

**Town of Waterford
Four Factor Analysis
Waterford Senior Services**

The Town of Waterford (TOW) applies the U.S. Department of Justice Four Factor Analysis to ensure meaningful access to programs and services for individuals with Limited English Proficiency (LEP). This analysis helps determine what language assistance services, if any, are needed.

1. Number or Proportion of LEP Persons Eligible to Be Served

At this time, there are no individuals with Limited English Proficiency enrolled in the transportation program. No requests for translation or interpretation services have been made to date.

The Town will continue to review Fact Finder Surveys biennially to monitor changes in the population. If five percent or more of the population is identified as speaking English less than "very well," or a significant number of individuals request translation assistance, the Town will begin translating key documents into the most prevalent language identified.

2. Frequency of Contact with LEP Individuals

Currently, there have been no contacts from LEP individuals seeking to use the transportation program. The Town will track future interactions and reassess if requests for language assistance increase.

3. Nature and Importance of the Program

The transportation program provides essential services for seniors and eligible residents, such as access to medical appointments, shopping, and community resources. Given the importance of these services, the Town acknowledges that a delay or denial of information due to language barriers could have significant impacts on participants' health and well-being.

Should the LEP population increase, key documents such as brochures, registration forms, and policies will be translated to ensure equitable access.

4. Resources and Costs to Provide Language Assistance

The Town currently faces no budget constraints for providing translation services if they become necessary. Resources will be allocated as needed to ensure meaningful access for LEP individuals, and any decision to limit language assistance will be carefully justified based on population data and program demand.

Ongoing Review

The Four Factor Analysis will be reviewed every two years in alignment with population surveys. If a significant LEP population emerges, the Town will develop a Language Access Plan to guide the translation of documents and provide interpretation services where appropriate.