



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

***Ensuring that LEP individuals have equal and meaningful
access to County benefits and services***

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FY20 Review

Title VI Mandate

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:

- I. Assessment – conduct a thorough assessment of the language needs of the population to be served;
- II. Development of Comprehensive Written Policy on Language Access – develop and implement a comprehensive written policy that will ensure meaningful communication;
- III. Staff Training – take steps to ensure that staff understands the policy and is capable of carrying it out, and;
- IV. Vigilant Monitoring – conduct regular oversight of the language assistance program to ensure that LEP people have meaningful access to programs.

I. Assessment – Cultural Demographics

Race - 2000 to 2020 Loudoun Changes in Population Distribution

| Race | 2020 | | 2000 |
|----------------------------------|---------|------------|------------|
| | Count | Percentage | Percentage |
| White | 256,903 | 60.9% | 85.5% |
| Black/African American | 31,925 | 7.6% | 7.1% |
| American Indian/Alaskan Native | 1,303 | .3% | .2% |
| Asian | 85,942 | 20.4% | 5.5% |
| Native Hawaiian/Pacific Islander | 351 | .1% | .1% |
| Some Other Race | 24,568 | 5.8% | |
| Two or More Races | 20,644 | 4.9% | 1.6% |
| Total Population | 421,636 | 100% | 100% |

Source: 2020 Live Healthy Loudoun Community Demographics; U.S. Census Bureau, 2000

Ethnicity - 2000 to 2020 Loudoun Changes in Population Distribution

Hispanic Ethnicity/Origin

From 2000 to 2020, Loudoun’s Hispanic population went from a share of 5.9% (10,091) to 14.7% (62,041) of the total population, 6 times greater than the 2000 population.

Source: 2020 Live Healthy Loudoun Community Demographics

Foreign-Born Population

Loudoun County Foreign-Born Population

From 2000 to 2019, Loudoun’s foreign-born population more than doubled from 11.3% to 24.5%.

| | 2019 Distribution |
|--------------|-------------------|
| U.S. Born | 75.5% |
| Foreign Born | 24.5% |

Source: U.S. Census Bureau, 2015 – 2019 American Community Survey 5-year Estimates; 2000 Census

I. Assessment – Cultural Demographics

World region of birth of foreign-born:

| Origin of Foreign-Born Population | 2018 |
|-----------------------------------|-------|
| Europe | 9.1% |
| Asia | 55.6% |
| Africa | 6.1% |
| Oceania | .2% |
| Latin America | 27.8% |
| Northern America | 1.2% |

Source: U.S. Census Bureau, 2013 – 2018 American Community Survey 5-year Estimates

Language other than English spoke at home: 31.5%

Of the Loudoun residents with an ability to speak English "less than very well": 9.8%

| Top Languages Spoken | 2018 |
|------------------------------------|-------|
| Spanish | 41.1% |
| Other Indo-European Languages | 21.8% |
| Asian and Pacific Island Languages | 29.5% |
| Other Languages | 27.6% |

Source: U.S. Census Bureau, 2013 – 2018 American Community Survey 5-year Estimates Subject Tables

II. Policy & Definition

Loudoun County Government's Language Access Policy

LEP POLICY 01 - Established in 2007

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.

Defining 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.

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

Chào mừng quý vị! Chúng tôi rất mong được phục vụ quý vị. Có dịch vụ trợ giúp thông dịch nếu quý vị cần.

مرحبا بكم! يسرنا تقديم خدمات الترجمة. بالإضافة الى ذلك، نحن نقدم خدمة الترجمة الفورية اذا كنت بحاجة اليها.

欢迎！我们期待为您提供服务。如果您需要的话，我们可以为您提供口译服务。

Welcome!

We look forward to serving you.
Language interpretation is available if needed.

iBienvenido! Esperamos poder servirle. El servicio de interpretación de idiomas se encuentra disponible en caso de ser necesario.

خوش آمدید!
ہم یہاں آپ کی مدد کے لئے ہیں۔
اگر ضرورت ہو تو، زبان کی خدمات دستیاب ہیں۔

خوش آمدید!
ما مشتاقانہ حاضر بہ خدمت شما هستیم۔
در صورت نیاز، امکان استفاده از مترجم برای شما فراهم میباشد۔

III. Staff Training

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 demo on how to use phone interpretation.
- Different types of cultural competency/multilingual resource trainings have been provided to staff by the Department of Human Resources.
- Information about language interpretation services is available to all staff members on the employee intranet.
- The county's accessibility services manager serves as a countywide point of contact to assist departments with meeting their clients' language interpretation needs.

Bilingual Staff Recruitment

- The county actively recruits bilingual staff who are able to provide services in another language.
- A department survey conducted October 2017 indicates there are 248 bilingual staff. The Public Affairs and Communications Office plans to update the survey.
- Departments test bilingual staff (*only Spanish*) before hire to verify language fluency.
 - 37 language tests were administered in FY20.
- Bilingual Staff Testing & Interpretation Training Policy (LEP02) clarifies testing requirements and interpreter training for staff.

IV. Vigilant Monitoring: Vendor Utilization

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.
- Due to COVID19 pandemic disaster, interpretation on virtual meetings was also added to services.
- 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 Employee Intranet.



Interpretation Services Available

*Point to your language. An interpreter will be called.
The interpreter is provided at no cost to you.*

| | |
|--|---|
| <p>SPANISH Español</p> <p>Señale su idioma. Se llamará a un intérprete. El intérprete se proporciona sin costo para usted.</p> | <p>ARABIC عربي</p> <p>أشر إلى لغتك. سيتم استدعاء مترجم. يتم توفير المترجم مجاناً.</p> |
| <p>FARSI فارسي</p> <p>به زبان مورد نظرتان اشاره کنید. با یک مترجم تماس گرفته می شود. مترجم به صورت رایگان به شما سرویس دهی خواهد کرد.</p> | <p>URDU اردو</p> <p>اردو ترجمہ: اپنی زبان کو نشان دہی کریں۔ ایک مترجم کو کال کیا جائے گا۔ مترجم آپ کو مفت فراہم کیا جائے گا۔</p> |
| <p>MANDARIN 國語</p> <p>指出您所说的语言。将为您提供口译员。口译服务是免费的。</p> | <p>CANTONESE 廣東話</p> <p>指出您所说的語言。將為您提供口譯員。口譯服務是免費的。</p> |
| <p>KOREAN 한국어</p> <p>한글 번역: 원하는 언어를 지적하십시오. 통역사를 불러드립니다. 통역사는 무료로 제공됩니다.</p> | <p>VIETNAMESE Tiếng Việt</p> <p>Chỉ tay vào ngôn ngữ của quý vị. Chúng tôi sẽ gọi nhà thông dịch viên giúp đỡ và dịch vụ thông dịch này được cung cấp miễn phí cho quý vị.</p> |
| <p>FRENCH Français</p> <p>Indiquez votre langue. Un interprète sera appelé. Les services d'interpréariat sont fournis gratuitement.</p> | <p>HINDI हिंदी</p> <p>अपनी भाषा की ओर इशारा करें। एक दुभाषी को बुलाया जाएगा। अर्थों लिए दुभाषी की नि:शुल्क व्यवस्था की जाती है।</p> |
| <p>TURKISH Türkçe</p> <p>Dilinizi belirtin. Bir tercüman çağrılacaktır. Tercüman için bir ücret talep edilmeyecektir.</p> | <p>SOMALI Af-Soomaali</p> <p>Tilmaan ama dooro luuqadaada. Turjumaan ayaaloo wici doonaa. Turjumaanka waxaa laguugu diyaarin doonaa si aan adigu wax lacag ahi kuugu fadhinin.</p> |

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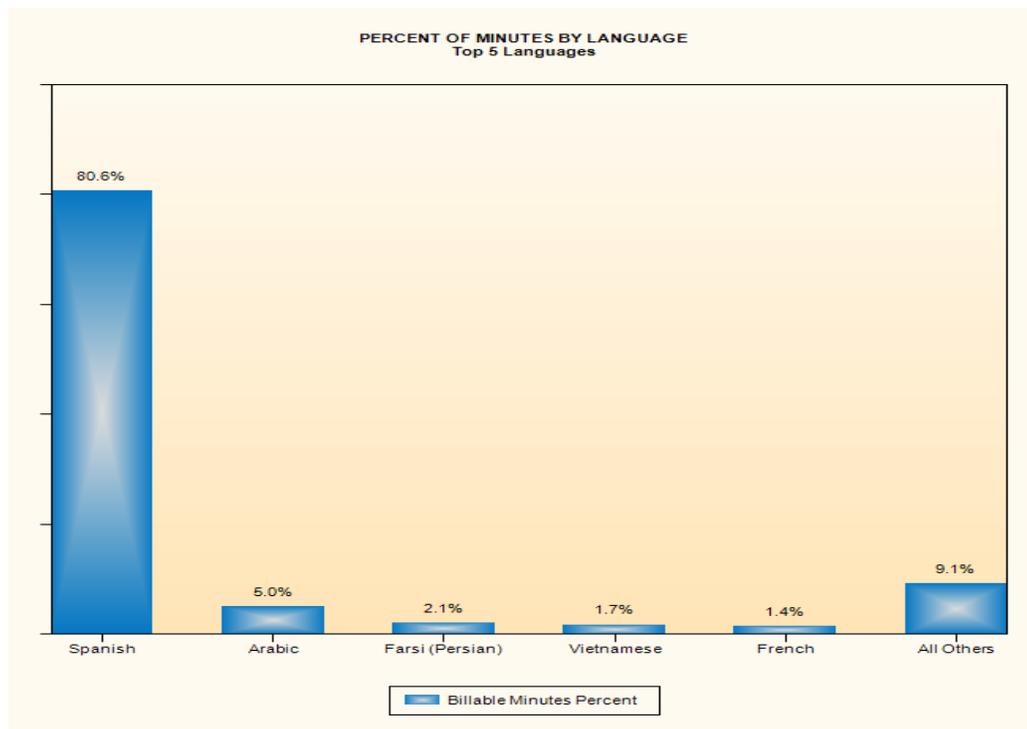
IV. Vigilant Monitoring: Vendor Utilization

- The Loudoun County Website offers the public the option to use Google Translate which provides translation in hundreds of languages. The tool is located in the lower right corner of every page.

Countywide Phone Interpretation

FY20 Summary:

- Total number of calls: 10,238
 - 2,781 call increase from FY19 due to the COVID-19 pandemic disaster.
- Total number of call minutes: 132,220
- \$85,943 spent. (Paid by departments based on minutes used)
- Top users by department: Family Services, Mental Health, Substance Abuse Services & Developmental Services, Sheriff’s Office, Fire & Rescue
- Top 5 Languages requested: 80.6% of calls were for Spanish interpretation. Other frequently requested languages include Arabic, Farsi, Vietnamese, and French.



IV. Vigilant Monitoring: Vendor Utilization

Countywide Face-to-Face Interpretation including virtual sessions

FY20 Summary:

- Countywide spending: \$158,040 (\$35,417 increase from FY19)
 - 918 appointments

Most frequent department users include Family Services and Mental Health, Substance Abuse & Developmental Services (MHSADS).

Countywide Written Translation

FY20 Summary:

- Countywide translation transactions: 112 (Increase of 50 projects from FY19)
- Countywide spending on translations: \$17,283 (\$9,648 increase from FY19)

The number of requests for written translation drastically increased due to the COVID-19 pandemic disaster. Many of these translations were for materials with specific public health and disease prevention messages.

In addition, the county launched a specific Spanish-language outreach campaign for COVID-19 related information. This included the launch of Spanish text messages and other tailored messages to the Spanish-speaking communities. Messages included the topics below.

- Public health and disease prevention
- Stay at home orders, gathering and occupancy limitations
- Face covering requirements
- Medical care for those infected with COVID-19
- COVID-19 testing opportunities

IV. Vigilant Monitoring: Outreach and Community Partnership

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.

- Community partnerships were leveraged during the Census2020 efforts to ensure that census messages were reaching LEP communities.
- These partnerships were also leveraged throughout the phases of the pandemic to ensure COVID-19 messages were well distributed.