



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

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

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Title VI of the Federal Civil Rights Act

- Section 601 of Title VI of the Federal Civil Rights Act of 1964 states: *“No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”*
- In 2000, President Clinton issued Executive Order 13166 **“IMPROVING ACCESS TO SERVICES FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY,”** stating: *“... to improve access to federally conducted and federally assisted programs and activities for persons who, as a result of national origin, are limited in their English proficiency (LEP), it is hereby ordered as follows...”*
- Accordingly, county governments receiving federal funds must provide language access to members of the public who don’t speak English or speak limited English.

The four keys to Title VI compliance to provide meaningful access to benefits and services for LEP persons include:

Assessment – conducting a thorough assessment of the language needs of the population to be served;

Development of Comprehensive Written Policy on Language Access – developing and implementing a comprehensive written policy that will ensure meaningful communication;

Staff Training – taking steps to ensure that staff understands the policy and is capable of carrying it out, and;

Vigilant Monitoring – conducting regular oversight of the language assistance program to ensure that LEP persons have meaningful access to programs.

Race - 2000 to 2018 Loudoun Changes in Population Distribution

Race	April 2018		April 2000
White	250,911	62.4%	85.5%
Black	30,826	7.7%	7.1%
Asian	76,656	19.1%	5.5%
Hawaiian/Pacific Island	399	0.1%	0.1%
American Indian/Alaska Native	1,290	0.3%	0.2%
Two or More Races	19,170	4.8%	1.6%
Some Other Race	22,651	5.6%	
Total Population	401,893	100.0%	100.0%

Sources: U.S. Census Bureau, 2000; Live Healthy Loudoun Community Demographics, 2018.

Ethnicity - 2000 to 2018 Loudoun Changes in Population Distribution

Hispanic Ethnicity/Origin

From 2000 to 2018, Loudoun's Hispanic population went from a share of **5.9% (10,091)** to **14.2% (57,096)** of the total population, **5 times greater than the 2000 population.**

Sources: U.S. Census Bureau, 2000; Live Healthy Loudoun Community Demographics, 2018.

Foreign-Born Population

Loudoun County Foreign-Born Population

From 2000 to 2017, Loudoun's foreign-born population more than doubled from **11.3% to 24%**.

	<u>2017 Distribution</u>
Native (U.S. born)	76%
Foreign-born	24%

Foreign-born, U.S. Citizenship Status

Naturalized U.S. Citizen	57%
Not a U.S. Citizen	44%

Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates; 2000 Census.

Top Foreign-Born Countries of Origin: Share of Foreign-Born (%)

These top six countries comprise more than half (52.6%) of Loudoun's foreign born population.

India (24.5%)

El Salvador (13.8%)

Korean (4.5%)

China (4.5%)

Vietnam (4.3%)

Philippines (3.1%)

Source: U.S. Census Bureau, 2017 American Community Survey 1-Year Estimate.

Language Spoken at Home

- Speak Language other than English at home: 31.4%
- Speak English “less than very well”: 9.9%

Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates.

Top Languages Spoken By LEP

Of the Loudoun residents with an ability to speak English “less than very well,” these seven languages are spoken by at least 1,000 or more Loudoun individuals.

They are:

Spanish	(18,741)
Vietnamese	(2,759)
Korean	(1,993)
Urdu	(1,913)
Arabic	(1,611)
Chinese	(1,586)
Telegu	(1,297)

Loudoun County Government's Language Access Policy

LEP POLICY 01:

Loudoun County departments and its personnel will take reasonable steps to provide Limited English Proficient people with timely and meaningful access to services and benefits.

- *Established in 2007*

Who is a Limited English Proficient (LEP) Person?

A person who cannot speak, read, write or understand the English language at a level that permits them to interact effectively with Loudoun County employees while receiving services.

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

Multilingual Resources

Language Assistance for Interpretation & Translation Services

- The County has foreign language phone interpretation, face-to-face interpretation and written translation contract vendors.
- Phone Interpretation is available 24/7, 365 days a year. Staff dial an 800 number to reach a phone interpreter. Phones may be put on speaker in office settings or in the field, if necessary.
- Face-to-face interpretation is used when bilingual staff are not available to interpret. Face-to-face interpretation is preferred in clinical settings, for complex conversations and investigations, and for conversations and meetings longer than 30 minutes.
- Written translation of vital documents is recommended in languages spoken by 1,000 or more residents that are limited English proficient (Safe Harbor guidance).
- A document is considered "vital" to a program based on the critical information, encounter, or service involved and the consequences to the LEP person if the information in question is not provided accurately or in a timely manner.
- Contract vendor information is centralized for staff on the accessibility portal on the Intranet.

Multilingual Resources

Countywide Phone Interpretation Data

– FY18 Summary:

- Total number of calls: 5,710
((\$57,156 spent. Paid for by departments based on minutes use)
- Top users by department: Family Services, Sheriff's Office, Mental Health, Substance Abuse Services & Developmental Services
- Languages requested: 80% of calls were for Spanish interpretation. Other frequently requested languages include Vietnamese, Korean, Urdu, Arabic, Chinese, Telegu.

Multilingual Resources

Countywide Face-to-Face Interpretation Data

– FY18 Summary:

- Countywide spending on face-to-face: \$40,346
- MHSADS uses these services frequently for client psychiatric medication clinic doctor visits, Early Intervention Program family visits, MHSA intake appointment and individual and group therapy.

Multilingual Resources

Countywide Translation Data

– FY18 Written Translation Summary:

- Countywide translation transactions: 53
- Countywide spending on translations: \$5,384
- The county uses the Google Translate widget on its website, which provides translation in hundreds of languages.

Staff Training & Development

Internal Communications & Training

- Monthly New Employee Orientation presentation to staff includes information on the county's cultural demographics, LEP Policy, interpretation & translation contract vendors and a demo on how to use phone interpretation.
- Cultural competency/multilingual resource training has been provided to more than 1,500 staff in county departments.
- The County has offered basic Spanish language learning classes to front line staff from offices including the Clerk of the Circuit Court, Sheriff's Office, Mental Health/Substance Abuse, Family Services and Animal Control. The 10 hours of learning provides staff with a take-away English/Spanish phrase sheet specific to their department services.

Staff Training & Development

Bilingual Staff Recruitment

- The county actively recruits bilingual staff that mirror the group culturally diverse population and are able to provide services in another language.
- Departments test bilingual staff before hire to verify language fluency.
- Bilingual Staff Testing & Interpretation Training Policy (LEP02) clarifies testing requirements and interpreter training for staff.
- The county pays for staff to attend interpreter training to develop these professional skills.

Outreach and Community Partnership Building

Multicultural Advisory Committee

- Purpose: The Multicultural Advisory Committee provides advice on multicultural issues helping to create a greater awareness and understanding of cultural diversity in Loudoun County. The committee assists the county with:
 - Identifying issues affecting people from culturally and linguistically diverse backgrounds and recommending strategies to address these.
 - Assisting the County with monitoring and implementation of the County's Limited English Proficiency (LEP) program plans.
 - Advising the County on multicultural, multilingual staff recruitment efforts.
 - Providing advice and support to projects and cultural events that enhance cross-cultural relations.
 - Promoting, where possible, partnerships between the County and culturally and linguistically diverse communities.
- Committee members are appointed by the County Administrator.

Partnerships with Loudoun Interfaith BRIDGES & Loudoun Human Services Network

- Community partnerships with faith communities, non-profits and cultural groups help the county develop and communicate cultural messages, public safety and program announcements.