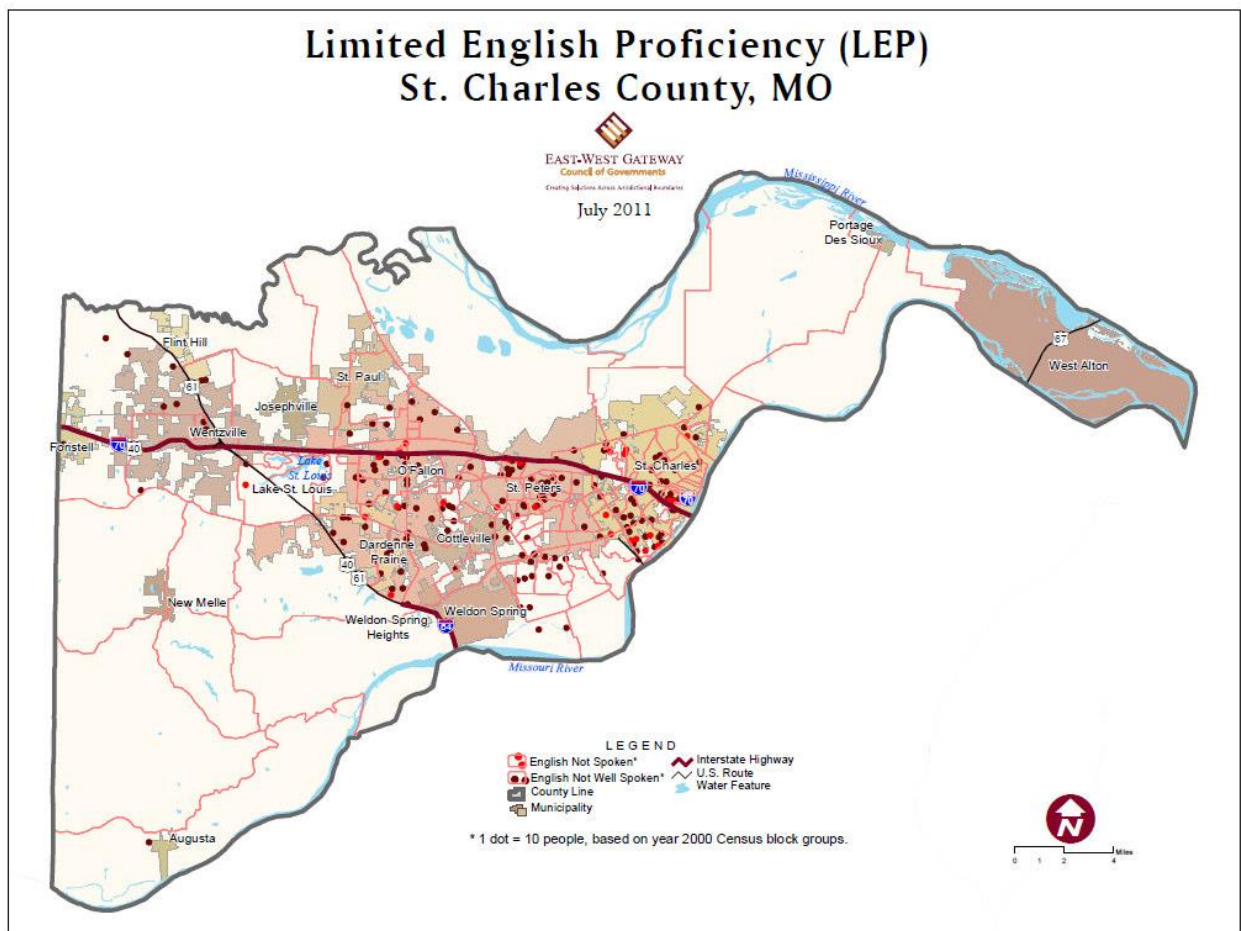
¹ This information comes from the East West Gateway Title VI Plan Tables 1a and 1b. The source is the U. S. Census, American Community Survey, 2005-2009 for St. Charles County.

**ST. CHARLES COUNTY GOVERNMENT
LIMITED ENGLISH PROFICIENCY (LEP) GUIDELINES**

Factor 1. LEP Population (Number and Proportion)

A demographic analysis of the LEP population in the St. Charles County Missouri region was completed based on data provided in the 2005-2009 U. S. Census American Community Survey (ACS). ACS is an ongoing survey that provides data on an annual basis. The ACS 5 year estimates are based on data collected from January 1, 2005 to December 2009. It shows that the population in the St. Charles region that speaks English “less than well” comprises .6% of the total population of 318,957 or about 2,000 persons. The ACS data also shows that more than 94% of the total population over age 5 in St. Charles County speaks only English, leaving 5.7% of that group speaking other languages, with the highest percentage of language spoken other than English being 2.6% Spanish.²

Overall, the LEP population is significantly low in St. Charles County. However, the map below shows the highest concentration of LEP citizens who indicate they speak English less than well are located in the City of St. Charles and City of St. Peters. Note that each dot on the map represents 10 LEP persons and different colored dots indicate “English not Spoken” or “English not Spoken Well”.



² This information comes from the East West Gateway Title VI Plan Tables 2a and 2b. The source is the U. S. Census, American Community Survey, 2005-2009 for St. Charles County.

**ST. CHARLES COUNTY GOVERNMENT
LIMITED ENGLISH PROFICIENCY (LEP) GUIDELINES**

Factor 2. Specific Language Contact Frequency

To our knowledge, St. Charles County Government has never received a request for translation or had any LEP person come into contact with the programs receiving the federally funded or assisted programs or services. This lack of contact with the LEP population is consistent with what can be expected based on the low proportion of the regional population that is LEP (see Factor 1.). St. Charles County used information from the East-West Gateway Title VI Plan as our primary source for data related to the LEP population. Through this effort, we found that, due to the low number of LEP persons in our region, there are very few entities specifically organized for the purpose of serving LEP persons.

Factor 3. Nature and Importance

As a recipient of federal funds for some of our services, St. Charles County Government must ensure that all segments of the population, including LEP persons, have the opportunity to use our programs, activities, and services. We are committed to ensuring that the County's programs, activities, and services are accessible to all citizens within our service area.

Factor 4. Resources Available to St. Charles County Government and Costs

The following list of agencies and associated costs is based on information from the East-West Gateway Title VI Plan.

Estimated Costs of Translation Services

Telephone Foreign Language Interpretation
(\$.59- \$.79 per minute)*

Language Select
7590 North Glenoaks Blvd., Suite 100
Los Angeles, CA 91504
800-200-7901

International Language Center
1416 S. Big Bend Blvd
St. Louis, MO 63117
314-647-8888 OR 800-445-4440
ilcworldwide.com

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Language Interpreter-Verbal

(\$45.00 –\$79.00 per hour)*

languages vary by firm

International Language Center

1416 S. Big Bend Blvd

St. Louis, MO 63117

314-647-8888 OR 800-445-4440

ilcworldwide.com

Bi-Lingual International Assistant Services

1329 Macklind Ave, Suite 200

St. Louis, MO 63110

314-645-7800

International Institute of Metropolitan St. Louis

3654 S. Grand

St. Louis, MO 63118

314-773-9090

Language Translation – Written

(\$0.15-\$0.17 per word; \$30.00-\$35.00/hr for editing and formatting)*

International Language Center

See above

International Institute of Metropolitan St. Louis

3654 S. Grand

St. Louis, MO 63118

314-773-9090

Global Village Language Center

8428 Delmar Blvd

St. Louis, MO 63124

314-989-9112

Propio Language Services, LLC

8650 Candlelight Lane, Suite 5

Lenexa, KS 66215

913-381-3143 OR 888.528-6692

* Costs are based on rates at the time the East West Gateway was developing the list and may vary depending on the language required.

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LIMITED ENGLISH PROFICIENCY (LEP) GUIDELINES**

Based on the low number and proportion of LEP persons in the service area and the financial considerations, full multi-language translation of significant documents is not warranted. St. Charles County Government will review and update information on the LEP population every four (4) years. However, we will respond to each request and provide reasonable access to programs, activities and services to LEP persons, which may consist of oral interpretation, electronic translation of documents, and full translation of requested documents.

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