



**City of Pompano Beach
Office of Housing and
Urban Improvement
LIMITED ENGLISH PROFICIENCY PLAN
Adopted (Date)**



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I. INTRODUCTION

This *Limited English Proficiency Plan* exists to address the City of Pompano Beach Office of Housing and Urban Improvement's responsibilities related to the needs of individuals with limited English language skills as a recipient of federal financial assistance. 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 based on race, color, or national origin.

Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based 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.

II. PLAN SUMMARY

The City of Pompano Beach 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 city provided services. As defined in 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.

The four-factor LEP analysis used to prepare this plan considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served by the City of Pompano Beach.
2. The frequency with which LEP persons come in contact with the City of Pompano Beach OHUI services.
3. The nature and importance of services provided by the City of Pompano Beach OHUI to the LEP population.
4. The interpretation services available to the City of Pompano Beach OHUI and overall costs to provide LEP assistance. The results of the four-factor analysis are summarized in the following section.

HUD has provided the following safe harbor guidelines to assist local government with recommendations for assistance to LEP individuals.

HUD Safe Harbor Guidelines

SIZE OF LANGUAGE GROUP	RECOMMENDED PROVISION OF WRITTEN LANGUAGE ASSISTANCE
1,000 or more in the eligible population in the market area or among current beneficiaries.	Translated vital documents.
More than 5% of the eligible population or beneficiaries and more than 50 in number.	Translated vital documents.
More than 5% of the eligible population or beneficiaries and 50 or less in number.	Translated written notice of right to receive free oral interpretation of documents.
5% or less of the eligible population or beneficiaries and less than 1,000 in number.	No written translation is required.

III. FOUR-FACTOR ANALYSIS

HUD’s Final Guidance posts a four-part test for evaluating compliance:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee;
2. The frequency with which LEP persons come in contact with the program;
3. The nature and importance of the program, activity, or service provided by the program, or the greater the possible consequences of the contact to the LEP persons; and
4. The resources available to the grantee/recipient and costs.

Factor 1: The number or proportion of LEP persons in the service area who may be served or are likely to require City of Pompano Beach OHUI services.

19.8% of Pompano Beach’s residents over the age of five speak English less than “very well” and are classified as LEP. That is, almost 1/5 of all Pompano Beach’s residents may need assistance when accessing city services. 8.8% of these LEP residents speak Spanish as their primary language, while a slightly lower percentage (8.1%) speak other Indo-European languages and a small number

While the data from the 2000 Census is now somewhat dated, it provides the best look at the languages spoken in Pompano Beach other than English and Spanish available. In 2000, the largest groups of language speakers after English and Spanish spoke French Creole, French, and Portuguese. Given that just under half of individuals who speak a language other than English at home are LEP according to the 2019 American Community Survey, Spanish, French Creole, and French are the languages that are most likely to meet the HUD Safe Harbor Guidelines. However, a large number of OHUI Staff and nonprofit providers surveyed report encountering Portuguese speaking LEP households (discussed in Factor 2), suggesting that Portuguese (in 2000 the 5th most common language in the city) may have become more common and might meet some Safe Harbor Guidelines.

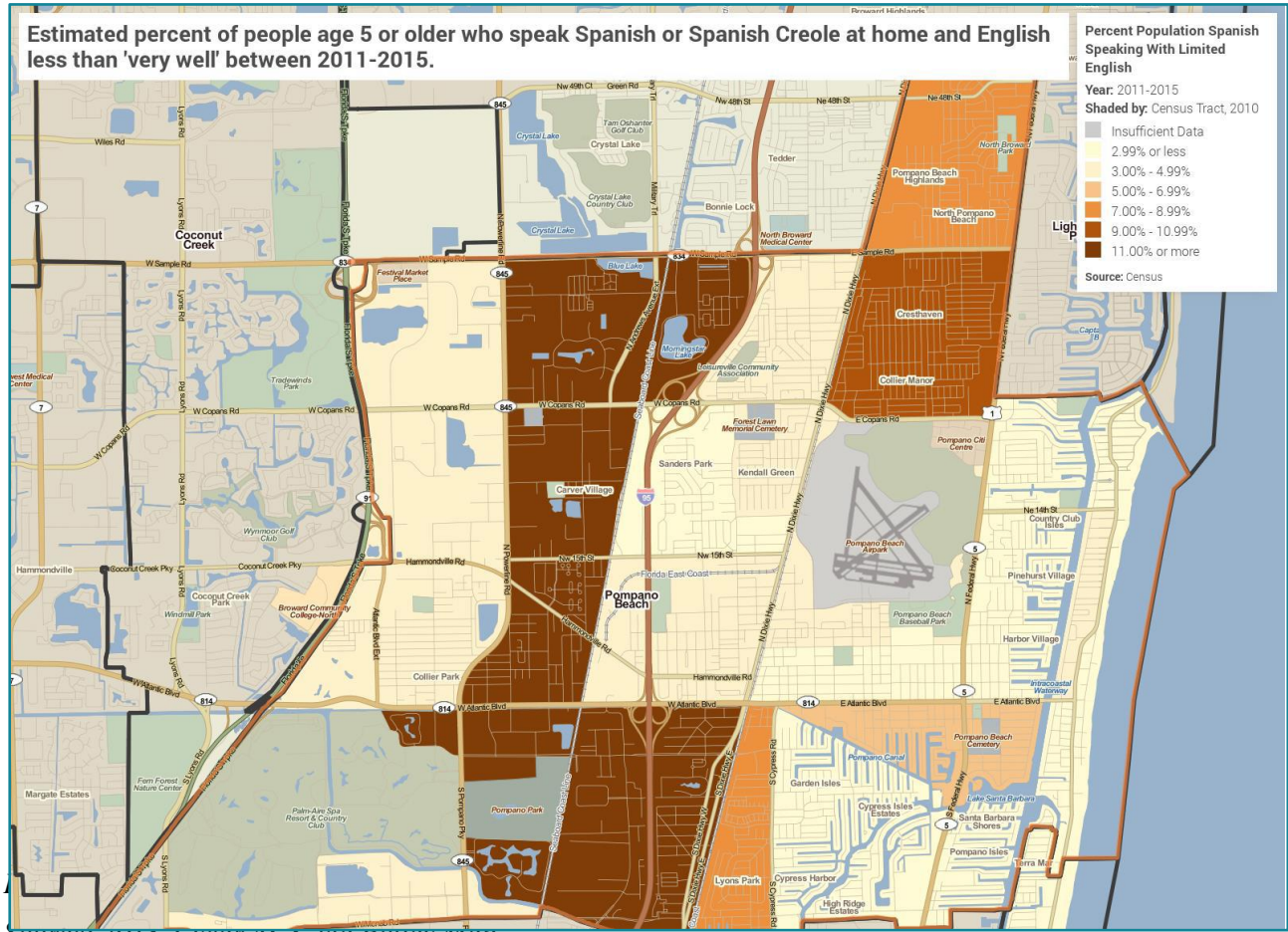
Top 10 Primary Languages Spoken in Pompano Beach (2000)

Population Age 5+	#	%
English	56,260	76.4%
All languages other than English combined	17,397	23.6%
Spanish	6,885	9.4%
French Creole	4,540	6.2%
French	1,735	2.4%
Portuguese	1,120	1.5%
German	720	1.0%
Italian	655	0.9%
Yiddish	265	0.4%
Hungarian	244	0.3%
Polish	195	0.3%

2000 Census, Summary File 3

Table 2: All Languages Spoken at Home, 2000 Census

LEP populations in Pompano Beach are concentrated in a band that runs north south, primarily west of the railroad track and east of Highway 845, along with the census track near the 95/814 intersection.



Factor 2. The frequency with which LEP persons come in contact with the City of Pompano Beach OHUI services.

The City conducted a survey of its service providers and staff to determine how many times they had encountered individuals with limited English proficiency and how those instances were addressed. There were 9 survey responses, 5 from OHUI staff, 2 from nonprofit service providers, 1 from a contractor, and 1 that did not give their place of employment. Out of 5 staff respondents, 2 (22%) reported being contacted by around 20 LEP individuals over the last year, 1 (11%) reported around 10 individuals, 1 reported less than 5% of the total contacts were LEP, and 1 that the information was unknown. The City of Pompano Beach OHUI staff will begin to officially track the frequency with which office staff have, or could have, contact with LEP persons. This includes documenting phone inquiries, e-mails, or office visits.

To date, the City of Pompano Beach OHUI has received formal requests for interpreters from Spanish speaking clients and no requests for translated program documents. However, the chart below documents that substantial portions of those working on OHUI programs (OHUI staff as well as the affiliated nonprofit workers and contractors) reporting contact by non-English, non-Spanish speakers. While 9 respondents (100%) reported being contacted by Spanish speakers, in the last 12 months, 6 out of 9 (66%) respondents reported at least one Creole speaking LEP individual and 5 out of the 9 (55%) OHUI staff reported at least one Portuguese speaker.



Factor 3. The nature and importance of services provided by the City of Pompano Beach OHUI to the LEP population.

The City of Pompano Beach administers programs such as purchase assistance, emergency repair, rehabilitation, reconstruction, and rental assistance through federal and state funding. The City funds non-profit organizations to carry out public services. All the programs are designed to provide financial housing assistance of some type to low- and moderate- income households. It is therefore important to be able to communicate effectively with all people making inquiries regarding available assistance.

Factor 4. The resources available to the City of Pompano Beach and overall costs to provide LEP assistance.

OHUI will continue to take all reasonable steps to provide meaningful access for LEP persons Community Development programs and activities. In recent years, The City has seen a significant reduction in funding levels for both the Community Development Block Grant Program and the HOME Investment Partnerships Program. This reduction in grant assistance has put an additional strain on the

financial resources used to provide LEP assistance. In order to save costs, OHUI uses bilingual staff, who are fluent in Spanish, Portuguese, Creole, Hindi-Urdu, and Punjabi, to communicate with clients as well as translate its program information to the LEP population. Should the need arise; any of the legal documents required to participate in the programs will be translated based on the need of the LEP individual. The staff survey indicates that, when Spanish speaking individuals who are less than fluent in English contact the department, they are transferred to Spanish speaking staff and that application instructions are available in Spanish, both in oral and written formats. For nonprofits assisting with the administration of the program, welcome packets, brochures, intake/registration forms, the Consent of Services form, and the Release of Information are available in Spanish, Creole, and Portuguese as well as in English. If document translations have been completed and are available through other sources, departments, or agencies, OHUI will make use of them, as necessary. OHUI will also utilize any documents provided by HUD in languages other available on this website: [17Limited English Proficiency | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](https://www.hud.gov/limited_english_proficiency). When staff are not able to provide services, the City will retain a professional interpretation service to provide oral interpretation for a fee.

IV. 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 the OHUI 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 into another language.

Identifying an LEP person who needs language assistance:

- a. Post notice of LEP Plan and the availability of interpretation or translation services free of charge in languages LEP persons would understand at initial points of contact. The OHUI will display HUD's language Identification ("I SPEAK") cards in the OHUI entrance lobby.
- b. Office staff and subrecipients will also be provided with "I Speak" cards to assist in identifying the language interpretation needed if the occasion arises.
- c. Staff will identify LEP contact situations, determine the primary language of LEP individuals, and effectively utilize available options to assist in interpersonal, electronic, print, and other methods of communication between the agency and LEP individuals.
- d. Staff at the point of first contact with an individual must determine whether that person is LEP, must determine his/her primary language, and provide or procure the appropriate language assistance services.

An individual's primary language will be identified and documented utilizing one or more of the following methods:

1. Use of "I Speak" Language Identification Cards; an example of such a card from the U.S. Census Bureau is available at:
<http://www.justice.gov/crt/lep/resources/ISpeakCards2004.pdf>;
2. Use of a language identification poster displayed in the reception or intake area.
3. Verification of foreign language proficiency by qualified bilingual staff (in-person, telephonically, or through video interpretation services).
4. Verification of foreign language proficiency by a qualified interpreter (in-person, telephonically, or through video interpretation services); or,
5. Self-identification by the LEP individual or identification by a companion.
6. OHUI staff will be asked to document request for LEP assistance and will be informally surveyed periodically on their experience and frequency concerning any contacts with LEP persons during the previous year.
7. Translation may not be able to be provided at every event but can easily be identified for the need for future events.

Language Assistance Measures

After conducting the four-factor analysis, OHUI developed the measures described below to provide language assistance to LEP persons. OHUI will make an effort to serve the LEP community with oral interpretation and written translation services for its housing programs, as much as possible. The City has appointed the Program Compliance Manager as the Language Access Coordinator. This individual is responsible for ensuring that the agency adheres to its language access plan, policy directives, and procedures to provide meaningful access to LEP persons. The language access coordinator will report to the Director. The coordinator is responsible for language assistance services and may delegate duties but will have responsibility for oversight, performance, and implementation of the language access plan.

- Staff will be trained to, among other tasks, identify LEP contact situations, determine primary language of LEP individuals, and effectively utilize available options to assist in interpersonal, electronic, print, and other methods of communication between the agency and LEP individuals.

- Staff at the point of first contact with an individual will determine whether that person is LEP, determine his/her primary language, and provide or procure the appropriate language assistance services.

An individual's primary language will be identified and documented utilizing one or more of the following methods:

1. Use of "I Speak" Language Identification Cards provided by the U.S. Census Bureau and available at: <http://www.justice.gov/crt/lep/resources/ISpeakCards2004.pdf>;
2. Use of a language identification poster displayed in the reception or intake area.
3. Verification of foreign language proficiency by qualified bilingual staff (in-person, telephonically, or through video interpretation services);
4. Verification of foreign language proficiency by a qualified interpreter (in-person, telephonically, or through video interpretation services); or,
5. Self-identification by the LEP individual or identification by a companion.
6. Use a tagline in advertising and the website that states "The City of Pompano Beach OHUI is committed to providing all persons with equal access to its programs and services regardless of race, color, religion, national origin, sex familial status, disability or age. For reasonable accommodation for persons with special needs, disability or who speak a foreign language, please contact the Program Compliance Manager at 954-786-4641 or send an e-mail to OHUI@copbfl.com.

Language Access Plan

1. *Written Translation.* OHUI will provide written translations of vital documents when requested by LEP applicants. OHUI will also make every effort to provide effective oral interpretation of vital documents and non-vital documents where a written translation is not available. Based on the availability of funding, staffing and program needs, OHUI will consider technological aids such as internet-based translation services, which may provide helpful, beneficial translations of written materials.
2. *Oral Interpretation.* OHUI staff will take reasonable steps to provide meaningful access to LEP persons who have difficulty communicating in English. Where reasonable, oral interpretation will be available for the following activities, if requested by LEP persons throughout the assistance process:
 - Online application assistance
 - Intake and interview process

- Inspections
- Contract signing
- Payment process
- Project closeout
- Other assistance as may be requested from time to time.

3. *Competent Bilingual Staff.* The OHUI currently employs 6 bilingual staff fluent in Spanish, Portuguese, Creole, Urdu, Hindi, and Punjabi. When possible, available bilingual staff members will assist LEP persons by providing translations in their language. Employees may conduct oral and written interpretation and translation of program information including eligibility requirements, program regulations, policies, procedures, forms, and documents.

LEP persons are also allowed to use interpreters of their own choice. In order to increase the potential for accuracy during interpretation and minimize the withholding of confidential information that may affect participants' rights, program participants are discouraged from using minors as interpreters.

4. *Language Link Services.* OHUI will also have available interpretive services provided by Language Link. The over-the-phone interpretation services support more than 240 languages and dialects. The current intake and reception employees have been given "I Speak" cards, provided by Language Link, to allow LEP individuals to identify the language in which they need assistance.

At that point, the employee assisting the LEP person will dial the Language Link telephone number and request translation in the language identified by the LEP individual. All current intake and reception staff have also been provided instructions on how to use Language Link's Interactive Voice Response.

5. *Notice of Free Language Assistance Services.* OHUI will distribute information regarding the availability of its free language access services.

OHUI shall:

- Post signs in all areas accessible by visitors and program participants;
- Include notices of free Language Assistance Services on the OHUI website, brochures, community notices, and public notices;
- Make "I Speak" cards available for LEP persons to self-identify;
- Make this LEP Plan available on at City of Pompano Beach OHUI website <https://pompanobeachfl.gov/pages/ohui>; and
- Make translated documents provided by HUD and other federal and state agencies available.

V. STAFF TRAINING

The following training will be provided to all staff:

OHUI will provide access to an electronic copy of this LEP to all staff and will provide training as deemed necessary. The staff trainings will include the types of services available to LEP individuals, as outlined in this plan. New employees will also receive an electronic copy of the plan and will meet with the Language Access Coordinator to discuss the plan and resources available as part of their orientation.

Staff trainings will include:

- An in-depth discussion of the plan.
- How to respond to LEP callers.
- How to respond to LEP persons in-person.
- How to respond to written communications from LEP persons.
- How to utilize the Language Link services.
- How to use the “I Speak” cards.
- The location of translated documents.
- Information on the Title VI Policy and LEP responsibilities; copies of this plan annually for existing staff and upon hire.
- Description of language assistance services offered to the public; in person, electronically and by telephone.
- Documentation of language assistance requests.
- Identify staff and outside vendors who are available for interpretation at appointments.

VI. MONITORING AND UPDATING THE LEP PLAN

This plan will be reviewed and updated as needed to reflect current language needs. Changes in demographics, types of services provided, or the economy may impact the number and languages spoken by LEP individuals who participate in program or activities.

The plan will be reviewed annually by the Language Access Coordinator, in the month of January to evaluate and update if necessary, agency LEP services and LEP policies, plans, and protocols. Updates

may include:

- Determination of the current LEP population in the service area.
- The number of documented LEP person contacts experienced annually.
- How the needs of LEP persons have been addressed.
- Determination as to whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether financial resources are sufficient to fund language assistance resources needed.
- Determine whether the OHUI complies with the goals of this LEP Plan.

Adopted:

Date Adopted

DocuSigned by:
Ascelita Hammond
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DocuSigned by:
Rex Hardin
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Attest

DocuSigned by:


Mayor Rex Hardin,
Chief Elected Official