



LEP Encounters

A TxDOTCONNECT Job Aid

Roles Impacted

ROW Project Manager
ROWAPS Consultant

Last Revised

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Introduction

The **Limited English Proficiency** section of the **Parcel Details** page is used to track encounters with individuals with a limited English proficiency. These individuals need access to the same benefits, programs, information and services provided to everyone else. Tracking these encounters helps TxDOT stay in compliance with Title VI of the Civil Rights Act of 1964.

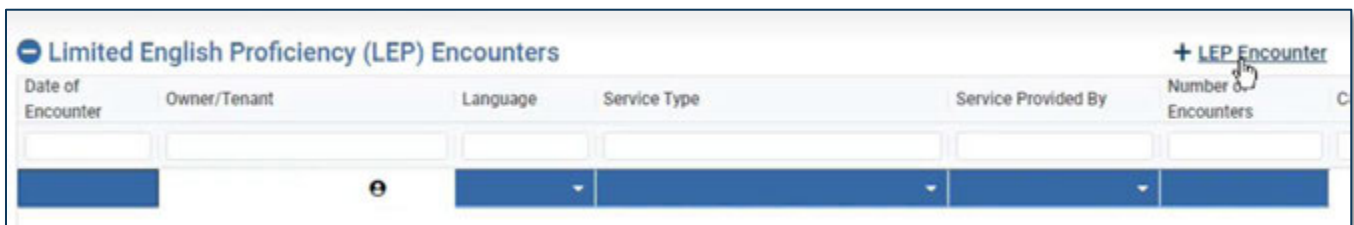
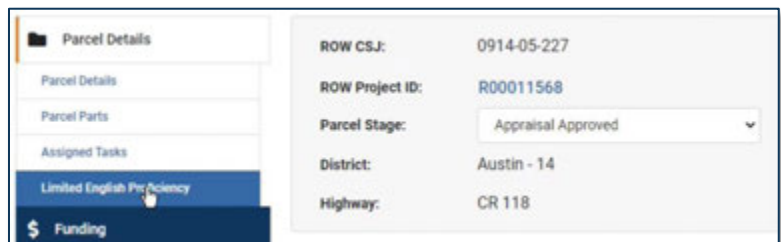


Before tracking an encounter, an individual must already be identified in the **Organization Assignment (ROW)** section of the project's **Right of Way** page. The instructions for assigning an organization can be found in the **Assigning Tasks & Organizations** job aid.

Parcel Details

To track an encounter with an individual with limited English proficiency,

1. Navigate to the **Limited English Proficiency** section of the **Parcel Details** page.



2. Click **+LEP Encounter**.

A new row is added to the table.

3. Select or enter the **Date of Encounter**.

4. Click the **People** icon.

The **Owner/Tenant** selection window appears.




The selection window only displays Organizations that have been added in the Organization Assignment (ROW) section of the project's Right of Way page.

5. Select the appropriate individual.
6. Click **Done**.




Limited English Proficiency (LEP) Encounters						+ LEP Encounter
Date of Encounter	Owner/Tenant	Language	Service Type	Service Provided By	Number of Encounters	
01/30/2023	Richard Miller	Spanish	<ul style="list-style-type: none">Telephone Interpretation (Phone Interaction)Written Interpretation (Email Interaction)Virtual Translation (WebEx, Teams, Zoom Interaction)In Person TranslationOther			

7. Select the individual's preferred **Language**.

 If the individual's preferred language is not available, select **Other**. A **Comment** is required.

8. Select the **Service Type**.

-  If the service provided for the individual is not available, select **Other**. A **Comment** is required.
- The **Service Type** also indicates the **Interaction Type**.

9. Select whether the **Service** was **Provided By** a TxDOT Employee or Contactor.

10. Enter the **Number of Encounters**.


To add a **Comment**,

11. Click the  **Comment** icon.


The **Comment** window opens.

12. Enter your comment.

13. Click **Done**.

 TxDOTCONNECT automatically captures name of the user who created the record and the date when it was created.

14. Click **Save Parcel**.

-  Encounters of a single type (service) on a single date should be recorded in a single row.
- An encounter of a different type (service) or date should be recorded in a different row.