



# Leon County

## LIMITED ENGLISH PROFICIENCY PLAN

September, 2018

## LIMITED ENGLISH PROFICIENCY (LEP) PLAN

### I. BACKGROUND

The Limited English Proficiency (LEP) Plan is required by Executive Order 13166, *Improving Access to Service for Persons with LEP*, signed on August 11, 2000. It requires federal agencies and ultimately recipients of federal-aid to ensure accessibility to programs and services for eligible persons who have limited proficiency in the English language. In addition, LEP services are an important component of compliance with Title VI of the Civil Rights Acts of 1964, which prohibits discrimination based on race, color or national origin.

#### **Who has Limited English Proficiency?**

Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English can be limited English proficient, or “LEP.” The U.S. Census Bureau does not define limited English proficiency or non-limited English proficient populations. The Census American Community Survey (ACCS) data is reported based on categories of English-speaking ability: very well, and less than very well.

#### **Determining the Need of Limited English Proficiency**

As a recipient of federal-aid, Leon County must take reasonable steps to ensure meaningful access to the information and services it provides. To do, the County must consider the following four factors:

- **Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by Leon County’s programs, services or activities.**
- **Factor 2: The frequency with which LEP individuals come in contact with these programs, services or activities.**
- **Factor 3: The nature and importance of the program, service, or activity to people’s lives.**
- **Factor 4: The resources available and the overall cost to the County.**

Federal guidance gives recipients of federal-aid substantial flexibility in determining what language assistance is appropriate based on the local assessment of the four factors. Below is Leon County’s analysis of the four factors.

### II. LIMITED ENGLISH PROFICIENCY SELF ASSESSMENT FOR LEON COUNTY

Leon County has assessed its programs and services using the following four-factor analysis.

**Factor 1: the number or proportion of LEP persons eligible to be served or likely to be encountered by Leon County’s programs, services or activities.**

Leon County conducts regular Board meetings and advisory committee meetings throughout the year. Additionally there will be public hearings and outreach programs conducted. Although the County Board meetings and advisory committee meetings are open to the public, the primary source of contact with citizens is through the webpage and through community outreach and education events. Therefore, it stands to reason that the most likely encounter avenue with LEP individuals would be through education and outreach events in the community, and on the Leon County webpage.

The County considered Data from Census Table B16001: *Language Spoken at Home By Ability to Speak English for the Populations 5 Years and Over*, from the U.S. Census Bureau 2009-2013 American Community Survey 5-Year Estimates. It identified the top four languages in which people speak English “less than very well” .

The table below reflects the number and percent of LEP persons 5 years and over, in total and by language in Leon County. (LEP Person: Person that speaks English “less than very well”.)

<b>Table 1: The Top Four Languages Spoken at Home in Leon County by LEP Persons (US Census Bureau’s 2009-2013 American Community Survey)</b>										
Population 5 years and older	Number of LEP Persons	Percentage of LEP Persons	LEP Persons who speak Spanish		LEP Persons who speak French Creole		LEP Persons who speak Portuguese		LEP Persons who speak French (including Patois, Cajun)	
Total	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
263,489	25,396	9.64%	<b>2,386</b>	<b>.91%</b>	739	.28%	662	0.25%	330	0.13%

The table suggests that among LEP persons within the Leon County area, only .91% speak Spanish at home, making this the most significant LEP language group as a percentage of population.

Results from Factor 1 Analysis: Although the percentage of LEP persons in Leon County is not significant enough to trigger a responsibility to provide services in languages other than English, Leon County is committed to the principles of nondiscrimination and inclusion.

**Factor 2: The frequency with which LEP individuals come in contact with County programs, services or activities.**

The four-factor analysis identified Spanish as the most significant language spoken by the LEP population in Leon County. The size of the LEP population in this region is relatively small. However, to date, no requests for language assistance services have been made by LEP individuals or groups with the exception of Emergency Medical Services (Ambulance) as addressed in Factor 3 below. The County will continue to monitor the requests for language assistance.

Results from Factor 2 Analysis: Based on this information, it is unlikely that Leon County staff will come into contact with LEP populations.

**Factor 3: The nature and importance of the program, service, or activity to people’s lives.**

The largest concentration of LEP individuals in Leon County is Spanish. In terms of importance, Leon County provides EMS ambulance services to all County residents. Leon County through its Emergency Medical Services could encounter LEP individuals at any time. Should EMS provide service to an LEP individual specific detailed procedures are in place that guide the support. For callers requesting emergency medical service the Leon County Division of Emergency Management has subscribed to the Language Line service for use with non-English patients. For patients interacting with paramedics Kwikpoint® Visual Language Translator cards are aboard all ambulances. For non-English speakers a copy of the Notice of Privacy Practices has been translated into Spanish by the International Translation Center of Florida.

Results from Factor 3 Analysis: Based on the services provided by Leon County, EMS ambulance service is deemed the most important. Adequate procedures are in place to ensure service to LEP individuals.

**Factor 4: The resources available and the overall cost to Leon County.**

Although there is a very low percentage of LEP individuals in Leon County, the County will strive to offer the following measures:

1. The Leon County staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating English.
2. The following resources will be available to accommodate LEP persons:
  - Local interpreters for Spanish language will be provided within a reasonable time period through partnership with the Florida State University Department of Modern Languages & Linguistics.
  - Language interpretation may also be accessed for all other languages through a telephone interpretation service such as the *Language Line* and *Florida Relay 7-1-1*.

Results from Factor 4 Analysis: Although the percentage of LEP persons in Leon County is not significant enough to trigger a responsibility to provide services in languages other than English, Leon County is committed to the principles of Title VI and will provide, with reasonable notice, interpreter and translation services upon request.