



# LANGUAGE ACCESS PLAN

## **Introduction**

Signed on August 11, 2000, Executive Order 13166 clarified Limited English Proficiency requirements under Title VI of the civil rights act of 1964. The Executive Order mandated that persons whose primary language is not English and those who have a limited ability to speak, read, write, or understand English are entitled to language assistance with respect to a particular service, benefit, or encounter. All recipients of HUD assistance are expected to make reasonable efforts to provide this language assistance.

## **Methodology**

The methodology recommended by the United States Department of Housing and Urban Development (HUD) to properly prepare a Limited English Proficiency Plan is as follows:

- 1) conduct a four factor analysis;
- 2) develop a Language Access Plan (LAP); and
- 3) provide appropriate language assistance.

## **Four Factor Analysis**

Recipients must first assess and evaluate four factors when determining how to best serve eligible limited English speaking persons. These factors include the number or proportion of limited English speaking persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee; the frequency with which limited English speaking persons individuals come in contact with program; the nature and importance of the program, activity, or service provided by the recipient; and the resources available and costs to the recipient.

### **Factor 1. The Proportion and Number of Limited English Speaking Persons Within the Eligible Area**

The eligible area for this four factor analysis is for Jackson and Josephine counties. The most recent data collected pertaining to language frequency for the area is through 2013-2017 American Community Survey (ACS) 5-Year Estimates conducted through the US Census Bureau. Listed below is demographic information for the ACCESS service area using 2017 estimates.

**For Jackson County:**

<b>Races</b>	<b>Estimate</b>	<b>%</b>
White	193,846	91.4
Black or African American	1,356	0.6
American Indian and Alaska Native	1,822	0.9
Asian	2,545	1.2
Native Hawaiian and Other Pacific Islander	612	0.3
Some Other Race	3,609	1.7
Two or More Races	8,280	3.9
<b>TOTAL</b>	<b>212,070</b>	<b>100</b>

<b>Primary Language Spoken at Home</b>	<b>% of Total Population</b>	<b>Speak English Very Well</b>	<b>Speak English Less Than Very Well</b>
Speak English Only	90.5	N/A	N/A
Speak Spanish at Home	7.6	63.1%	36.9%
Other Indo-European language	1.0	83.5%	16.5%
Asian or Pacific Islander	0.8	55.6%	44.4%
Other	.1	69.5%	30.5%

**For Josephine County:**

<b>Races</b>	<b>Estimate</b>	<b>%</b>
White	77,880	92.2
Black or African American	334	0.4
American Indian and Alaska Native	1,225	1.4
Asian	547	.6
Native Hawaiian and Other Pacific Islander	5	0.0
Some Other Race	1,625	1.9
Two or More Races	2,898	3.4
<b>TOTAL</b>	<b>84,514</b>	<b>100</b>

<b>Primary Language Spoken at Home</b>	<b>% of Total Population</b>	<b>Speak English Very Well</b>	<b>Speak English Less Than Very Well</b>
Speak English Only	94.9	N/A	N/A
Speak Spanish at Home	3.6	69.5%	30.5%
Other Indo-European language	1.0	87.1%	12.9%
Asian or Pacific Islander	0.5	74.5%	25.5%
Other	0.0	93.5%	6.5%

## **Factor 2. Frequency of Contact with Limited English Speaking Persons**

ACCESS reviewed documentation and reported having 14,000 individuals who would be considered Limited English individuals within the previous five years. Services were provided by on-staff Spanish-speaking employees, by contract for ASL services via an interpreter located on the Registry of Interpreters for the Deaf, or by connecting with the Language Line Personal Interpreter Service. To promote diversity ACCESS offers a wage differential to bilingual (Spanish/English speaking) employees. This is helpful in effectively communicating with and assisting the Hispanic population within Jackson and Josephine counties.

## **Factor 3. The Nature and Importance of the Program, Activity, or Service Provided by the Recipient**

As the designated Community Action Agency for Jackson County with services also in Josephine County, ACCESS provides several programs designed to assist and improve the lives of community members. Typically, the programs ACCESS operates require an application process and are generally not emergencies, though certain programs can fill urgent needs. Translation services would either be provided or offered to a recipient, and a reasonable amount of time to secure an interpreter or have documents translated would not render a person ineligible for a program or cause a program to be inaccessible to a person struggling with English.

## **Factor 4. Resources Available**

### *Language Access Plan*

- Although ACCESS serves a very small number of limited English speaking individuals, ACCESS is committed to removing as many barriers to information access as feasible. The following steps have been identified to reduce language barriers to limited English speaking individuals served by ACCESS' service area:
  - Formally document any instances of limited English speaking individuals, requests, or inquiries by the agency. This information could be used as a data source to identify potential future language needs.
  - Signage posted at ACCESS office, as well as included on program documentation and/or applications.
  - On ACCESS Website, include a note that interpreters and documentation translation services are available upon request.
  - Identify a resource list of interpreters and translation services.
  - Collaborate with local agencies and institutions who are able to provide interpretation and translation services.
  - Whenever information is made available in multiple languages have the translations on file and on display if possible in the appropriate agencies.
  - Review the data available through the US Census Bureau or other local source to examine any potential changes in the limited English speaking population for the service area.
  - Post the LAP plan on ACCESS' website.
  - Review the LAP yearly or as needed.

## **Implementation**

Staff: To implement this plan, staff will be made aware of resources and trained in how to access them.

Resources: HUD 'Fair Housing Notices' and other notices will be available in the offices or will be printed on an as needed basis. Staff will be provided with information on where translated resources are available to download from HUD website. Listing of staff members who are fluent in Spanish is available to all staff members. The agency will maintain a list of contractors who provide ASL services, as well as contact information for the Language Line Personal Interpreter Service, which supports 250 languages.

### **List of available resources:**

- Language Line Personal Interpreter Service
  - To connect to an interpreter, dial 1(888)808-9008, or +18312428841 if calling from outside North America.
  - At the prompt, enter your eight (8) digit pin# 51490249
  - Speak the name of the desired language (e.g. Spanish).
  - If the language you requested is correct, press #1
  - An interpreter will be connected, tell them what you want to accomplish and give them any special instructions
  - Provide the number if you need to have the interpreter place an international or domestic call
- Internal listing of staff members who are fluent in Spanish
- Southern Oregon Lions Sight and Hearing Center for those who are hearing impaired and are able to utilize interpreters
- Registry of Interpreters for the Deaf: <https://myaccount.rid.org/Public/Search/Member.aspx>