



Overview of Loudoun County Government's Limited English Proficiency (LEP) Plan

***Ensuring that limited English proficient individuals have equal
and meaningful access to County benefits and services***

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FY19 Review

Title VI of the Federal Civil Rights Act

- Section 601 of Title VI of the Federal Civil Rights Act of 1964 states: *“No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”*
- In 2000, President Clinton issued Executive Order 13166 **“IMPROVING ACCESS TO SERVICES FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY,”** stating: *“... to improve access to federally conducted and federally assisted programs and activities for persons who, as a result of national origin, are limited in their English proficiency (LEP), it is hereby ordered as follows...”*
- Accordingly, county governments receiving federal funds must provide language access to members of the public who do not speak English well.

The four keys to Title VI compliance to ensure meaningful access to benefits and services for LEP people include:

Assessment – conduct a thorough assessment of the language needs of the population to be served;

Development of Comprehensive Written Policy on Language Access – develop and implement a comprehensive written policy that will ensure meaningful communication;

Staff Training – take steps to ensure that staff understands the policy and is capable of carrying it out, and;

Vigilant Monitoring – conduct regular oversight of the language assistance program to ensure that LEP people have meaningful access to programs.

Race - 2000 to 2018 Loudoun Changes in Population Distribution

Race	April 2018		April 2000
White	250,911	62.4%	85.5%
Black	30,826	7.7%	7.1%
Asian	76,656	19.1%	5.5%
Hawaiian/Pacific Island	399	0.1%	0.1%
American Indian/Alaska Native	1,290	0.3%	0.2%
Two or More Races	19,170	4.8%	1.6%
Some Other Race	22,651	5.6%	
Total Population	401,893	100.0%	100.0%

Sources: U.S. Census Bureau, 2000; Live Healthy Loudoun Community Demographics, 2018.

Ethnicity - 2000 to 2018 Loudoun Changes in Population Distribution

Hispanic Ethnicity/Origin

From 2000 to 2018, Loudoun's Hispanic population went from a share of **5.9% (10,091)** to **14.2% (57,096)** of the total population, **5 times greater than the 2000 population.**

Sources: U.S. Census Bureau, 2000; Live Healthy Loudoun Community Demographics, 2018.

Foreign-Born Population

Loudoun County Foreign-Born Population

From 2000 to 2017, Loudoun's foreign-born population more than doubled from **11.3% to 24%**.

	<u>2017 Distribution</u>
Native (U.S. born)	76%
Foreign-born	24%

Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates; 2000 Census.

Top Foreign-Born Countries of Origin: Share of Foreign-Born (%)

These top six countries comprise more than half (52.6%) of Loudoun's foreign born population.

India (24.5%)

El Salvador (13.8%)

Korean (4.5%)

China (4.5%)

Vietnam (4.3%)

Philippines (3.1%)

Source: U.S. Census Bureau, 2017 American Community Survey 1-Year Estimate.

Language Spoken at Home

- Speak Language other than English at home: 31.4%

How Well Do You Speak English?

- Speak English “less than very well”: 9.9%

Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates.

Top Languages Spoken By LEP

Of the Loudoun residents with an ability to speak English “less than very well,” these seven languages are spoken by at least 1,000 or more people.

They are:

Spanish	(18,741)
Vietnamese	(2,759)
Korean	(1,993)
Urdu	(1,913)
Arabic	(1,611)
Chinese	(1,586)
Telegu	(1,297)

Loudoun County Government's Language Access Policy

LEP POLICY 01:

Loudoun County departments and its personnel will take reasonable steps to provide limited English proficient people with timely and meaningful access to services and benefits.

- *Established in 2007*

Who is a Limited English Proficient (LEP) Person?

A person who cannot speak, read, write or understand the English language at a level that permits them to interact effectively with Loudoun County employees while receiving services.

The county uses this definition to train staff to identify when a language resource is needed during an interaction or by service.

Multilingual Resources

Language Assistance for Interpretation & Translation Services

- The County has foreign language phone interpretation, face-to-face interpretation and written translation contract vendors.
- Phone Interpretation is available 24/7, 365 days a year. Staff dial an 800 number to reach a phone interpreter. Phones may be put on speaker in office settings or in the field.
- Face-to-face interpretation is used when bilingual staff are not available to interpret. Face-to-face interpretation is preferred in clinical settings, for complex conversations and investigations, and for conversations and meetings longer than 30 minutes.
- Written translation of vital documents is recommended in languages spoken by 1,000 or more residents that are limited English proficient.
- A document is considered "vital" to a program based on the critical information, encounter or service involved and the consequences to the LEP person if the information is not provided accurately or in a timely manner.
- Contract vendor information is centralized for staff on the accessibility portal on the Intranet.

Multilingual Resources

Countywide Phone Interpretation

FY19 Summary:

- Total number of calls: 7,457
 - 1,747 call increase from FY18
- Total number of call minutes: 88,836
- Top users by department: Family Services, Mental Health, Substance Abuse Services & Developmental Services, Sheriff's Office, Fire & Rescue
- Languages requested: 85% of calls were for Spanish interpretation. Other frequently requested languages include Arabic, Mandarin, Farsi, Vietnamese and Urdu.

Multilingual Resources

Countywide Face-to-Face Interpretation

FY19 Summary:

- 968 appointments
- Most frequent department users of service include Family Services Children's Services Act (CSA) and MHSADS Early Intervention Program, MHSA intake, and individual and group therapy.

Multilingual Resources

Countywide Written Translation

FY19 Summary:

- Countywide translation transactions: 62
- FY19 translations included welcome signs and window clings to inform residents interpretation service is available, and an updated Point to Language guide in multiple languages to assist staff in identifying language requests.
- The county uses the Google Translate widget on its website, which provides translation in hundreds of languages.

Staff Training & Development

Internal Communications & Training

- Monthly New Employee Orientation presentation to staff includes information on the county's cultural demographics, LEP Policy, interpretation & translation contract vendors and a instructions on how to use phone interpretation.
- Cultural competency/multilingual resource training has been provided to more than 1,500 staff in county departments. Efforts continue with HR Training classes.
- The County has offered basic Spanish language learning classes to front line staff from offices including the Clerk of the Circuit Court, Sheriff's Office, Mental Health/Substance Abuse, Family Services and Animal Control. The 10 hours of learning provide staff with a take-away English/Spanish phrase sheet specific to their department services.

Staff Training & Development

Bilingual Staff Recruitment

- The county actively recruits bilingual staff who are able to provide services in Spanish.
- A department survey conducted October 2017, indicates there are 248 bilingual staff.
- Departments test bilingual staff before hire to verify language fluency.
- Bilingual Staff Testing & Interpretation Training Policy (LEP02) clarifies testing requirements and interpreter training for staff.
- The county pays for staff to attend interpreter training to develop these professional skills.

Outreach and Community Partnership Building

Multicultural Advisory Committee

- Purpose: The Multicultural Advisory Committee is comprised of volunteer community members from diverse backgrounds. The committee:
 - Identifies issues affecting people from culturally and linguistically diverse backgrounds and recommends strategies to address these issues.
 - Assists the County with monitoring and implementation of the County's Limited English Proficiency (LEP) initiatives.
 - Advises the County on multicultural, multilingual staff recruitment efforts.
 - Provides advice and support to projects and cultural events that enhance cross-cultural relations.
 - Promotes, where possible, partnerships between the County and culturally and linguistically diverse communities.
- Committee members are appointed by the County Administrator.

Partnerships with Community & Cultural Organizations

- Community partnerships with non-profits, faith-based organizations, and cultural groups help inform community needs, program initiatives, cultural messaging and outreach to LEP residents.