

Town of Gay

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MAYOR

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A history rich in cotton, peaches and people, a small town with a big heart.

The Town of Gay GA has completed the four factor Analysis for Limited English Proficiency and has determined that a Language Access Plan is required in accordance with Title VI of the Civil Rights Act of 1964.

- Identifying LEP persons who need language assistance and the specific language assistance that is needed

LEP persons within the service area of the town are limited to Spanish speaking customers who account for 17.2% of the town's population & have been identified per the Census as "speak English less than very well".

- Identifying the points and types of contact the agency and staff may have with LEP persons

LEP persons will come in contact with the Staff of the Town of Gay in order to obtain, maintain, pay and request service for water related utilities via in person, email and phone.

- Identifying ways in which language assistance will be provided; · Outreaching effectively to the LEP community;

Language assistance will be provided both in written and verbal forms by an on staff translator.

- Training staff

Staff has been trained to identify LEP persons and immediately request translation assistance through phone, email and in person communication

- Determining which documents and informational materials are vital; Providing appropriately translated notices to LEP persons (e.g., eviction notices, security information, emergency plans);

All Application, notices and informational documents have been or are in the process of being translated and offered in Spanish both in paper form as well as digital on the Town's website.

- Making provisions for monitoring and updating the LAP, including seeking input from beneficiaries and the community on how it is working and on what other actions should be taken.

The information above references the statistics from the 2022 U.S. Census.