

**City of Greenville
Language Access Plan**

2012

City of Greenville

Community Development Department Language Access Plan

I. Introduction

The purpose of this Policy and Plan is to ensure compliance with Title VI of the Civil Rights Act of 1964, and other applicable federal and state laws and their implementing regulations with respect to persons with Limited English Proficiency (LEP). Title VI of the Civil Rights Act of 1964 prohibits discrimination based on the ground of race, color or national origin by any entity receiving federal financial assistance. Administrative methods or procedures, which have the effect of subjecting individuals to discrimination or defeating the objectives of these regulations, are prohibited.

In order to avoid discrimination on the grounds of national origin, all programs or activities administered by the City of Greenville Community Development Department must take adequate steps to ensure that their policies and procedures do not deny or have the effect of denying LEP individuals with equal access to benefits and services for which such persons qualify. This Policy defines the responsibilities the Department has to insure LEP individuals can communicate effectively.

II. Scope of Policy

These requirements will apply to the City of Greenville, Community Development Department (herein referred to as “the Department”) including Subcontractors, Vendors, and Sub-recipients.

The Department will ensure that LEP individuals are provided meaningful access to benefits and services provided through Contractors or Service Providers receiving sub-grants from the Department.

III. Definitions

- A. Limited English Proficient (LEP) individual – Any prospective, potential, or actual recipient of benefits or services from the Department, who cannot speak, read, write or understand the English language at a level that permits them to interact effectively with the Department.
- B. Vital Documents – These forms include, but are not limited to, applications, consent forms, all compliance plans, bid documents, fair housing information, citizen participation plan, letters containing important information regarding participation in a program; notices pertaining to the reduction, denial, or termination of services or benefits, including the right to appeal such actions, or that require a response from beneficiary notices advising LEP persons of the availability of free language assistance, LEP outreach materials, and any other documents determined by the Department to be vital documents.

- C. Substantial number of LEP: 5% or 1,000 people, whichever is smaller, are potential applicants or recipients of the Department and speak a primary language other than English and have limited English proficiency.

IV. Analysis

The Department conducted a four factor analysis, considering (1) the number of proportion of LEP persons eligible to be served or likely to be encountered by the Department through the federally funded programs; (2) frequency with which LEP persons come into contact with the Department's programs; (3) the nature and importance of the program, activity, or service to people's lives; and (4) resources available to the Department and costs.

Per the 2005-2009 American Community Survey, approximately 6.2% of the City of Greenville's population is Spanish speaking with Limited English Proficiency. No other ethnicity has sizeable limited English. Approximately 93.8% of the City of Greenville's population speaks English only. The average LEP contact for program assistance is 3-4 annually.

The Department receives federal funding through the Community Development Block Grant (CDBG) program, HOME Investment Partnerships Program (HOME) and Low-Income Housing Credit Program (LIHC). Use of these funds provides assistance for Rehabilitation or Reconstruction of owner occupied properties, Downpayment Assistance for low-moderate income first-time homebuyers, Acquisition & Relocation Assistance and Construction of Affordable Housing units for Low-Moderate Income Families.

In addition to the programs above, the Department provides federal funding to City approved Community Housing Development Organizations (CHDO) for the development of affordable single-family, rental and transitional housing units.

V. Providing Notice to LEP Individuals

- A. The Department will take appropriate steps to inform all applicants, recipients, community organizations, and other interested persons, including those whose primary language is other than English, of the provisions of this policy.
- B. The Department will post and maintain signs in regularly encountered languages other than English in waiting rooms, reception areas and other initial points of contact. These signs will inform applicants and beneficiaries of their right to free language assistance services and invite them to identify themselves as persons needing such services.
- C. The Department will include statements of the right to free language assistance in Spanish and other significant languages in all outreach material disseminated routinely to the public.

VI. Provision of Services to LEP Applicants/Recipients

A. Assessing Linguistic Needs of Potential Applicants and Recipients

1. The Department will assess the language needs of the population to be served, by identifying:
 - a. The language needs of each LEP applicant/recipient
 - b. The points of contact where language assistance is needed; and
 - c. The resources needed to provide effective language assistance including location, availability and arrangements necessary for timely use.
2. Types of language assistance to be provided by the Department
 - a. The Department will generally offer, or ensure the LEP person is offered through other sources, competent interpretation services free of charge.
 - b. Vital Documents will provide, as needed, to LEP persons in Spanish.
 - c. Program brochures and materials to be offered in Spanish.

B. Responsibility of Organizations funded through Federal Funds

1. All Organizations are required to comply with Title VI and its accompanying regulations. The Department will assist Organizations in finding appropriate translation resources.

VII. Program Evaluation

The Department shall monitor the implementation of its Language Assistance Plan, making revisions to policies and procedures as may be required on an annual basis. Departmental Staff will also be trained on LAP policies and procedures.

The Department's Language Assistance Plan (LAP) is available to the public. Citizens, public agencies, and other interested parties will have reasonable and timely access information and records relating to the LAP. All records that are public under G.S. 132 will be made accessible to interested individuals and groups during normal working hours.

At any time, citizens may submit complaints related to the LAP by contacting the Community Development Director.

The Director will provide written response to all written complaints that relate to the LAP within 15 business days.

Adopted this the 8th day of March, 2012.

Allen M. Thomas, Mayor

ATTEST:

Carol L. Barwick, City Clerk