



LANGUAGE ASSISTANCE PLAN (LAP)

Title VI – FTA Section 5310

Subrecipient | IndyGo

INTRODUCTION & PURPOSE

Noble provides specialized, closed-door transportation to individuals enrolled in Noble programs. This Language Assistance Plan ensures meaningful access for individuals & families with limited English proficiency (LEP).

NOBLE'S TRANSPORTATION PROGRAM CONTEXT

Noble does not provide on-demand or public transportation. Rather, our services support individuals in:

- Day Services
- Community Integration
- Community Living
- Noble Kids/Early Intervention
- Employment Services.

LEGAL FRAMEWORK

This plan follows Title VI, Executive Order 13166, FTA Circular 4702.1B, and IndyGo 5310 requirements.

FOUR-FACTOR ANALYSIS

FACTOR ONE | NUMBER & PROPORTION OF LEP INDIVIDUALS

In FY '25, Noble served 2,913 individuals across all programs. Programs with the highest likelihood of LEP family contact:

- Noble Kids/Early Intervention – 1,961 individuals (*transportation not provided in this service*)
- Other Services (*Day Services, Employment, Therapies, etc.*) – 952 individuals total

Within these services, 20 reported having Hispanic heritage, indicating that they may request Spanish assistance. Within these services, 16 reported as Asian. Spanish is the most frequently requested language.

FACTOR TWO | FREQUENCY OF LEP CONTACT

LEP communication is not common, but may occur during:

- Intake & Enrollment
- Provision of Services
- Conferences & Family Meetings
- Transportation Change Notices
- Employment-Related Communication

FACTOR THREE | IMPORTANCE OF THE SERVICE

Transportation is essential for participation in most Noble services. Language barriers could affect access to services, pose safety issues, or impact scheduling.

FACTOR 4 | RESOURCES AVAILABLE

Noble has the following resources available to our program staff when needed for the effective delivery of our services:

- Telephone/Video Interpretation
- Website Built-In Translation Application
- Translation of Vital Documents Upon Request
- Plain-Language Formats
- Pictorial Versions of Some Key Documents

LANGUAGE ASSISTANCE MEASURES

ORAL INTERPRETATION SERVICES

Noble contracts with a translation service, LTC Language Solutions, who provides virtual and/or on-site services as needed.

TRANSLATION OF VITAL TRANSPORTATION & SAFETY DOCUMENTS

Noble has some materials that have already been pre-translated, others can be translated upon request.

ACCESSIBILITY OF WEBSITE

Noble's website has a built-in translation application that allows the different pages to be translated into 16 languages. It also features an accessibility app that provides other features that promote ease of access for people with low vision, who experience seizures, who need higher color contrast, etc.

VISUAL SUPPORTS, PLAIN LANGUAGE & LARGE PRINT DOCUMENTS

PARTNERSHIPS TO ASSURE ACCESSIBILITY

Noble partners with the Indiana Bureau of Disability Services (BDS) & case managers as needed for language assistance. In many instances if someone receiving services has limited English proficiency, a bilingual waiver case manager will be assigned to assist with translation.

IDENTIFYING LEP NEEDS

Noble reviews:

- Intake data
- Guardian/parent requests
- Program census trends
- Language Preferences

Earlier in 2025 Noble started collecting and adding information to our database regarding preferred language. Noble already collects client specific information regarding communication issues or barriers.

Programs with high LEP likelihood include Noble Kids Early Intervention and Day Services.

STAFF TRAINING

Appropriate staff and/or Managers are trained on:

- Recognizing LEP needs
- Accessing interpreter services
- Using translated documents
- Communicating effectively

NOTIFICATION TO LEP INDIVIDUALS

"Language assistance is available at no cost. Please let us know if you need an interpreter or translated materials."

MONITORING AND UPDATING THE LAP

The LAP is reviewed at least every three years, or sooner if demographic or service changes occur.

AVAILABILITY OF THE PLAN

Available on Noble's website, in print, and in alternate formats upon request.