

Limited English Proficiency Plan

Canyon County

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I. INTRODUCTION

This *Limited English Proficiency Plan* has been prepared to address Canyon County's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, titled *Improving Access to Services for Persons with Limited English Proficiency*, indicates that differing treatment base upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including all Canyon County departments receiving federal grant funds.

- **Plan Summary**

Canyon County has developed this *Limited English Proficiency Plan* to help identify reasonable steps for providing language assistance to persons with limited English proficiency [LEP] who wish to access services provided. As defined Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

In order to prepare this plan, Canyon County used the four-factor LEP analysis which considers the following factors:

1. The number of proportion of LEP persons in the service area who may be served by Canyon County.
2. The frequency with which LEP persons come in contact with Canyon County services.
3. The nature and importance of services provided by Canyon County to the LEP population.
4. The interpretation services available to Canyon County and overall cost to provide LEP assistance. A summary of the results of the four-factor analysis is in the following section.

II. MEANINGFUL ACCESS: FOUR-FACTOR ANALYSIS

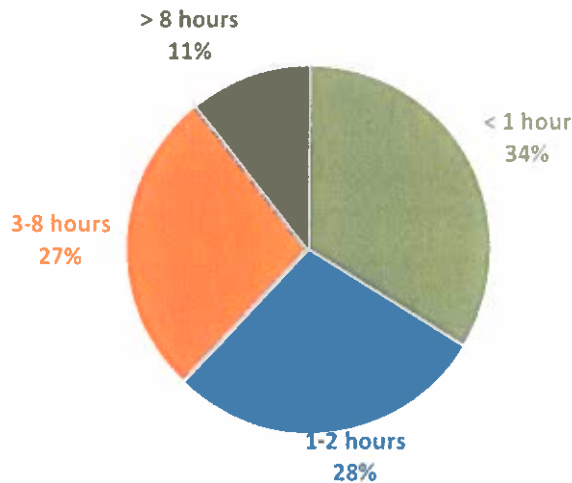
1. **The number or proportion of LEP persons in the service area who may be served or are likely to require Canyon County services.**

Canyon County staff reviewed the 2010 U.S. Census Report, including the American Community Survey 5 Year Estimate for 2010 – 2014, and determined that approximately 33,303 persons in Canyon County [18.6% of the population] speak a language other than English. Of those 33,303 persons 2265 [6.8%] have limited English proficiency; that is, they speak English “not well” or “not at all”. In Canyon County, of those persons with limited English proficiency, 2084 speak Spanish or Spanish/Creole, and 113 speak Indo-European languages.

2. **The frequency with which LEP persons come in contact with Canyon County services.**

Canyon County staff reviewed the frequency with which Elected Officials and County Employees have, or could have, contact with LEP persons. This includes census data, telephone inquiries, requests for translation, and staff feedback. The number of encounters with LEP persons, requests for interpreters and request for translated program documents varies by County Office and Department.

AVERAGE TIME SPENT WITH LEP CUSTOMERS PER MONTH



3. **The nature and importance of services provided by Canyon County to the LEP population.**

The majority of the population, 81.4%, speak only English. As a result of the LEP population within Canyon County, there are several social, service, professional and leadership organizations within the Canyon County service area that focus on outreach to LEP individuals

including the Migrant Council, Salud y Provecho, and the Hispanic Cultural Center, to name a few. Canyon County Elected Officials and County Employees are most likely to encounter LEP individuals through court and law enforcement programs.

4. The resources available to Canyon County, and overall costs to provide LEP assistance.

Canyon County has reviewed its available resources that could be used for providing LEP assistance, which of its documents would be most valuable to be translated if the need should arise, and which employees and/or contracted interpreters through the County Interpreter's Department would be available to translate on short notice, if needed. Other language translation if needed would be provided through a telephone interpreter line for which the county would pay a fee.

III. LANGUAGE ASSISTANCE

A person who does not speak English as their primary language and who has a limited ability to read, write, speak or understand English may be a Limited English Proficient person and may be entitled to language assistance with respect to Canyon County services. Language assistance can include interpretation, which means oral or spoken transfer of a message from one language into another language and/or translation, which means the written transfer of a message from one language to another language.

How County employees may identify an LEP person who needs language assistance:

- Post notice of LEP Plan and the availability of interpretation or translation services free of charge in languages LEP persons would understand.
- All County employees will be provided with a Language ID Card to assist in identifying the language interpretation needed if the occasion arises.
- All County employees will be informally surveyed periodically on their experience concerning any contacts with LEP persons during the previous year.
- When the County sponsors an informational meeting or event, a staff person may greet participants as they arrive. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English. Although translation may not be able to be provided at the event it will help identify the need for future events.

A. Language Assistance Measures Canyon County will strive to offer the following measures:

1. Canyon County employees 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:
 - i. Employee or certified interpreters for the Spanish language are available and will be provided within a reasonable time period.
 - ii. Language interpretation will be accessed for all other languages through a telephone interpretation service.

IV. STAFF TRAINING

The following training will be provided to all employees:

- Information on the Title VI Policy and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of a Language ID Card.
- Documentation of language assistance requests.
- How to handle a potential Title VI/LEP complaint.

All contractors or subcontractors performing work for Canyon County will be required to follow the Title VI/LEP guidelines.

V. TRANSLATION OF DOCUMENTS

- County Canyon is currently weighing the cost and benefits of translating documents for potential LEP groups, including which documents should be translated. It is expected that several forms, documents and notices will need to be translated in the most prominent LEP language of Spanish.
- The county does not currently have a formal outreach procedure in place. However, the County will implement the following:
 - When staff prepares a document, or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population.

VI. MONITORING

Monitoring and Updating the LEP Plan – Canyon County will update the LEP Plan as required. At a minimum, the plan will be reviewed and updated when data from the 2020 U.S. Census is available, or when it is clear that higher concentrations of LEP individuals are present in the County service area. Updates will include the following:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether Canyon County's financial resources are sufficient to fund language assistance resources needed.
- Determine whether Canyon County fully complies with the goals of this LEP Plan.
- Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals.

VII. DISSEMINATION OF THE CANYON COUNTY LEP PLAN

- Post signs at Canyon County Courthouse and Administration Building notifying LEP persons of the LEP Plan and how to access language services.
- Post on the Canyon County Website, canyonco.org, notifying LEP persons of the LEP Plan and how to access language services.
- State on agendas and public notices in the language that LEP persons would understand that documents are available in that language upon request at Canyon County.