Limited English Proficiency Plan Ward County April 18, 2011

TITLE VI COORDINATOR
Colleen Houmann
315 3rd St SE
Minot, ND 58701
701-857-6499

INTRODUCTION

This Limited English Proficiency Plan has been prepared to address Ward County's_responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English proficiency language skills. 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 on the basis of 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, including all Ward County departments receiving federal grant funds.

Plan Summary

Ward County 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 services provided. As defined 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.

In order to prepare this plan, Ward County used the four-factor LEP analysis which considers the following factors:

- 1. The number or proportion of LEP persons in the service area who may be served by Ward County.
- 2. The frequency with which LEP persons come in contact with Ward County services.
- 3. The nature and importance of services provided by Ward County to the LEP population.
- 4. The interpretation services available to Ward County and overall cost to provide LEP assistance. A summary of the results of the four-factor analysis is in the following section.

MEANINGFUL ACCESS: FOUR-FACTOR ANALYSIS

1. The number or proportion of LEP persons in the service area who may be served or are likely to require Ward County services.

Ward County staff reviewed the 2010 U.S. Census Report and determined that of the 61,675 persons in Ward County, 3577 (5.8%) of the population speak a language other than English in their home.

- 2. The frequency with which LEP persons come in contact with Ward County services.
 Ward County staff reviewed the frequency with which the county department office staff,
 Highway Department, and misc. positions could have, or could have, contact with LEP persons.
 This includes documenting phone inquiries or office visits. To date, Ward County has had no requests for interpreters and no requests for translated program documents. The county staff has had very little contact with LEP persons.
- 3. The nature and importance of services provided by Ward County to the LEP population. There is no large geographic concentration of any type of LEP individuals in the service area for Ward County. The overwhelming majority of the population, 96%, speaks only English. As a result, there are few social, service, professional and leadership organizations within Ward County service area that focus on outreach to LEP individuals. Ward County staff is most likely to encounter LEP individuals through office visits, phone conversations, and attendance at meetings open to the public.
- 4. The resources available to Ward County and overall cost to provide LEP assistance. Ward County reviewed its available resources that could be used for providing LEP assistance, which of its documents would be most valuable to be translated if the need should arise, and has implemented the use of the website http://translate.google.com/# which has the ability to allow non-English speaking citizens the ability to type their request in their language and translate to English. In addition, Ward County staff members can type responses in English and translate into the applicable language. Other language translation if needed would be provided through a telephone interpreter line for which the county would be required to pay a fee.

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 Ward County 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.

How Ward County staff may identify an LEP person who needs language assistance:

- Post notice of LEP Plan and the availability of interpretation or translation services free of charge.
- All Ward County staff will be provided with "I Speak" cards to assist in identifying the language interpretation needed if the occasion arises.
- Applicable Ward County staff will be informally surveyed periodically on their experience concerning any contacts with LEP persons during the previous year.
- When Ward County sponsors an informational meeting or event, an advanced public notice of
 the event should be published including special needs related to offering a translator (LEP) or
 interpreter (sign language for hearing impaired individuals). Additionally, a staff person may
 greet participants as they arrive. By informally engaging participants in conversation it is possible
 to gauge each attendee's ability to speak and understand English. Although translation may not
 be able to be provided at the event it will help identify the need for future events.

Language Assistance Measures

Although there is a very low percentage in Ward County of LEP individuals, that is, persons who speak English "not well" or "not at all", it will strive to offer the following measures:

- 1. The Ward County staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating English.
- 2. The following resources will be available to accommodate LEP persons:
 - <u>Use of the website HTTP://translate.google.com/#</u> will be utilized by Ward County Staff to receive and respond to requests by non-English speaking persons.
 - Language interpretation will be accessed for all other languages through a telephone interpretation service.

STAFF TRAINING

The following training will be provided to all staff:

- Information on the Title VI Policy and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of the "I Speak" cards.
- Documentation of language assistance requests.
- How to handle a potential Title VI/LEP complaint.

All contractors or subcontractors performing work for the Ward County will be required to follow the Title VI/LEP guidelines.

TRANSLATION OF DOCUMENTS

Ward County weighed the cost and benefits of translating documents for potential LEP groups. Considering the expense of translating the documents, the likelihood of frequent changes in documents and other relevant factors, at this time it is an unnecessary burden to have any documents translated.

Due to the very small local LEP population, Ward County does not have a formal outreach procedure in place, as of 2011. Translation resources have been identified and are limited in this region. However, when and if the need arises for LEP outreach, Ward County will consider the following options:

When staff prepares a document, or schedules a meeting, for which the target audience is
expected to include LEP individuals the same procedures will be used to identify LEP individuals
and their need for document translation services as with other requests for interpretation that
may arise

MONITORING

Monitoring and Updating the LEP Plan – Ward County will update the LEP Plan as required. At a minimum, the plan will be reviewed and updated when data from the 2010 U.S. Census is available, or when it is clear that higher concentrations of LEP individuals are present in the Ward County service area. Updates will include the following:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- 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 Ward County's financial resources are sufficient to fund language assistance resources needed.
- Determine whether Ward County fully complies with the goals of this LEP Plan.
- Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals.
- Maintain a Title VI complaint log, including LEP to determine issues and basis of complaints.

DISSEMINATION OF THE Ward County LEP PLAN

- Post I Speak cards at the front desk/door of County offices to aid staff in notifying LEP persons of the LEP Plan and how to access language services.
- Ward County will make every reasonable accommodation to provide an accessible meeting
 facility for all persons. Appropriate provisions for the hearing and visually challenged or persons
 with limited English proficiency (LEP) will be made in the Department is notified 5 days prior to
 the meeting date, if possible. To request language interpretation, an auxiliary aid or service (i.e.,
 sign language interpreter, accessible parking, or materials in alternative format) contact Colleen
 Houmann, Title VI Coordinator for Ward County at 701-857-6499.
- LEP is posted on Web Site at www.wardnd.com.

Auxiliary Aids and Services

As a recipient of Federal Financial Assistance, the North Dakota Department of Transportation (NDDOT) assures compliance with Title VI of the Civil Rights Act of 1964, Regulations, and other pertinent directives. NDDOT is required to take reasonable steps to ensure meaningful access to persons with Limited English Proficiency (LEP) through oral and written translation.

Additionally, NDDOT has a responsibility to develop a policy in advance of any request for auxiliary aids or services for persons with impaired vision and hearing. With respect to the provision of auxiliary aids to access State Transportation Agency/Local Public Agency (STA/Subrecipient) programs, services and activities, the most likely of these will be public activities in connection with the planning and construction of Federal aid construction projects. Program areas where auxiliary aids and effective communications may be required include, but are not limited to the following: bid opening events, Disadvantaged Business Enterprise (DBE) certification activities, right-of-way proceedings (appraisals, acquisitions), public telephone lines (511, project hotlines, pothole repair hotlines), law enforcement activities (if STA has a law enforcement branch), groundbreaking/ribbon-cutting ceremonies, and rest area tourist information centers.

Auxiliary aids and services for deaf or hard of hearing include a wide range of services, equipment, and devices such as:

- sign language interpreter
- note takers
- computer-aided real-time transcription services (CART)
- amplified and hearing-aid compatible telephones
- assistive listening systems
- open or closed captioning and caption decoders
- video relay, or
- text telephones/ telephone communication devices for the deaf (TTY/TDD), and
- flashing alarms

Auxiliary aids and services for the vision impaired include providing access to printed information through the following:

- audiotape cassettes
- computer diskettes
- Braille or large print materials, or through the use of qualified readers
- providing verbal descriptions of action and visual information to enhance the accessibility of performances and presentations; and
- making a staff member available as a guide to enable a person with limited vision to find his or her way along an unfamiliar route

The following information provides a synopsis of the critical facts and costs involved in providing oral and written communication services.

North Dakota has laws governing Interpreter Services for individuals that are deaf, deaf-blind, speech impaired, hard of hearing, or who require special communication techniques in order to communicate. Our policy should identify what qualifications are required for interpreters after reviewing the North

Dakota Century Code as the Federal Highway Administration (FHWA) Americans With Disabilities Act (ADA) Desk Reference states that when sign language interpretation is necessary, the ADA requires that it be provided by a "qualified interpreter" and defined at [28 C. F. R. § 35.104].

- North Dakota Century Code
 - Under Occupations & Professions, Chapter 43-52 Interpreters
 - Defines requirements for deaf persons
 - Requires a valid nationally recognized certification or met certification by 2003
 - · Contains exceptions
 - Under Judicial Procedure, Civil, Chapter 28-33 Interpreters For Deaf Persons
 - Defines requirements for deaf persons
 - Includes administrative proceedings
 - Requires "Qualified interpreter"- certified by the national registry of
 interpreters for the deaf or ND Association for the deaf, interpreter approved by
 the superintendent of the school for the deaf, or, if none available, any other
 interpreter whose qualifications have been appropriately determined.

The FHWA ADA Desk Reference allows flexibility in providing accommodations. A visual communication accommodation may include the use of other auxiliary aids such as recorded text, electronic documents, or large print text depending on the circumstances.

The FHWA Limited English Proficiency Program Desk Reference states that oral interpreters are not: required to have formal certification but certification is helpful. Recipients can ensure with greater certainty that they comply with their obligation to provide written translations in languages other than English by following the Safe Harbor provisions.

Safe Harbor. Many recipients would like to ensure with greater certainty that they comply with their obligations to provide written translations in languages other than English. Paragraphs (a) and (b) below outline the circumstances that can provide a "safe harbor" for recipients regarding the requirements for translation of written materials. A "safe harbor" means that if a recipient provides written translations under these circumstances, such action will be considered strong evidence of compliance with the recipient's written-translation obligations under Title VI.

The failure to provide written translations under the circumstances outlined in paragraphs (a) and (b) does not mean there is noncompliance. Rather these paragraphs merely provide a guide for recipients that would like greater certainty of compliance than can be provided by a fact-intensive, four-factor analysis. For example, even if a safe harbor is not used, if written translation of a certain document(s) would be so burdensome as to defeat the legitimate objectives of its program, it is not necessary. Other ways of providing meaningful access, such as effective oral interpretation of certain vital documents, might be acceptable under such circumstances.

The following actions will be considered strong evidence of compliance with the recipient's written-translation obligations:

- a. The STA/Subrecipient provides written translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. Translation of other documents, if needed, can be provided orally; or
- b. If there are fewer than 50 persons in a language group that reached the 5% trigger in (a), the recipient does not translate vital written materials but provides written notice in the primary

language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable.

Available Sources

There are several sources to obtain auxiliary aids and services for persons with Limited English Proficiency or speech, hearing, and vision impairments. Some of the most common sources are as follows:

- Communication Services for the Deaf (CSD) and Interpreting Online (CSDIO)
- Relay North Dakota
- Interagency Program for Assistive Technology (IPAT)
- North Dakota School for the Deaf
- ND Vision Services/School for the Blind (NDVS/SB)
- ND Association for the Blind (NDAB)
- Language Line Services
- Pacific Interpreters, Inc.
- International Translation Services
- Metro Interpreter Resource Center (MIRC)

Communication Services for the Deaf (CSD) and Interpreting Online (CSDIO)

Interpreter rates, effective January 1, 2009, vary dependent on the date, time, etc. The base rate of two hours will be billed for each assignment ranging from \$104-\$150 with additional time billed in 30 minute increments at the rate of \$52-\$75 per hour. Additionally, if an assignment extends for a period of two hours or longer and the interpreter is signing non-stop, then a second interpreter is required. Charges include travel time within the Fargo-Moorhead city limits. If assignments are further than 20 miles outside of the Fargo-Moorhead city limits, travel time is billed at the hourly rate plus mileage at \$.50 per mile. For assignments less than 20 miles, a \$5 fuel charge is added to each invoice. The Cancellation Policy requires a 48 business hour advance notice for cancellations or the assignment will be billed in full.

Additionally, CSD operates CSDIO which enables deaf and hearing people in the same room to communicate through an interpreter at a distant location. Video conferencing equipment is required for this service.

Contact: Cathy Obregon, Communication Services for the Deaf, P.O. Box 66, Fargo, ND 58107; (701) 799-1395; email: cobregon@c-s-d.org website: www.c-s-d.org

Relay North Dakota

Relay North Dakota is a free service within your local calling area that lets a person that is hearing or speech impaired communicate with standard telephone users through specially trained Communications Assistants (CA). Relay North Dakota serves TTY Users, Hearing Users, Voice Carry-Over (VCO), Hearing Carry-Over (HCO), Speech-to-Speech (STS), Spanish Relay, International Calls, and

Emergency Calls. For example: A person who is deaf, deaf-blind, hard-of-hearing, or has a speech disability uses a Text Telephone (TTY) sometimes called a Telecommunication Device for the Deaf (TDD) to type his/her conversation. The CA reads the typed conversation to a hearing person. The CA relays the hearing person's spoken words by typing them back to the TTY user. Hearing Users such as NDDOT personnel can call hearing or speech impaired individuals from standard telephones through Relay North Dakota. Calls can be made worldwide 24 hours a day, 365 days a year. Long distance call rates are determined by the carrier of choice. Sprint long distance calls are billed at a reduced rate. Notify the CA of your preferred billing option. Toll calls may be billed through calling cards, prepaid cards, collect, and third party billing. There is no charge for Telecommunication Relay Services (TRS) calls placed from payphones.

Captioned Telephone Service (CapTel) is provided free of charge (except long distance charges) through Relay North Dakota and is ideal for people with some degree of hearing loss. A CapTel phone is required to use this service. A CapTel phone allows the impaired user to simultaneously hear the caller's voice and see captions of everything said to them. Online relay services through Sprint include Video Relay, Internet Relay, and IP Relay using AOL Instant Messenger (AIM).

Roxy Ennen, Relay ND Administrator, stated that most agencies have done away with the TTY/TDD, thus relieving the monthly cost for that service, as any deaf person can dial 711 or 800-366-6888 (toll free) and receive immediate free interpreter service from Relay North Dakota. Anyone can dial 771 or the toll free number to contact persons with hearing impairments at no cost, too.

Contact: Roxy Ennen, Relay ND Administrator, Telecommunications Analyst, ITD, Dept 112, 600 East Blvd., Bismarck, ND 58505-0100; (701)323-2300; email: rennen@state.nd.us website: www.relaynorthdakota.com

Interagency Program for Assistive Technology (IPAT)

The North Dakota Interagency Program for Assistive Technology (IPAT), which is North Dakota's Statewide Assistive Technology (AT) Program, was established under the Department of Human Services (DHS), as a Program of the Division of Vocational Rehabilitation (VR) in 1993. At that time, DHS/VR was designated as the lead agency by the Governor. IPAT developed the goals and carried out all of the AT activities required under the AT Act from 1993 to 2005. Effective July 1, 2005, Governor Hoeven designated the North Dakota Association for the Disabled as the implementing entity for the Statewide AT Program. (Note: The entire IPAT operation moved under the administration of NDAD and became a program of NDAD as of July 1, 2005, thus providing sufficient time for NDAD/IPAT to prepare and submit the Statewide AT Plan.) DHS will continue to act as the lead agency, and will control and administer the funds made available through the grant awarded to the State; and will submit the application described in subsection (d) of the AT Act of 1998, as amended on behalf of the State, to ensure conformance with Federal and State accounting requirements.

IPAT is the North Dakota Telecommunications Equipment Distribution Service for relay equipment. IPAT provides free specialized telecommunications equipment for individuals who are deaf, hard-of-hearing, deaf-blind, or have a speech disability who meet income, residency, disability, etc., qualifications.

Contact: Judie Lee, Executive Director, Program Director, IPAT, 3509 Interstate Blvd., Fargo, ND 58103; (701) 365-4729; toll free 1-800-265-4728; email: ilee@polarcomm.com website: www.ndipat.org

North Dakota School for the Deaf

The North Dakota School for the Deaf maintains the ND Freelance Interpreter's List on their website. A disclaimer states that the interpreters listed are not endorsed or in any way recommended by the ND School for the Deaf other than the fact they hold national certification. The School for the Deaf provides no other auxiliary aids or services.

I contacted Mary Everson Heintz, a Bismarck resident on the ND Freelance Interpreter's List, provided an estimate for her services. She bills a minimum of one hour at \$35 per hour and ½ hour increments thereafter, Monday through Friday between 8:00am and 5:00pm.; after hours are billed at \$45 per hour and ½ hour increments thereafter. Ms. Heintz informed me that Interpreters set their own fees based on their level of certification. Bismarck State College has an interpreter, new to the Bismarck area, who interprets for students. Her name is Renee Bitner.

Contact: Eileen Gray, President of the ND Register of Interpreters for the Deaf, Lake Region State College, 1801 College Drive N, Devils Lake, ND 58301; (218) 969-3881; website: www.nd.gov/ndsd/outreach/doc/freelance-interpreters-2009.pdf

ND Vision Services/School for the Blind (NDVS/SB)

North Dakota Vision Services/School for the Blind operates a Braille Access Center that transcribes materials into Braille or large print and electronic media. The cost of a Braille project can be estimated by the following factors:

- 1. Costs: \$15 per hour; plus \$.15 per Braille page; \$3 per volume for comb binding and labeling
- 2. Expect each print page to equal approximately three Braille pages
- 3. 4-5 pages of text take 15-20 minutes to convert to Braille
- 3. Figure approximately \$1.25 per Braille page
- 4. Complexity of the material, such as tables and special formatting increases the cost.
- 5. Submitting Word documents and straight text will lessen costs

Contact: Crystal Roy, ND vision Services/School for the Blind, 500 Stanford Rd, Grand Forks, ND 58203; (701) 795-2713; email: croy@nd.gov website: www.ndvisionservices.com

ND Association for the Blind (NDAB)

The North Dakota Association for the Blind publishes the Promoter, a newsletter, quarterly in August, November, February, and May. The Promoter is available in large print, Braille, email, and audio tape. Submissions are due the 10th of the month preceding the issue. You may submit notices or information at no cost.

Contact: Michelle Zentz, President, NDAB, 1025 7th Ave S #5, Fargo, ND 58103; (701)298-9105; website: www.ndab.org or Zelda Gebhardt, Promoter Editor, zgeb@drtel.net (701) 493-2399

Language Line Services

Language Line Services is located in California and provides services nationwide. They provide telephonic interpreting in about 170 languages. They also provide document translation and web pages. They offer personal interpreter services where no contract is required. You dial in their number, pay by credit card (\$3.95/min.), and walk through the steps. Contractual services include other benefits such as tracking calls, speaking tips, reference guides, web meeting training, do's and don'ts. No on site interpretation is available in North Dakota.

Language Line Services also provides Video Interpreter Service for persons that are deaf. Video equipment is required to provide this service. You may view a brief video interpreting for a deaf person on their website listed below.

Language Line's representative, Greg Welsh, estimated contracted services at \$1.95/min. with a \$50/month minimum fee. You can use regular phones, but dual handsets are available at \$3.75/month, a rental/maintenance fee; if there is a problem with the phone you simply return it and receive a new replacement free; if you lose the phone, there is a \$200 replacement fee.

Contact: Greg Welsh, Language Line Representative 1-877-716-0669; website: www.languageline.com

Pacific Interpreters, Inc.

Pacific Interpreters, Inc. is located in Portland, Oregon and provides services nationwide. Pacific Interpreters provides customized information reporting including monthly detailed reports in Excel spreadsheets to save their clients time in compiling information about each encounter. They provide telephonic interpreting in over 180 languages and dialects with language availability of 99.925%. They require a Service Agreement and charge on a floating rate based on call volume and language mix at a rate of \$1.50/minute for less than 500 minutes per month or \$1.30/minute for 500-1000 minutes per month. There is no monthly service fee. You can use regular phones or dual handsets are available. Pacific Interpreters offers accurate, fast, and affordable document translation in over 120 languages. They specialize in the translation of medical and social service documents including web pages. No on site interpretations is available in North Dakota. When you begin service with Pacific Interpreters, their implementation team will contact you to prepare a comprehensive implementation plan for your facility. They like to establish a working relationship with your interpreter program staff and a member of your IT department who can assist them in removing any technical barriers to using their service.

Contact: Emilie Gerber, Account Management Coordinator, Pacific Interpreters, Inc., 707 Washington, Suite 200, Portland, OR 97205; (503) 445-5652; website: www.pacificinterpreters.com

International Translation Services

International Translation Services is located in Moorhead, Minnesota. Leonor Sillers, owner, provides onsite and telephonic interpreters. On site interpreter fees are \$50/hr. minimum, plus \$50 each additional hour, plus state mileage rate; 24 hour cancellation notice required. Interpreters may be available instantly to days. Most are located in eastern North Dakota and Minnesota. All interpreters are certified by the Supreme Court of MN. Telephonic interpreter fees are \$2.50 per minute from connection. She also provides written translation services. The cost varies based on the # of words and technical level. She reviews the document and gives an estimate. She prefers email attachments in Word and returns either email or hard copy for us to reproduce copies. Leonor Sillers' terms would be a yearly contract. She would try to locate interpreters in SD and MT for our central and western areas. Leonor is a skilled interpreter in several languages and interprets, too.

Additionally, Leonor Silliers has a contract with Cass County Court. She has been used extensively by the ND Court System and has translated a lot of their documents. I visited with Sally Holewa in the Court Administrators Office. She highly recommended this service. She suggested visiting with the Fargo and Grand Forks Court regarding using this service, too.

Contact: Leonor Sillers via email: Leonor Sillers@gmail.com no website

Metro Interpreter Resource Center (MIRC)

The Metro Interpreter Resource Center (MIRC) is located in and serves the Fargo area. They may be able to expand to the Grand Forks area. They work with local city and county government. Interpreters are not employees of MIRC. MIRC does provide interpreter training. MIRC provides access to an Oral Interpreter List for an annual fee of \$500 for nonprofits and \$750 for profit businesses.

On site or oral interpreters charge a 1 hour minimum of \$55, plus \$20 for each additional hour (no mileage fee in Fargo). Interpreters are qualified and some may be certified.

Fargo has approximately 13 languages and 9 dialects. Individuals who are illiterate speak Mother's Tongue which means their native language.

Fargo MPO may have access to the Oral Interpreter List.

Contact: Hatidza Asovic, Coordinator, MIRC, 3350 35th Ave SW, Fargo, ND 58104; (701) 241-8594; email: https://doi.org/10.1001/jac.news.ncm website: www.rrrmirc.com

Hatidza Asovic will do private work such as written translation informing LEP individuals of language assistance such as simple posters, flyers, and brochures with phone numbers or directions to an office. You could request written translation by emailing the item for a cost estimate. Ms. Asovic stated that basic posters don't have a lot of words so they would be pretty reasonable. Ms. Asovic is willing to help reach the LEP populations. She serves on various local committees, works with all of Fargo-Moorhead's LEP groups or key people in their cultures, and is involved with their churches, mosques, and hospitals. Contact Hatidza Asovic via email listed above.

Internet Resources

Limited English Proficiency, a Federal Interagency Website, promotes a positive and cooperative understanding of the importance of language access to federally conducted and federally assisted programs. It is located at www.lep.gov Under Resources there are numerous documents addressing language issues. See specifically the following documents:

- Accessing and Using Language Data from the Census Bureau
- Language Assistance Self-Assessment and Planning Tool for Recipients of Federal Financial Assistance
- Language Identification Flashcard (I Speak card)

United State Census Bureau, at the Census Bureau Web Site provides on-line access to Data on Race and Hispanic Origin, Age, Employment, Income, Marital Status, Education, Genealogy, Businesses, Governments and more. It is located at www.census.gov Under American Fact Finder you can locate detailed data sets. There is a Help tab available on the FactFinder ribbon. (Accessing Census Bureau Instructions are found at www.lep.gov listed above.)

North Dakota Department of Public Instruction website provides statistics on the location and number of students with Limited English Proficient skills. This information may provide an alternate method of identifying LEP populations. Their website is located at www.dpi.state.nd.us

- Select, Programs & Services
- Select, English Language Learner Programs

- Select, Title III Information
- Select, List of English Language Learners by REAs (Regional Education Cooperative) for Limited English Proficient statistics for youth.

Untied States Access Board, a Federal Agency Committed to Accessible Design, is an independent federal agency devoted to accessibility for people with disabilities. The Board is now a leading source of information on accessible design. Their website is located at www.access-board.gov Under Guidelines & Standards see specifically the following:

- ADA Accessibility Guidelines (ADAAG (1991, as amended through 2002)
- Public Rights-of-Way (upcoming)

U.S. Department of Justice, Americans with Disabilities Act, ADA Home Page is found at www.ada.gov

- Scroll through ADA Publications to State and Local Governments
 - Select Title II Technical Assistance Manual.
 - O Select the Title II Technical Assistance Manual (1993) and Supplement to view a 56-page manual that explains in lay terms what State and local governments must do to ensure that their services, programs, and activities are provided to the public in a nondiscriminatory manner. Many examples are provided for practical guidance. (Spanish edition available from the ADA Information Line.)

US Department of Transportation, Federal Highway Administration (FHWA) carries out the Federal highway programs in partnership with the State and local agencies to meet the Nation's transportation needs. FHWA's website hosts vast information about nondiscrimination issues. FHWA's Home Page is found at www.fhwa.dot.gov Under FHWA by Topic, see specifically the following:

- Scroll through Topics to Environment
 - o Select Environmental Justice (EJ) this is the Home Page
 - Select Overview describes and explains Environmental Justice issues
- Scroll through Topics to Road Users
 - o Select Civil Rights this is the Home Page
 - o Under Programs Select and read about FHWA Programs
 - Title VI and Nondiscrimination
 - Limited English
 - Many others

Language Identification Cards

Language Identification Cards Card 2 of 2 Instructions: Place a check by the language.	guage spoken. ✓
Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	Ilocano
Marchi questa casella se legge o parla italiano.	Italian
□ 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。	Japanese
□ 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	Korean
ີ່ ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	Laotian
Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	Polish
Assinale este quadrado se você lê ou fala português.	Portuguese
Însemnați această căsuță dacă citiți sau vorbiți românește.	Romanian
Пометьте этот квадратик, если вы читаете или говорите по-русски.	Russian
Обележите овај квадратић уколико читате или говорите српски језик.	Serbian
Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	Slovak
Marque esta casilla si lee o habla español.	Spanish
Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	Tagalog
ให้ภาเครื่องหมายลงในช่องด้าท่านอ่านหรือทูกภาษาไทย.	Thai
Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	Tongan
Відмітьте цю клітинку, якщо ви читаєте або говорите українською мовою.	Ukranian
اگرآپ اردو پڑھتے یا بولتے ہیں تواس خانے میں نشان لگا ئیں۔	Urdu
Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	Vietnamese

Source: Language Identification Flashcard - 2004 Census Test
U.S. Census Bureau, Economies and Statistics Administration, U.S. Department of Commerce
www.lep.gov/ISpeakCards2004.pdf

באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.

AWI / OCR 9/15/2005

Yiddish