

**Salt Lake County Aging & Adult Services
Rides for Wellness (RFW)
Title VI LEP Plan**

Individuals with Limited English Proficiency in RFW

Rides for Wellness serves approximately 3,803 persons annually. Among current active RFW clients, 1644 have received services in the past year - 163 of whom are LEP individuals. AAS serves roughly 18,000 individuals annually in all of its programs.

Frequency of Contact with RFW

LEP Clients come into contact with the program regularly, depending on the client's medical ride schedule. Some individuals may utilize the program only once. Others may have regularly scheduled, weekly or more frequent medical appointments that result in regular, frequent contact with the program.

Nature and Importance of RFW to Clientele

RFW is a critical program for older adults. It provides free/at suggested donation medical rides to older adults, many of whom are homebound and medically frail, who lack other means of transportation. As a result, RFW is a vital program for all its clients, including those with limited English proficiency.

LEP Resources Available to RFW Clients

The policy of Aging & Adult is to provide individuals with limited English proficiency meaningful access to its services.

RFW makes every effort to employ bilingual and multilingual staff members, and where possible, pair clients with drivers who speak their native language. RFW contracts with Ute Cab to provide services and also works to pair clients with cab drivers who can converse with them in their primary language wherever possible. Not all LEP individuals speak languages that are also spoken by RFW personnel or Ute Cab drivers. In these instances, clients are encouraged to bring a family member or other individual who may translate for them; clients of RFW may bring companions with them to appointments at no cost. Drivers also utilize translation software, where necessary, to facilitate communication with LEP individuals. In some cases, RFW may utilize volunteer or paid interpreters to communicate with LEP individuals.

Salt Lake County lists translation services on the Title VI Nondiscrimination section of its website. These are available at low or no cost to members of the public. AAS also works closely with community agencies that provide translation services and utilizes these services at client intake and at other appropriate times, as necessary, to ensure equal access to programs and services for individuals with limited English proficiency. In cases where necessary, intake documents and other written information is translated and provided in other languages to LEP clients. These resources are available to all AAS clients, regardless of point of intake or services received. Language needs and preferences are recorded

for all AAS clients at the time of intake, and AAS regularly assesses language needs of clientele both individually and in the aggregate, making strategic adjustments as necessary to ensure assistance offered is aligned with community LEP needs.

Salt Lake County Nondiscrimination Policy

As a public entity and recipient of Federal financial assistance, Salt Lake County does not exclude, deny benefits to, or otherwise discriminate against any person on the ground of race, color, national origin, disability, age, marital status, sex, sexual orientation, gender identity or religion in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by Salt Lake County directly or through a contractor or any other entity which Salt Lake County arranges to carry out its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act, Sections 503 & 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act of 1990, the Age Discrimination Act of 1975 and the Regulations of various federal departments including the U.S. Department Health and Human Services, the U.S. Department of Agriculture, the U.S. Department of Interior, the U.S. Department of Housing and Urban Development and the U.S. Department of Justice.

EQUAL ACCESS:

Salt Lake County complies with the Americans with Disabilities Act of 1990 (ADA), as amended and Sections 503 & 504 of the Rehabilitation Act of 1973, as amended in providing individuals with disabilities equal access to employment opportunities and the services, programs and activities the County offers. Members of the general public may seek assistance from any County employee in contacting the ADA/504 Program Coordinator, the agency's ADA/504 liaison or the Human Resources Division.

COMMUNICATION ACCESS:

Salt Lake County will provide free auxiliary aids and services to qualified individuals, including qualified sign language interpreters, alternate formats, etc. If auxiliary aids or services are required to achieve effective communication, please contact the agency or ADA/504 Program Coordinator.

FURTHER INFORMATION:

The County has adopted an internal grievance procedure providing for the prompt and equitable resolution of grievances. Any person, whether a member of the general public, an applicant for employment or an employee who feels that he or she has been discriminated against or denied equal access to employment, programs, services or activities offered or sponsored by Salt Lake County may contact either the:

Human Resources Director / OR
ADA/504 Program Coordinator
Human Resources Division
2001 South State Street, N4-700
Salt Lake City, Utah 84190
385 468-0570, TTY users should call 7-1-1