



ESG Learning Opportunity: Language Access Plans and Immigration Status

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Presenters

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ESG Learning Opportunity Overview

- ❖ Focus on different ESG-related topics each month
- ❖ Occurs 1st Wednesday of each month at 10:00 am
- ❖ ESG Learning Opportunities recorded and posted online at <http://www.tdhca.state.tx.us/home-division/esgp/video-library.htm>

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Webinar Objective

- ❖ Provide step by step process on how to create a language access plan, and examples of when to provide language access.

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Improving Access to Persons with Limited English Proficiency (LEP)

❖ Citations:

- Executive Order 13166

❖ Resources:

- Limited English Proficiency (LEP) Frequently Asked Questions
https://www.hud.gov/program_offices/fair_housing_equal_opp/promotingfh/lep-faq

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Who are limited English proficient (LEP) persons?

- ❖ Persons who, as a result of national origin:
 - ❖ do not speak English; and
 - ❖ who have a limited ability to speak, read, write, or understand English.

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What do Executive Order (EO) 13166 and the Guidance require?

- ❖ “EO 13166, signed on August 11, 2000, directs all federal agencies, including the Department of Housing and Urban Development (HUD), to work to ensure that programs receiving federal financial assistance provide meaningful access to LEP persons....”

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Improving Access to Persons with Limited English Proficiency (LEP)

- ❖ Take reasonable steps to ensure meaningful access to ESG activities for persons with LEP

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What are examples of language assistance?

- ❖ Oral interpretation services
- ❖ Bilingual staff
- ❖ Telephone service lines interpreter
- ❖ Written translation services
- ❖ Notices to staff and recipients of the availability of LEP services
- ❖ Referrals to community liaisons proficient in the language of LEP persons

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Subrecipients' Language Access Plan (LAP)

- ❖ Subrecipients that interact with clients must create and maintain a LAP
- ❖ LAP required to be kept on file for 2017 ESG
- ❖ LAP Guidelines
 - Spanish is a required language
 - Other languages may be identified by Applicant
 - Consider Spanish-speakers' access to activities
 - How language access will be addressed for each ESG activity proposed
 - Identifies voluntary or contracted services for assistance

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LAP Sample

- ❖ Sample available online at <http://www.tdhca.state.tx.us/home-division/esgp/guidance-solutions.htm> called “Language Access Plan Guidance”

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LAP Improvements

- ❖ TDHCA staff identified common issues on ESG applications regarding LAPs:
 - Lack of research showing population eligible for services
 - Lack of research showing persons with limited English proficiency, languages spoken
 - Need to describe the nature and importance of the program provided
 - Need to identify vital documents

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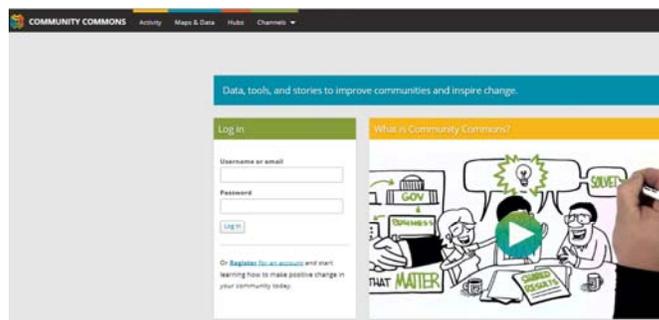
Research population eligible for services

- ❖ There were 1,000 in poverty last year in Subrecipient XYZ's community.
- ❖ There were 145 clients who requested assistance last year from Subrecipient XYZ.
- ❖ Subrecipient XYZ was unable to assist 35 clients because of lack of funding, so the total number of population requesting assistance is 180.
- ❖ Subrecipient XYZ has a waiting list of 10 clients for rapid re-housing.

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Community Commons

- ❖ <http://www.communitycommons.org/>
- ❖ Create a profile



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Community Commons (2)

Enrich your community work with maps and data reports that can be shared and saved.



Make a Map

Map Gallery

Browse and open maps created by users of the Commons.

Data

Check out our [data list](#) or see [what's new](#).



Build a Report

Community Health Needs Assessment

Identify assets and potential disparities in your county/region related to community health and well-being.

Vulnerable Populations Footprint

Find areas in your community with low educational attainment and high poverty.

Location Opportunity Footprint

Find areas of opportunity in your community. Map housing and transportation costs, school proficiency and availability of jobs.

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Community Commons (3)

Community Health Needs Assessment (CHNA)

Health Indicators Report

County Custom Saved Area

Texas: Select County » Select State

- Willacy County, TX
- Williamson County, TX
- Wilson County, TX
- Winkler County, TX
- Wise County, TX
- Wood County, TX

Report Area Selection

- Williamson County, TX

View Report

Save Area

How to Get Started?

1. Select the report area of interest. The report area can be defined by County, and/or Custom (where you may select from existing geographies such as city or ZIP Code.). Note: [Population-weighted small area estimate](#) method will be used to summarize data for custom report areas.
2. Once you have selected the report area, you may choose to save it for future reference by clicking the "Save Report Area" button.
3. Check out the [indicators data list](#) to see what's included in the report.
4. See our [support page](#) to learn more about how to create and customize a report.

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Community Commons (4)

Data Category

Demographics • [Social & Economic Factors](#) • [Physical Environment](#) • [Clinical Care](#) • [Health Behaviors](#) • [Health Outcomes](#)

Demographics

Current population demographics and changes in demographic composition over time play a determining role in the types of health and social services needed by communities.

Data Indicators

- **Total Population**
- Change in Total Population
- Families with Children
- Female Population
- Male Population
- Median Age
- Population Under Age 18
- Population Age 0-4
- Population Age 5-17
- Population Age 18-64
- Population Age 18-24
- Population Age 25-34
- Population Age 35-44
- Population Age 45-54
- Population Age 55-64
- Population Age 65+
- Population with Any Disability
- Population in Limited English Households
- Population with Limited English Proficiency
- Population Geographic Mobility
- Foreign-Born Population
- Hispanic Population
- Urban and Rural Population
- Veteran Population

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Community Commons (5)

Population with Limited English Proficiency by Language Spoken at Home (4-Category)

[Download Data](#)

Report Area	Spanish	Other Indo-European Languages	Asian and Pacific Island Languages	Other Languages Island Languages
Williamson County, TX	21,810	2,709	4,715	613
Texas	2,996,025	133,114	303,572	54,161
United States	16,305,893	3,442,377	4,781,210	881,276

Indo-European Language Speaking Population by Language Spoken at Home, Part 1

[Download Data](#)

Report Area	French or French Creole	Italian	Portuguese	German	Yiddish	West Germanic Languages	Scandinavian Languages	Greek
Williamson County, TX	267	14	209	0	0	77	0	0
Texas	15,681	2,735	5,581	467	56	685	706	1,145
United States	592,482	177,024	251,806	105,577	57,092	76,541	12,442	74,712

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Community Commons (6)

Indo-European Language Speaking Population by Language Spoken at Home, Part 2

[Download Data](#)

Report Area	Russian	Polish	Serbo-Croatian	Other Slavic Languages	Armenian	Persian	Gujarati	Hindi	Urdu	Other Indic Languages	All Other Indo-European Languages
Williamson County, TX	55	122	37	31	170	407	516	258	432	114	0
Texas	7,217	2,157	2,784	2,295	10,048	12,446	9,713	15,191	19,059	21,012	4,136
United States	411,921	221,222	96,852	121,444	157,885	153,523	134,908	149,009	127,248	360,123	160,566

Asian and Pacific Island Language Speaking Population by Language Spoken at Home

[Download Data](#)

Report Area	Chinese	Japanese	Korean	Vietnamese	Hmong	Khmer / Cambodian	Thai	Tagalog	Laotian	Other Pacific Islander Languages	Other Asian Languages
Williamson County, TX	1,368	168	772	1,208	31	37	106	221	57	160	587
Texas	75,070	6,772	29,947	117,367	299	5,386	4,921	19,517	5,551	5,280	33,462
United States	1,726,921	192,039	613,011	859,295	94,102	112,275	82,428	538,482	72,145	165,443	325,069

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Research languages spoken by LEP people

https://www.lep.gov/demog_data/demog_data.html

Limited English Proficiency (LEP)

LEP.gov

A Federal Interagency Website

LEP Resources and Information

- [Frequently Asked Questions](#)
- [Executive Order 13166](#)
- [Resources by Subject](#)
- [Recipients of Federal Assistance](#)
- [Interpretation and Translation](#)
- [LEP and Title VI Videos](#)
- [Demographic Data](#)
- [LEP Mapping Tools](#)
- [LEP Compliance](#)
- [Federal Agency LEP Plans](#)
- [LEP Guidance for Recipients](#)
- [LEP Guidance for DOJ Recipients](#)
- [File a Complaint](#)
- [LEP.gov](#)
- [Suggest LEP Resources](#)
- [Report Broken Links on LEP.gov](#)
- [Privacy and Security Notice](#)

Demographic Data

A federally conducted or funded program should consider assessing the number or proportion of limited English proficient (LEP) persons from each language group in its service area to determine appropriate language assistance services. Below are federal government and non-governmental sources of language data that can assist in assessing the LEP communities in your service area. These are a sampling of the resources that may be useful and are not necessarily endorsed by the Department of Justice or by the Federal Interagency Working Group on LEP.

U.S. Census Bureau

- [U.S. Census Bureau- Reports at Least 350 Languages Spoken in U.S. Homes \(November 3, 2015\) \[Detailed Tables\]](#)
- [U.S. Census Bureau- How Well Do You Speak English? Assessing the Validity of the American Community Survey English-Ability Questions \(October 7, 2015\) \[Blog\] \[Working Paper\]](#)
- [U.S. Census Bureau, American Community Survey \(ACS\), Language Use Data](#)
- [U.S. Census Bureau- Language Map based on 2007-2011, Language Data](#)

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Research languages spoken by LEP people

Census Bureau Website:

<http://www.census.gov/data/tables/2013/demo/2009-2013-lang-tables.html>

The screenshot shows the Census Bureau website interface. At the top, there is a navigation bar with links for Topics, Geography, Library, Data, Surveys/Programs, Newsroom, and About Us. Below this, the main content area is titled 'Detailed Languages Spoken at Home and Ability to Speak English for the Population 5 Years and Over: 2009-2013'. There are social media sharing options for Twitter and Facebook. A list of related data products is provided, including links to the full report, state-level data, county-level data, and core-based statistical areas (CBSAs) data.

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Research languages spoken by LEP people

Data example, Tarrant County, TX

Table 141. Detailed Languages Spoken at Home and Ability to Speak English for the Population 5 Years and Over for Tarrant County, TX: 2009-2013

	Number of speakers ¹	Margin of Error ²	Speak English less than "Very Well" ³	Margin of Error ⁴
Population 5 years and over	1,755,872	17	210,263	3,908
Speak only English at home	1,233,882	4,807	(X)	(X)
Speak a language other than English at home	471,990	4,804	210,263	3,908
SPANISH AND SPANISH CREOLE				
Spanish	358,580	3,753	165,808	3,349
Spanish	358,580	3,753	165,810	3,349
OTHER INDO-EUROPEAN LANGUAGES				
French (incl. Patois, Cajun)	6,122	909	1,430	377
French	6,070	913	1,430	377
Patois	35	48	(B)	--
Capuc	(D)	(D)	(B)	--
French Creole	661	327	194	172
Italian	847	266	141	84
Portuguese (incl. Portuguese Creole)	1,957	452	238	152
Portuguese	1,955	452	240	152
German (incl. Luxembourgian)	3,432	503	494	181
German	3,430	503	495	181
Other West Germanic languages				
Dutch	312	130	19	31
Dutch	240	125	(D)	(D)
Afrikaans	75	55	(B)	--
Scandinavian languages				
Swedish	335	132	(B)	--
Swedish	225	120	(B)	--
Danish	(D)	(D)	(B)	--
Norwegian	40	33	(B)	--
Icelandic	(D)	(D)	(B)	--
Greek	713	304	44	55
Russian	1,835	568	527	245
Polish	604	223	184	159
Serbo-Croatian languages				
Serbo-Croatian	1,081	366	544	215
Serbo-Croatian	615	272	355	180
Croatian	225	216	70	76
Serbian	240	135	120	101
Other Slavic languages				
Ukrainian	720	276	242	168
Ukrainian	260	201	105	127

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Consider Factors 1 and 2

1. Number or proportion of LEP persons served or encountered in the eligible service populations
2. Frequency with which LEP persons come into contact with the program
 - ❖ Example: Subrecipient XYZ had 10 requests for assistance in Spanish.
 - ❖ Example: Staff report 20 interactions in street outreach programs with LEP persons speaking Vietnamese

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Consider Factor 3

3. Nature and importance of the program, activity, or service provided by the program
 - ❖ Include all your programs, not just ESG.

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Consider Factor 4

3. Resources available to the recipient and costs to the recipient

❖ Examples:

- ❖ Subrecipient XYZ has two bilingual staff who speak Spanish and English.
- ❖ Subrecipient XYZ has gathered bids for translation.
- ❖ Subrecipient XYZ has a partnership with nonprofit ABC to provide language assistance.
- ❖ Subrecipient has vital documents available in Spanish, other documents may be translated upon request.

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May recipients rely upon family members or friends of the LEP person as interpreters?

❖ Generally do not rely on family members, friends of the LEP person, or other informal interpreters.

- Exception: if LEP persons choose their own interpreter (whether a professional interpreter, family member, or friend), LEP persons should be permitted to do so, at their own expense.

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Identify vital documents

- ❖ Any document that provides meaningful access to the program.
 - TDHCA has several documents in Spanish: Income certification, Income Screening Tool, Rental Assistance Agreement, Request for Unit Approval
 - <http://www.tdhca.state.tx.us/home-division/esgp/guidance-solutions.htm>

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Translate

- ❖ Translate or have a plan to translate documents.

Example: By June 2018, Subrecipient XYZ will have the intake application translated into Spanish by bilingual staff, and proofread by other bilingual staff. Until June 2018, LEP persons will be assisted through oral interpretation.

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Determine how assistance will be provided

- ❖ Examples of providing assistance:
 - Multilingual signage shall be posted in public contact places asking LEP customers to identify the language they need.
 - The agency shall make use of bilingual personnel for initial interpretation services and may use telephonic interpretation services, contract interpreters, or community or professional services as may be necessary.

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Language Identification Cards

2004 Census Test	United States Census 2010
LANGUAGE IDENTIFICATION FLASHCARD	
<input type="checkbox"/> ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	1. Arabic
<input type="checkbox"/> 'Խնդրում ենք 'նշում' կատարել այս բառակառուցման, եթե խոսում կամ կարդում եք հայերեն:	2. Armenian
<input type="checkbox"/> যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	3. Bengali
<input type="checkbox"/> ល្អប្រសើរណាស់ប្រសិនបើ អ្នកអាច ឬនិយាយភាសា ខ្មែរ ។	4. Cambodian
<input type="checkbox"/> Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.	5. Chamorro

<https://www.lep.gov/resources/ISpeakCards2004.pdf>

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Monitor and Update the LAP

- ❖ **Agency Name** will review and update, on a biennial basis or as needed, this LAP in order to ensure continued responsiveness to community needs and compliance with Executive Order 13166.
- ❖ **Agency Name** will periodically review actions toward increasing access for LEP persons in order to ensure continued steps toward wider language access.

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Contact Information

**TEXAS DEPARTMENT OF HOUSING
AND COMMUNITY AFFAIRS**

221 E. 11th Street, Austin, TX 78701
P.O. Box 13941, Austin, TX 78711-3941
ESG: <http://www.tdhca.state.tx.us/home-division/esgp/index.htm>
Program Assistance: esg@tdhca.state.tx.us



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