

LANGUAGE ASSISTANCE PLAN (LAP)

I. Introduction

This Language Assistance Plan (LAP), for Douglas County has been developed in response to federal requirements included under Section 601 of Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), which provides that no person 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.”

Federal Executive Order No. 13166, issued in August 2000 by President Clinton, “Improving Access to Services for Persons with Limited English Proficiency,” was created 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)...” President Bush affirmed his commitment to Executive Order 13166 through a memorandum issued on October 25, 2001, by Assistant Attorney General for Civil Rights, Ralph F. Boyd, Jr. and Acting Assistant Attorney General, Loretta King directed a strengthening of enforcement of Title VI in a memorandum dated July 10, 2009.

As a sub-recipient of federal funds, Douglas County has developed this LAP to ensure compliance with federal regulations. It includes an assessment of the LEP needs of our area, an explanation of the steps we are currently taking to address these needs, and the steps we plan to take in the future to ensure meaningful access to federally funded programs by persons with LEP.

II. Purpose and Authority

The purpose of this plan is to establish effective guidelines, consistent with Title VI of the Civil Rights Act of 1964 and Executive Order 13166, for Douglas County Community and Resource Services personnel and its subgrantees to follow when providing services to, or interacting with, individuals who have Limited English Proficiency (LEP).

III. Policy

It is Douglas County’s policy to ensure that programs and activities, normally provided in English, are accessible to LEP persons and thus do not discriminate on the basis of national origin in violation of the Title VI prohibition against national origin discrimination. Douglas County will, to the maximum extent feasible in its official deliberations and communications, community outreach and related notifications, provide appropriate alternative non-English formats for free to persons with LEP to access information and services provided.

It is Douglas County’s policy to provide free language assistance services whenever an LEP person requests language assistance services. Any organization that receives federal funding from Douglas County is required to have a Language Assistance Plan in place or to utilize this plan in order to comply with federal requirements.

IV. Douglas County LEP Needs

The Four Factor Analysis, included below, provides information on the number and percentage of LEP persons in Douglas County, and the nature, frequency and importance of the contact Douglas County staff and subgrantees have with LEP persons in providing services. All data provided is from the *American Community Survey 2007-2011 5-Year Estimates* from the U.S. Census Bureau.

The Census tracks both the number of people who speak a language other than English at home, and of those, the number who speak English less than “very well”. The Census data on the population who speak English “well”, “not well”, and “not at all” are used to describe the population with LEP, for the purposes of this plan.

Factor 1. Demography – The number or proportion of LEP persons eligible to be served or likely to be encountered in Douglas County.

Population Breakdown

The total population for Douglas County from the *American Community Survey 2007-2011 5-Year Estimates* is 280,643. Approximately 23,378 people speak a language other than English at home. Out of the 23,378 people who speak a language other than English at home, 5,986 or 26 percent, speak English less than very well compared to the Metro Area’s 44 percent of the population.

Douglas County has a small population of people who have limited proficiency with the English language. Among individuals five years and over, only 2 percent speak English less than very well. For comparison, in the Denver-Aurora-Broomfield Metropolitan Statistical Area (MSA), 8.7 percent of individuals have LEP.

Population	# of People	% of People
Total population age 5 and over	258,481	
Only speak English	235,103	91%
Speak English and another language	17,392	7%
Do not speak English “very well”	5,986	2%

Seniors, people age 65 years and over, make up a disproportionately high share of the population that speaks English less than very well in Douglas County. Although seniors are 7 percent of the total population, they are 12 percent of the nearly 6,000 people with LEP. This is very different from the MSA where seniors are 11 percent of the total population, but only 9 percent of the population with LEP.

Douglas County residents who speak a language other than English at home are highly educated. In Douglas County, 57 percent of people who speak a language other than English at home have bachelor degrees or higher, compared to 55 percent of the total Douglas County population. In the MSA, only 25 percent of the people who speak a language other than English at home have bachelor degrees or higher.

As is the case in the MSA, individuals in Douglas County who speak a language other than English at home have a higher incidence of poverty than the total population. The overall poverty rate in Douglas County is 3.5 percent, but for other language speakers it is 4.5 percent. Of the individuals with incomes below the poverty level, 12 percent do not speak English at home.

In general, compared to the MSA, the individuals who speak a language other than English at home in Douglas County are more likely to:

- Speak a language other than Spanish
- Be older
- Have a bachelor’s degree

Compared to the total Douglas County population, individuals who speak a language other than English at home are more likely to:

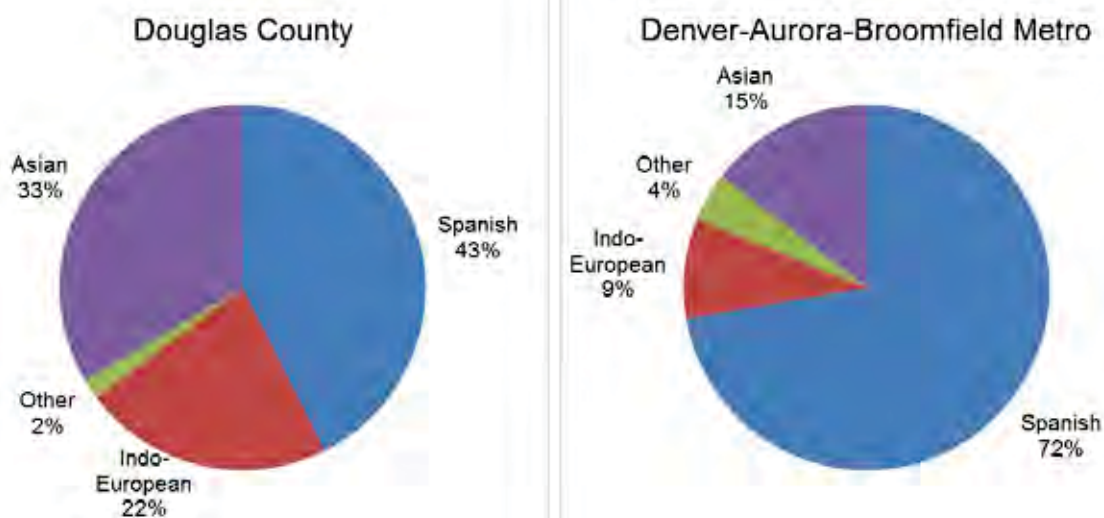
- Be older
- Be foreign-born
- Have a bachelor's degree
- Have incomes below the poverty level

Data for the population who speak a language other than English at home was mapped by Douglas County census tracts (see Appendix A). The countywide average is 9.0 percent, but a few tracts show much higher concentrations of people who speak languages other than English at home. The tracts with more than 15 percent of the people age 5 and over who speak a language other than English at home are located in northern Douglas County along the I-25 corridor. Two tracts are in Lone Tree, two in Highlands Ranch, one in unincorporated Parker, one in Castle Pines, and one in northern Castle Rock.

Language Breakdown

Individuals with LEP in Douglas County do not speak languages in one predominate language group. In the MSA, 72 percent of individuals with LEP speak Spanish. In Douglas County, only 43 percent speak Spanish. Douglas County has a higher percentage of people who speak Asian and Pacific Island languages (33 percent) and who speak Indo-European languages (22 percent) than the MSA as a whole (4 percent and 9 percent, respectively).

Language Groups of Individuals with LEP



In terms of individual languages, Spanish is the language most common among the people who speak English less than very well in Douglas County. Of the nearly 6,000 people with LEP, approximately 2,550 speak Spanish. The table on the right shows the top 10 most commonly spoken languages among the people with LEP in Douglas County.

Language Spoken	# of People
Spanish	2,550
Chinese	860
Korean	460
Russian	233
Thai	160
French	150
German	140
Hindi	130
Vietnamese	120
Persian	120

Language Breakdown by Household

Another way to account for individuals who have LEP is by their households. A person who does not speak English may live with other family members who do and who can translate for the individual. Households in which no one 14 years or older speaks English very well are considered to be linguistically isolated. In Douglas County, only 1 percent of all households are linguistically isolated. For comparison, in the MSA, 4.7 percent of households are linguistically isolated.

Language Spoken	# of People	% of Households
Total households in which no one age 14 and older speaks English only or speaks English “very well”	1,296	1.0%
Asian and Pacific Island languages	481	0.4%
Spanish	415	0.3%
Other Indo-European languages	391	0.3%
Other languages	9	0.0%

Douglas County Community Development Block Grant Program

In conjunction with the Douglas County Community Development Block Grant program’s Consolidated Plan update, provider and community surveys were distributed to learn more about services available in Douglas County and client demographics. The community survey was available in both English and Spanish. Both versions were available online and hard copies were distributed throughout Douglas County. Douglas County received a total of 388 completed community surveys. Out of the 379 residents who answered the question, “What language are you best able to express yourself in?”, 355 responded English, 17 responded Spanish, and seven responded Other.

A total of 40 completed provider surveys were received representing 20 different organizations, departments or programs, which are listed below under Factors 2 and 3. Surveys revealed that eight of the organizations did not serve any clients needing interpretive services; eight organizations served a minimal number of clients needing interpretive services only a couple of times per year; and seven organizations served 50 clients or more needing interpretive services several times per month or per week. Of the organizations needing interpretive services, Spanish was the most common language to be translated. Several organizations had staff or volunteers available to assist with interpretive services, and the majority of those spoke Spanish.

Douglas County School District

The Douglas County School District (DCSD) consists of 64 elementary schools, 23 middle schools and 16 high schools. The majority of students speak English; however, 3,344 students out of a total student population of about 64,500 are considered part of DCSD’s English Language Learner population.

The DCSD's Homeless Education Program has five clients who are considered LEP. Clients speak Spanish, Chinese and Vietnamese. An interpreter is hired a couple of times per year if needed. Two staff members are available to translate in Spanish as needed.

The DCSD's Student Wellness Program has LEP clients in which an interpreter is needed a couple of times per month for Spanish. Several staff members can translate in Spanish if needed and the DCSD has a Language Assistance Plan in place.

Douglas County Libraries

Douglas County Libraries has a Literacy Department that provides enrichment for all ages through various language development programs. Their goal is to bring together community partnerships to create a rich environment for learning and personal growth. They offer an Early Childhood Literacy program, Adult Literacy program and a program called "Book Start".

Practice Your English Conversation sessions are available on Saturday mornings at the Highlands Ranch, Parker, and Castle Rock libraries from 10:30 a.m. to noon. These classes are helpful for high beginners to intermediate level English speakers. LEP persons can also sign up for one-to-one tutoring at the Highlands Ranch, Lone Tree, Parker, and Castle Rock libraries.

Visitors

Douglas County does not have a huge visitor population as some areas may have, but staff understands that it is important to be able to communicate and welcome those who are visiting. Certain amenities and events do draw crowds, such as: The Outlets at Castle Rock, The Wildlife Experience, Park Meadows Mall, Douglas County Fair and Rodeo, the Renaissance Festival, Solheim Cup, Castle Rock Starlighting, Douglas County parks, trails and open space areas, as well as some of the local jurisdiction's events, parks, and trails and open space areas. The majority of these amenities and events do not involve critical services that would affect someone's well-being or impact their life; therefore, interpretive services may not be necessary. The need for interpretive services at these types of events has not been identified. Douglas County staff will continue to monitor the amenities, events and demographics so that changes can be made as necessary and so that people feel welcome in Douglas County.

Factor 2 and 3.

- **Factor 2. Frequency of Contact – The frequency with which LEP individuals come in contact with the program and/or activities.**
- **Factor 3. Importance – The nature and importance of the program, activity or service to people's lives.**

The following is a list of the provider responses to the surveys. Some of the organizations receive federal funds from Douglas County Community and Resource Services. The information provided address Factors 2 and 3 mentioned above. Each organization is ranked as high, medium or low in terms of the critical nature of the services they provide, level of interaction with the people they serve, uniqueness of their organization to residents in need of their services, and volume of clients.

Non-Profit Organizations

Alternatives Pregnancy Center

Language(s): Spanish
Number of LEP persons encountered: 5
Frequency of contact with LEP persons: Couple times per year
Other needs: N/A
Resources: <ul style="list-style-type: none">• Forms and materials are available in Spanish• Two staff members can translate in Spanish, French and German
Importance: High Services at the Alternatives Pregnancy Center are ranked as high importance as clients are receiving pregnancy tests, ultrasounds, STD testing, medical referrals, etc. If clients do not have someone who can translate, staff calls their downtown location to have an interpreter available.
Language Assistance Plan: No

Castle Rock Senior Center (CRSC)

Language(s): None
Number of LEP persons encountered: 0
Frequency of contact with LEP persons: 0
Other needs: Five seniors require materials in large print
Resources: N/A
Importance: High The CRSC is the only organization in Castle Rock that offers transportation, hot meals and a variety of activities for Castle Rock area seniors. Their transportation services are ranked as high importance because transportation options are limited in Douglas County and it is important that seniors and persons with disabilities have access to services if needed.
Language Assistance Plan: Yes

Crisis Center (formerly the Women's Crisis and Family Outreach Center)

Language(s): Spanish, Chinese, Russian, Eastern Block or other Asian language
Number of LEP persons encountered: 10
Frequency of contact with LEP persons: Couple of times per year (typically 4-5)
Other needs: Two clients require sign language (couple of times per year)
Resources: Forms and materials are available in Spanish
Importance: High

The Crisis Center offers shelter and services to victims of domestic violence. They have been ranked as high importance because in order for clients to recover and come up with a future life plan, interpretive services are vital to the safety of their clients in providing clear communications.

Language Assistance Plan: No

Douglas County Educational Foundation (DCEF)

Language(s):

Spanish

Number of LEP persons encountered:

About 79 or 13% of clients

Frequency of contact with LEP persons:

Couple of times per month

Other needs:

N/A

Resources:

Two staff members are available to translate

Importance: Low

The DCEF develops private resources to enrich education within Douglas County schools for the fulfillment of lifelong learning experiences of students, citizens and the community. Education is important; however, they do not directly educate students, which is why they have been ranked as low importance. The DCEF shares the same facility as the Douglas County School District administration staff; therefore, would be able to access their staff for interpreters and other resources, if necessary.

Language Assistance Plan: No

Douglas County Housing Partnership (DCHP)

Language(s):

Spanish, Vietnamese

Number of LEP persons encountered:

A couple

Frequency of contact with LEP persons:

Couple of times per year

Other needs:

N/A

Resources:

One staff member can translate in Spanish

Importance: High

The DCHP provides affordable housing services that are available to all. Because the availability of services could impact a person's life, a high importance ranking has been given. Anyone seeking services should be provided oral or written translation services if the need arises. This includes, but is not limited to information related to the Down Payment Assistance Program, Shared Equity Program, Home Buyer Education Class and foreclosure counseling.

Language Assistance Plan: Yes

Douglas County Neighbor Network

Language(s): Spanish
Number of LEP persons encountered: 1
Frequency of contact with LEP persons: Couple of times per year
Other needs: <ul style="list-style-type: none">• About 100 clients require materials in large print• More than 20 require Braille or other needs to communicate verbally
Resources: Currently located in the Douglas County building; therefore, can access Douglas County staff to translate, if necessary (see Appendix C)
Importance: Medium The Neighbor Network program is unique to Douglas County as they match volunteers with seniors for a variety of things such as companionship, help around the house, help with errands, and transportation. This program is categorized as medium importance because clients would not be able to find another organization to provide this type of assistance and transportation opportunities are limited in Douglas County.
Language Assistance Plan: Yes, uses Douglas County's CDBG LAP

Douglas/Elbert Task Force (D/ETF)

Language(s): Spanish, Russian
Number of LEP persons encountered: About 650 people or 10% of clients
Frequency of contact with LEP persons: Couple of times per week
Other needs: <ul style="list-style-type: none">• Less than 100 clients require materials in large print• Greater than 1% require sign language (couple times per month)
Resources: <ul style="list-style-type: none">• Forms and materials are available in Spanish• 10 staff members and volunteers can translate in Spanish, French and Russian
Importance: High The D/ETF is ranked as high importance because it is typically one of the first agencies where residents go for assistance because they have a food bank, thrift store, and offer rent and utility assistance, as well as other services.
Language Assistance Plan: No

El Grupo VIDA

Language(s): Spanish
Number of LEP persons encountered: Did not provide numbers
Frequency of contact with LEP persons: Couple of times per month
Other needs: A few clients require sign language (couple of times per year)
Resources: <ul style="list-style-type: none">• Forms and materials are available in Spanish

<ul style="list-style-type: none"> • One staff member can translate in Spanish
<p>Importance: High El Grupo VIDA is a network of Spanish speaking families who have children with developmental disabilities and need access to education and services. This is ranked as high importance as this is the only organization that Douglas County is aware of, that is devoted to residents who speak Spanish. This is a valuable resource for families experiencing similar situations and needs.</p>
<p>Language Assistance Plan: No</p>

Highlands Ranch Senior Outreach Services

<p>Language(s): None</p>
<p>Number of LEP persons encountered: 0</p>
<p>Frequency of contact with LEP persons: 0</p>
<p>Other needs: About 63 people require materials in large print</p>
<p>Resources: N/A</p>
<p>Importance: Low Highlands Ranch Senior Outreach Services has one staff member that provides limited education and senior services to residents, many of which are for social purposes. Seniors can access other resources in Douglas County, if needed, and depending on their needs, the organization directs residents to DRCOGs' Area Agency on Aging.</p>
<p>Language Assistance Plan: No</p>

Parker Senior Center

<p>Language(s): None</p>
<p>Number of LEP persons encountered: 0</p>
<p>Frequency of contact with LEP persons: 0</p>
<p>Other needs: N/A</p>
<p>Resources: N/A</p>
<p>Importance: High The Parker Senior Center offers transportation services, meals, and a variety of activities for Parker area seniors. Transportation options are limited in Parker, and seniors and persons with disabilities are in need of these services; therefore, they received a high importance ranking only for their transportation services as other services are not as critical.</p>
<p>Language Assistance Plan: No</p>

St. Vincent de Paul Society of Castle Rock (SVdP-CR)

<p>Language(s): Spanish</p>
<p>Number of LEP persons encountered: 50</p>
<p>Frequency of contact with LEP persons: Couple of times per month</p>

Other needs: About 50 clients require large print
Resources: <ul style="list-style-type: none"> • Forms and materials are available in Spanish • 5-10 volunteers can translate in Spanish
Importance: Low SVdP offers rent assistance to clients in need, which is a critical service; however, this organization was ranked as low importance because they partner with larger organizations that could provide services for LEP persons. SVdP has volunteers who can translate in Spanish, and clients would only be directed elsewhere if they need an interpreter for another language.
Language Assistance Plan: No

The Arc

Language(s): Spanish, Farsi
Number of LEP persons encountered: 3
Frequency of contact with LEP persons: Couple of times per year
Other needs: <ul style="list-style-type: none"> • Four clients require sign language (couple times per year) • One client requires Braille or other needs to communicate verbally
Resources: <ul style="list-style-type: none"> • Forms and materials are available in Spanish • One staff member or volunteer can translate in Spanish
Importance: High The Arc is one of the only organizations that offer services to developmentally disabled clients and their families; therefore, they have been ranked as high importance. The Executive Director is contacted if a client is unable to be assisted by staff and then options for interpretive services are made available to the client.
Language Assistance Plan: No

Governmental or Quasi-Governmental Agencies

City of Castle Pines

Language(s): None
Number of LEP persons encountered: 0
Frequency of contact with LEP persons: 0
Other needs: Five people require materials in large print
Resources: N/A
Importance: High It does not appear that the City of Castle Pines has any issues assisting clients who do not speak English “very well”. They have been ranked as high importance because as a government it is essential that residents are able to access services, pay bills, participate in the government process, etc.
Language Assistance Plan: No

City of Lone Tree

Language(s): None
Number of LEP persons encountered: 0
Frequency of contact with LEP persons: 0
Other needs: N/A
Resources: N/A
Importance: High It does not appear that the City of Lone Tree has any issues assisting clients who do not speak English “very well”. They have been ranked as high importance because as a government it is essential that residents are able to access services, pay bills, participate in the government process, etc.
Language Assistance Plan: No

Douglas County Government – Adult Services Program

Language(s): Spanish
Number of LEP persons encountered: Did not provide numbers
Frequency of contact with LEP persons: Couple of times per year
Other needs: Several seniors require materials in large print
Resources: Staff can be called upon to translate, if necessary (see Appendix C)
Importance: High The Adult Services Program provides case management, senior programs and transportation. This is ranked as high importance because of the critical nature of utilizing case management and transportation services for seniors, which will help them attain the highest level of self-sufficiency possible. If needed, I Speak cards are available for the client to select and an interpreter is called upon to translate.
Language Assistance Plan: Yes

Douglas County Government - CDBG Program

Language(s): None
Number of LEP persons encountered: 0
Frequency of contact with LEP persons: 0
Other needs: N/A
Resources: Staff can be called upon to translate, if necessary (see Appendix C)
Importance: Low CDBG program funds are distributed to various subgrantees to carry out services; therefore, CDBG staff typically does not come into contact with LEP persons, which is why this program is ranked as low importance. The CDBG program does provide resources like the Annual

Action Plan, Consolidated Annual Performance Evaluation Report, Consolidated Plan, etc. that can be translated or specific sections translated if a LEP person requests the information.
Language Assistance Plan: Yes

Douglas County Government - Family Development Program

Language(s): Clients may have spoken a language other than English, but were able to communicate in English to access services.
Number of LEP persons encountered: 0
Frequency of contact with LEP persons: 0
Other needs: N/A
Resources: Staff can be called upon to translate, if necessary (see Appendix C)
Importance: High The Family Development Program is implemented by the Community of Care Navigator who works closely with clients to help them achieve and maintain self-sufficiency. This program is ranked as high importance because effective communication must take place as the navigator works closely with clients to provide resources such as rent and utility assistance, referrals to other agencies, etc. For certain services, the client may be able to work with other agencies that may have an interpreter on staff or through a volunteer.
Language Assistance Plan: Yes

Douglas County Government - Human Services Department (DCHS)

Language(s): Spanish, Chinese, Farsi
Number of LEP persons encountered: About 300; however, many of these can still be assisted without an interpreter.
Frequency of contact with LEP persons: Couple of times per year
Other needs: <ul style="list-style-type: none"> • About 50 clients require materials in large print • About 25 clients require sign language (couple times per year) • About 50 require Braille or have other needs in order to communicate verbally
Resources: <ul style="list-style-type: none"> • Forms or materials are available in Spanish • Two staff members are available to translate in Spanish
Importance: High DCHS' services are ranked as high importance because they provide critical services such as rent and utility assistance, case management, TANF, SNAP, etc. They can contact the Colorado Language Connection for translation services when the need arises.
Language Assistance Plan: Yes

Douglas County School District (DCSD) – Homeless Education Program

Language(s): Spanish, Chinese, Vietnamese
Number of LEP persons encountered: Five clients require an interpreter
Frequency of contact with LEP persons:

Couple of times per year
Other needs: Three clients require sign language (couple of times per year)
Resources: Two staff members can translate in Spanish
Importance: High DCSD provides education, which is necessary for all youth. It is important that interpreters are available if needed, to ensure that everyone is receiving equal education and homeless students have the same access and resources as other students.
Language Assistance Plan: No

Douglas County School District (DCSD) – Student Wellness Program

Language(s): Spanish
Number of LEP persons encountered: Did not provide a number
Frequency of contact with LEP persons: Couple of times per month
Other needs: Sign language (couple of times per year)
Resources: <ul style="list-style-type: none"> • Forms and materials are available in Spanish • About 20 employees can translate in Spanish, Chinese and sign language
Importance: High It is important that students have access to services to ensure their health and safety while attending school; therefore, this program is ranked with high importance. The Student Wellness Program’s process for interpreters is to utilize on-site foreign language speakers first. If the student needs testing or other services of this nature, staff uses a service provided through special education.
Language Assistance Plan: Yes

Douglas County Transit Solutions (DCTS)

Language(s): N/A
Number of LEP persons encountered: N/A
Frequency of contact with LEP persons: N/A
Other needs: N/A
Resources: N/A
Importance: High Transit services are ranked as high importance as they are necessary for people to work, access services, for education, legal assistance, etc. DCTS consists of 21 organizations, some of which are listed in this section, such as the CRSC and the Parker Senior Center.
Language Assistance Plan: Yes, uses Douglas County’s CDBG LAP, unless individual organizations have one in place.

Town of Castle Rock – Transportation Program

Language(s): Spanish
Number of LEP persons encountered: 3
Frequency of contact with LEP persons: Couple of times per year
Other needs: N/A
Resources: Forms and materials are available in Spanish
Importance: High In the Town of Castle Rock, there are very limited options for residents who need transportation services. As a government entity that assists the public with many services in addition to transportation, this is ranked as high importance.
Language Assistance Plan: No

Factor 4. Resources – The resources available and the costs.

Reasonable Business Practices

Douglas County has a close-knit community with a number of organizations that work well together in order to benefit the community. Several organizations offer similar services; therefore, it might be possible for the smaller organizations that are staffed largely by volunteers to work together to access an interpreter, if one is not available through their organization. For example, if one organization has a volunteer who can offer interpretive services, this person might be available to assist another organization if the need arises. Since Douglas County does not have a large LEP population, it makes sense to combine resources until the need for interpretive services becomes greater.

Costs associated with hiring interpreters and translating documents can be expensive. Organizations can work closely together so that services are more affordable and residents have access to the services they need. They can also work through the County to coordinate and access services if their resources are limited.

Resources

The following resources are available:

- **“I Speak” cards:** These cards are available to all Douglas County front desk staff and online so that subgrantees may download them if needed. An “I Speak” card is provided at all Project Manager Trainings and is attached as Appendix B.
- **Douglas County staff:** Several Douglas County employees are fluent in languages other than English and can act as an interpreter when needed. See Appendix C for a list of employees.
- **Interpreters (oral):** If a client needs assistance and a staff member is not available, staff will rely on the technological resources identified below. If staff is unable to communicate using some of the tools available, an interpreter will be hired and a time that works for all parties will be set up to discuss services. See Appendix D for interpreters for hire.
- **Interpreters (written):** If there is a large enough population of LEP persons (1,000 persons or 5 percent of the population, whichever is less) for the same language, interpreters will be hired to translate documents into that language and made available to clients. See Appendix D for interpreters for hire.

- **Technology:**
 - Google Translate
 - Microsoft Outlook Translate
 - Babel Fish - www.babelfish.com (translates sentences)
 - Language Line - www.language.com (pay as you go services)

V. Language Assistance

Acceptable Methods of Communication

The following types of communication services are available:

1. Oral Interpretation Services:

Oral interpretation services will be provided to LEP persons in some form at no cost. If a bilingual employee is available they will be called upon to translate. If the LEP person has an adult family member or friend that can provide interpretive services that will be an option. The LEP person will be informed that an interpreter is available at no cost if they wish to use that person instead of a family member or friend due to privacy issues, comfort, etc. If all other options have been exhausted, an outside interpreter or telephone service line will be utilized. Douglas County staff will ensure that the LEP person's choice is voluntary, and that they are aware of their options.

2. Written Interpretation Services:

The number of LEP persons in Douglas County speaking one language is not high enough to warrant translating documents into a specific language. Clients will be assisted in completing forms, as necessary. Documents will be revisited and possibly revised, when, or if, the number of LEP persons increases and there is a greater need.

Language Assistance Protocol

1. Telephone Assistance:

Callers who are limited in their English speaking abilities often have an English speaking person present when they call. If this is the case, the English speaking person will be asked if they are acting as the person's translator. If they are not, they will be asked what language the person speaks and arrangements will be made for translation services to be available at an agreeable time for all parties.

If the caller is unable to speak English and the language is recognizable, staff will find a bilingual employee or will assist the caller to the greatest extent possible, which may involve setting up a time when a translator would be available.

2. Walk-in Assistance:

The majority of clients seeking services will be walk-in clients. A LEP person who walks into the office will be assisted to the greatest extent possible by Douglas County or subgrantee staff, or a bilingual employee, if available. The client can indicate the language they are speaking on an "I Speak" card. They will then be informed of their right to an interpreter free of charge. Arrangements will be made for translation services to be available at an agreeable time for all parties. Staff will follow the guidelines outlined above under "Acceptable Methods of Communication".

3. Written Assistance:

Douglas County staff will first try to assist the client to determine what documents they need or want. Once that has been identified, staff will find a translator to assist the client in completing the form for services. If it is a larger document they are interested in, such

as something they would like to provide public comments on, the interpreter will work with the client to provide an overview of the document, discuss specific topics the client is interested in, and the interpreter can inform staff of the client's comments regarding the topic.

At this time, the number of LEP persons speaking one language does not warrant that forms and other documents be available in that language. Douglas County staff will continue to monitor the County's demographics so that forms and documents are available in a different language when the population speaking that language exceeds 1,000 persons, or it is 5 percent of the population, whichever is less.

Although Douglas County has 2,547 individuals over the age of five who speak Spanish, many of those will not be seeking services as they are children. In relation to the number of households, there are only 1,296 people age 14 and older who are considered LEP. When that population is broken down by language, there is not one language that has more than 1,000 persons who speak it. Douglas County will continue to monitor the demographics and make adjustments as this number increases.

4. Interpreter Assistance:

If it is determined that an interpreter is necessary, Douglas County staff will keep an updated list of employees and external interpreters who speak a variety of languages that can be called upon, if necessary. This list will be updated annually and kept in the O:\Community Services\CDBG\Admin\LEP_LAP folder.

Staff Compliance

The general policy above denotes that all Douglas County Community and Resource Services and Subgrantees who are funded through this division are required to provide free language assistance services to LEP individuals and must inform the public about available language assistance services.

Staff Training

Training is critical so that staff can competently work with LEP persons and make the necessary accommodations to provide proper services. Additional training will be scheduled as needed. Community and Resource Services staff will be trained in:

- The LAP
- How to work with and respond to LEP persons
- Who to contact if the need for language assistance arises
- The location of documents available in other languages

Outreach Efforts

Public notices that are published in the local newspapers will state that interpretive services are available on an as needed basis and who to contact to make arrangements. Copies of documents that are made available to the public for public comments as well as final or approved documents will contain information regarding interpretive services. Posters advertising public meetings or open houses will also contain contact information so that an interpreter can be available at the event, if requested.

Monitoring and Updating the LAP

Douglas County does not expect the LEP population to increase drastically from year to year; therefore, the LAP will be updated every five years in conjunction with the Consolidated Plan. For the Consolidated Plan, CDBG staff conducts community and provider surveys to get a firm understanding of community services being offered, demographics of clients being served, etc.

If data suggests that the population is changing in between the five-year updates based on the American Community Survey as well as other available data, Douglas County will determine at that time if an update is necessary.

Disseminating the LAP

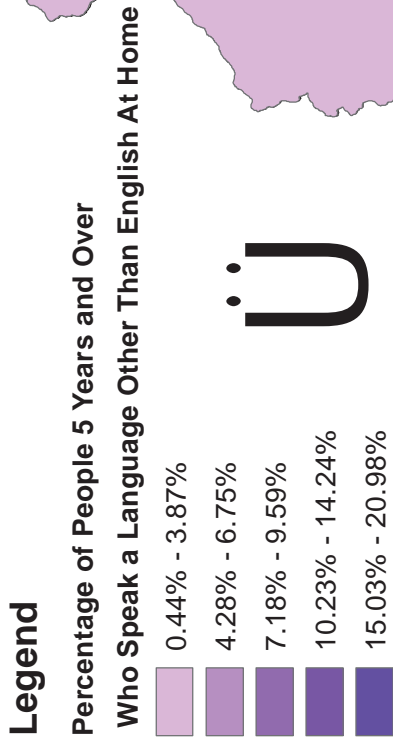
The LAP will be made available to Douglas County staff, on the Douglas County website, given out at Application Workshops, given to subgrantees at Project Management Training, and copies will be provided as requested.

Methodology

The data collected and used in this LAP are from the following sources:

- *American Community Survey 2007-2011 5-Year Estimates* from the U.S. Census Bureau
- 2013-2014 Community Development Block Grant Community and Provider Surveys
- Douglas County School District
- Douglas County Libraries

LOCATIONS OF CONCENTRATIONS OF PEOPLE WHO SPEAK OTHER LANGUAGES

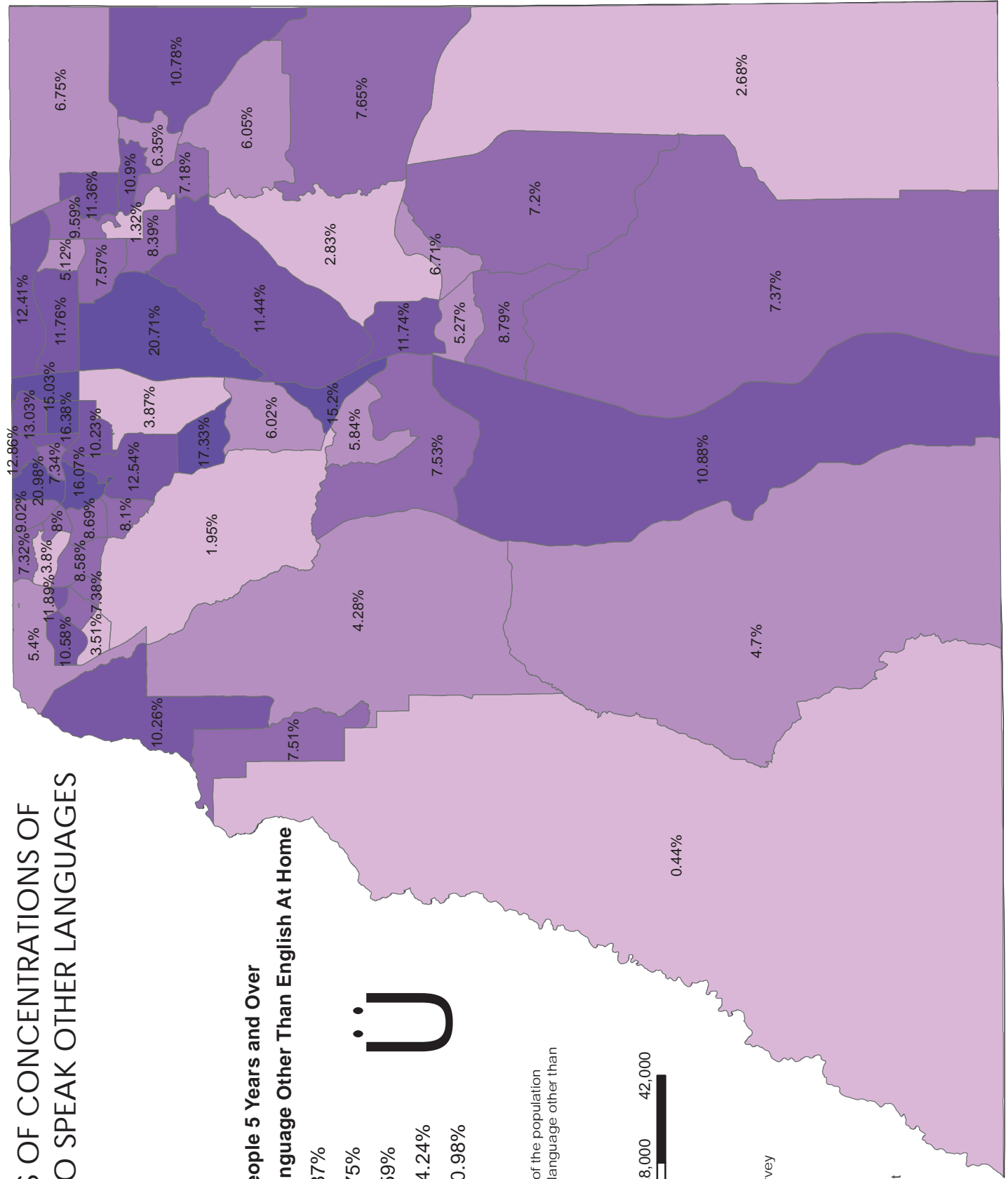


*In Douglas County, 9.0% of the population age 5 and over speaks a language other than English at home.



Source: 2011 American Community Survey 5-Year Estimates

October 2013
Douglas County
Department of
Community Development



- | | |
|--|-------------------------------|
| <input type="checkbox"/> <p>ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.</p> | <p>1. Arabic</p> |
| <input type="checkbox"/> <p>Խոսողո՞ւմ ե՞սք նշողո՞ւմ կատարե՞ք այս քանակությունը, եթե խոսողո՞ւմ կա՞մ կարողո՞ւմ եք հայերեն:</p> | <p>2. Armenian</p> |
| <input type="checkbox"/> <p>যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।</p> | <p>3. Bengali</p> |
| <input type="checkbox"/> <p>ល្អបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។</p> | <p>4. Cambodian</p> |
| <input type="checkbox"/> <p>Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.</p> | <p>5. Chamorro</p> |
| <input type="checkbox"/> <p>如果你能读中文或讲中文，请选择此框。</p> | <p>6. Simplified Chinese</p> |
| <input type="checkbox"/> <p>如果你能讀中文或講中文，請選擇此框。</p> | <p>7. Traditional Chinese</p> |
| <input type="checkbox"/> <p>Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.</p> | <p>8. Croatian</p> |
| <input type="checkbox"/> <p>Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.</p> | <p>9. Czech</p> |
| <input type="checkbox"/> <p>Kruis dit vakje aan als u Nederlands kunt lezen of spreken.</p> | <p>10. Dutch</p> |
| <input type="checkbox"/> <p>Mark this box if you read or speak English.</p> | <p>11. English</p> |
| <input type="checkbox"/> <p>اگر خواندن و نوشتن فارسي بلد هستيد، اين مربع را علامت بنيد.</p> | <p>12. Farsi</p> |

<input type="checkbox"/>	Cocher ici si vous lisez ou parlez le français.	13. French
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
<input type="checkbox"/>	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
<input type="checkbox"/>	Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
<input type="checkbox"/>	अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
<input type="checkbox"/>	Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
<input type="checkbox"/>	Jelölje meg ezt a kockát, ha megérta vagy beszéli a magyar nyelvet.	19. Hungarian
<input type="checkbox"/>	Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
<input type="checkbox"/>	Marchi questa casella se legge o parla italiano.	21. Italian
<input type="checkbox"/>	日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
<input type="checkbox"/>	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
<input type="checkbox"/>	ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	24. Laotian
<input type="checkbox"/>	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

<input type="checkbox"/>	Assinale este quadrado se você lê ou fala português.	26. Portuguese
<input type="checkbox"/>	Însemnați această casuță dacă citiți sau vorbiți românește.	27. Romanian
<input type="checkbox"/>	Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
<input type="checkbox"/>	Обележите овај квадратик уколико читате или говорите српски језик.	29. Serbian
<input type="checkbox"/>	Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
<input type="checkbox"/>	Marque esta casilla si lee o habla español.	31. Spanish
<input type="checkbox"/>	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
<input type="checkbox"/>	ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.	33. Thai
<input type="checkbox"/>	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
<input type="checkbox"/>	Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	35. Ukrainian
<input type="checkbox"/>	اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
<input type="checkbox"/>	Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
<input type="checkbox"/>	באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish



Bi-Lingual Employees

Language	Name	Department	Phone Ext.
Dutch	Jonathan Rife	Weed Control	7476
French	Shelley Burek	Sheriff's	6332
German	Stephanie Cook	Treasurer	4246
Hungarian	Attila Denes	Sheriff's	7036
Spanish	Ed Martinez	Sheriff's	6560
Spanish	Marlene Fleming	IT	6166
Ukrainian	Helen Kellogg	Finance	4140



Julia S. Vang, Department Manager
 COLORADO LANGUAGE CONNECTION
 Asian Pacific Development Center (APDC)
 1544 Elmira Street, Aurora, CO 80010
 Office: 303-365-2959 Ext: 114
 Emergency Contact #: 720-220-6742
 Fax: 303-344-4599
 Email: CLC@apdc.org

LIST OF PRICES

<u>Services</u>		<u>Hourly Rate</u>
Emergency (EMG) Interpretation*	General/ Medical	\$90.00
	Legal	\$100.00
In-Advance Request Interpretation**	General/ Medical	\$75.00
	Legal Interpreting	\$85.00
Phone Reminder/Confirmation Call***	General/ Medical Interpreting	\$18.75/15 minutes
	Legal Interpreting	\$21.25/15 minutes
Documentation		Varies by language
Translation	Written Document	
Transcribing	Video, Voice Recording, ETC...	
Web Testing & Translation Improvement	Website Testing	
Special Services	Advance Arrangement Required	
Weekend Appointment	EMG General/ Medical*	\$90.00 plus \$25
	EMG Legal*	\$100.00 plus \$25
	General/ Medical**	\$75.00 plus \$25
	Legal**	\$85.00 plus \$25
American Sign Language		\$150.00-\$250.00
Credit Card Payment	Additional Charge	Varies by Card

*Service requested with less than 24 hour notice

**Service requested with more than 24 hour notice

Both (* and **) includes in-person OR telephone interpretation with 3 or more parties involved (client, customer, interpreter)

***Involves only interpreter and client. Charged at 15 minutes increments

Any cancellation less than 24 hour notice will still be charged and billed

TRAVEL FEE & MILEAGE POLICY

******Mileage on Mapquest.com website ONLY******

For appointment between 30-80 miles round trip from APDC office (1544 Elmira Street, Aurora, CO 80010), \$33.00 FLAT FEE will be applied

Some of the cities may include:

WHEAT RIDGE	ENGLEWOOD	LAKWOOD	SHERIDAN
GOLDEN	LITTLETON	ARVADA	LAFAYETTE
BROOMFIELD	CASTLE ROCK	FIRESTONE	HIGHLANDS RANCH
WESTMINSTER	NORTHGLENN	LOUISVILLE	CENTENNIAL
EVERGREEN	PARKER	LONE TREE	BRIGHTON
MORISON	THORNTON	FREDERICK	

For appointments farther than 80 miles round trip from APDC office, a FLAT FEE and an additional \$0.45/mile will be applied

CITIES/AREAS INCLUDED	Mileage
CHEYENNE, WY	\$100.00
COLORADO SPRING	\$60.00
FORT COLLINS	\$60.00
GEORGETOWN	\$50.00
GREELEY	\$50.00
LONGMONT	\$40.00
LOVELAND	\$50.00
PUEBLO	\$50.00
ALAMOSE	\$250.00
FORT LUPTON	\$45.00
BACK HAWK	\$45.00
NEDERLAND	\$50.00

Approved by APDC-CLC 07/2011





Learn more about Personal Interpreter

Communicate With Your limited English-Proficient (LEP) individuals within the US and across the globe.

Whether you or your staff need assistance communicating with Limited English speaking customers, clients, patients or simply for personal use when traveling domestically and abroad, in two effortless steps you can connect with a Professional interpreter, in over 200 languages, 24/7/365 days a year without the formality of a contract-and, you only pay for the minutes you use.

PERSONAL INTERPRETER CALL FLOW

- Dial the Personal Interpreter access number, enter your 8-digit PIN, and state the name of the language you need right into the phone. It will be Recognized by our speech recognition/response system
- You will be immediately connected to the appropriate interpreter.
- Charges begin when the interpreter joins the call and end when you hang up.
- Per minute charges include complementary domestic or international third party calls placed by our attendant for you, to anywhere in the world.
- Charges are billed to your Credit Card daily and kept securely.
- Once you receive your PIN, you can use it over and over again, without having to re-register.

PERSONAL INTERPRETER SELF-SERVICE PORTAL

- View and print reports containing your usage, call history, and charges
- Retrieve lost Personal Identification Number (PIN)
- Update your account information
- Download FREE training tools
- To access The Personal Interpreter Self-Service Portal, click here: [Self-Service Portal \(https://webpi.languageline.com/webpi/go/\)](https://webpi.languageline.com/webpi/go/)

For more information, please call 1-800-528-5888. If you're located outside of North America call us at 1+ 831-648-7582, or you can also email us at [WeCare@languageline.com \(mailto:WeCare@languageline.com\)](mailto:WeCare@languageline.com)

Connect with an Interpreter

SIGN UP NOW

[\(https://webpi.languageline.com/webpi/go/login/create/\)](https://webpi.languageline.com/webpi/go/login/create/)

Self-Service Portal

- [\(https://webpi.languageline.com/webpi/go/\)](https://webpi.languageline.com/webpi/go/)
- Complete the [sign up form \(https://webpi.languageline.com/webpi/go/login/create/\)](https://webpi.languageline.com/webpi/go/login/create/)
- Receive your PIN instantly
- Dial a toll-free number and enter your PIN
- Connect with an interpreter or translator for your chosen language
- Usage billed at \$3.95 per minute and charged directly to your credit card

For more information about personal interpreter services contact our [customer service department \(mailto:WeCare@LanguageLine.com\)](mailto:WeCare@LanguageLine.com) or browse [frequently asked questions \(solutions/interpretation/personal-interpreter/faq/\)](https://solutions/interpretation/personal-interpreter/faq/).



[\(http://www.languageline.com/solutions/interpretation/personal-interpreter/personal-interpreter-sign-up-and-call-flow-process/pi-image/\)](http://www.languageline.com/solutions/interpretation/personal-interpreter/personal-interpreter-sign-up-and-call-flow-process/pi-image/)