



## **Limited English Proficiency Plan**

November 2022

### **I. Policy Statement**

The South Carolina Ports Authority (“SCPA”) is committed to improving the accessibility of its programs and services to eligible non-English speakers and limited English proficient (“LEP”) persons. SCPA has prepared this LEP Plan to reduce barriers and ensure meaningful access to services, programs and activities on the part of LEP persons. This plan was prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color, or national origin under any federally assisted program or activity because they face challenges communicating in English.

### **II. Purpose and Authority**

Discrimination against a person because of their limited ability to use the English language is a form of national origin discrimination and is prohibited by Title VI of the Civil Rights Act of 1964. Executive Order 13166, titled, “Improving Access to Services for Persons With Limited English Proficiency,” reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation to ensure discrimination does not occur. Executive Order 13166 further directs that all such guidance documents be consistent with the compliance standards and framework detailed in the Department of Justice's (DOJ's) Policy Guidance entitled “Enforcement of Title VI of the Civil Rights Act of 1964--National Origin Discrimination Against Persons With Limited English Proficiency.” (See 65 FR 50123, August 16, 2000 DOJ's General LEP Guidance).

### **III. Plan Summary**

SCPA has developed this LEP Plan to help identify reasonable steps to provide language assistance for persons seeking meaningful access to SCPA services as required by Executive Order 13166. This LEP Plan sets forth procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, the approach for training staff, how to notify LEP persons that assistance is available, and information for future plan

updates. During calendar year 2021 and to-date in calendar year 2022, SCPA has received no requests for language assistance.

#### **IV. Language Assistance Measures**

##### **A. How Recipients Can Obtain Services**

All requests for language services should be made through the SCPA Solutions Center (“Solutions Center”) at solutionscenter@scspa.com or 843-579-4433 who will coordinate assistance arrangements.

##### **B. How to Respond to LEP Callers**

SCPA personnel, including those who regularly take calls from the general public, will forward LEP calls to the Solutions Center. A Solutions Center representative will record the date and time of the call, name of caller, language (if it can be determined), nature of call and disposition. The Solutions Center representative will be responsible for coordinating language services if needed.

##### **C. How to Respond to Written Communications from LEP Persons**

SCPA personnel who receive written communications from LEP individuals will contact Solutions Center representative who will record the date of receipt, name of LEP individual, language (if it can be determined), nature of the correspondence, and disposition. The Solutions Center representative will be responsible for coordinating language services if needed.

##### **D. How to Respond to LEP Individuals Who Have In-Person Contact with Staff**

SCPA personnel who have in-person contact with LEP individuals will address the issues and/or concerns. They will record the date of receipt, name of LEP individual, language (if it can be determined through familiarity with the language), nature of the correspondence, and disposition of the encounter and forward the information to the Solutions Center representative. In cases where language barriers cannot be overcome, personnel will contact the Solutions Center representative and the Solutions Center representative will be responsible for coordinating language services if needed.

##### **E. SCPA Staff Training**

SCPA’s Solutions Center representative and his/her backup will attend Title VI seminars and workshops on an annual basis. Staff will be provided a copy of the LEP Plan and educated on procedures. Suggested training topics are listed below:

- Understanding the Title VI policy and LEP responsibilities.
- How to locate and use interpretation and translation services if needed.

- Documentation of language assistance requests.
- How to handle a Title VI and/or LEP complaint.

#### **F. Monitoring and Updating the LEP Plan**

This LEP plan is designed to be flexible and easily updated. SCPA will review this LEP Plan on an annual basis to determine if it should be updated.

Each LEP Plan review will examine all plan components such as:

- How many LEP persons were encountered?
- Were their needs met?
- What specific services were provided, if any?
- Has there been a change in the types of languages where translation services are needed?
- Have SCPA's available resources, such as technology, staff, and financial costs changed?
- Has SCPA fulfilled the goals of the LEP Plan?; and
- Were any complaints received?

#### **G. Dissemination of the SCPA Limited English Proficiency Plan**

The LEP Plan will be shared with SCPA employees. Additionally, SCPA will include the LEP Plan on SCPA's website (<https://scspa.com>) together with its Title IV Policy and Complaint Procedures. Copies of this LEP Plan will be provided upon request. LEP persons may also obtain a translated copy of this document upon request.

Any questions or comments regarding this plan should be directed to the SCPA Solutions Center Representative at the address listed below:

South Carolina Ports Authority  
Attention: Solutions Center  
200 Ports Authority Drive  
Mount Pleasant, South Carolina 29464  
Tel: 843-579-4433  
Email: [solutionscenter@scspa.com](mailto:solutionscenter@scspa.com)