2021 OVERVIEW OF LOUDOUN COUNTY GOVERNMENT’S
LIMITED ENGLISH PROFICIENCY PLAN

Ensuring that Limited English Proficiency (LEP) Plan individuals have equal and meaningful access to Loudoun County benefits and services

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Public Affairs & Communications, County Administration
Loudoun County Government
FY21 Review
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 do not speak English well.

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

I. Assessment – conduct a thorough assessment of the language needs of the population to be served;

II. Development of Comprehensive Written Policy on Language Access – develop and implement a comprehensive written policy that will ensure meaningful communication;

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

IV. Vigilant Monitoring – conduct regular oversight of the language assistance program to ensure that LEP people have meaningful access to programs.
I. Assessment – Cultural Demographics

Race - 2000 to 2021 Loudoun Changes in Population Distribution

<table>
<thead>
<tr>
<th>Race</th>
<th>2021</th>
<th>2000</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>256,820</td>
<td>60.15%</td>
</tr>
<tr>
<td>Black/African American</td>
<td>32,993</td>
<td>7.73%</td>
</tr>
<tr>
<td>American Indian/Alaskan Native</td>
<td>1,335</td>
<td>.31%</td>
</tr>
<tr>
<td>Asian</td>
<td>89,557</td>
<td>20.98%</td>
</tr>
<tr>
<td>Native Hawaiian/Pacific Islander</td>
<td>365</td>
<td>0.09%</td>
</tr>
<tr>
<td>Some Other Race</td>
<td>24,735</td>
<td>5.79%</td>
</tr>
<tr>
<td>Two or More Races</td>
<td>21,149</td>
<td>4.95%</td>
</tr>
<tr>
<td><strong>Total Population</strong></td>
<td><strong>426,954</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Race</th>
<th>2021</th>
<th>2000</th>
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</thead>
<tbody>
<tr>
<td>U.S. Born</td>
<td></td>
<td>74.8%</td>
</tr>
<tr>
<td>Foreign Born</td>
<td></td>
<td>25.2%</td>
</tr>
</tbody>
</table>

Source: 2021 Live Healthy Loudoun Community Demographics; U.S. Census Bureau, 2000

Ethnicity - 2000 to 2021 Loudoun Changes in Population Distribution

Hispanic Ethnicity/Origin
From 2000 to 2021, Loudoun’s Hispanic population went from a share of 5.9% (10,091) to 14.63% (62,443) of the total population, 6 times greater than the 2000 population.

Source: 2021 Live Healthy Loudoun Community Demographics

Foreign-Born Population
Loudoun County Foreign-Born Population
From 2000 to 2020, Loudoun’s foreign-born population more than doubled from 11.3% to 25.2%.

Source: U.S. Census Bureau, 2016 – 2020 American Community Survey 5-year Estimates
I. Assessment – Cultural Demographics

World region of birth of foreign-born:

<table>
<thead>
<tr>
<th>Origin of Foreign-Born Population</th>
<th>2020</th>
</tr>
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<tbody>
<tr>
<td>Europe</td>
<td>8.6%</td>
</tr>
<tr>
<td>Asia</td>
<td>57.8%</td>
</tr>
<tr>
<td>Africa</td>
<td>6.0%</td>
</tr>
<tr>
<td>Oceania</td>
<td>.4%</td>
</tr>
<tr>
<td>Latin America</td>
<td>26.2%</td>
</tr>
<tr>
<td>Northern America</td>
<td>1.0%</td>
</tr>
</tbody>
</table>

Source: U.S. Census Bureau, 2016 – 2020 American Community Survey 5-year Estimates

Language other than English spoke at home: 32.3%
Speak English “less than very well”: 9.7%

Of the Loudoun residents with an ability to speak English “less than very well,”

<table>
<thead>
<tr>
<th>Top Languages Spoken at Home</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td>10.8%</td>
</tr>
<tr>
<td>Other Indo-European Languages</td>
<td>10.1%</td>
</tr>
<tr>
<td>Asian and Pacific Island Languages</td>
<td>9.1%</td>
</tr>
<tr>
<td>Other Languages</td>
<td>2.3%</td>
</tr>
</tbody>
</table>

Source: U.S. Census Bureau, 2016 – 2020 American Community Survey 5-year Estimates Subject Tables
**II. Policy & Definition**

**Loudoun County Government’s Language Access Policy**

**LEP POLICY 01 - Established in 2007**

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.

**Defining 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.

*Note: The county uses this definition to train staff to identify when a language resource is needed during an interaction or by service.*
III. Staff Training

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 instructions on how to use phone interpretation.
- Different types of cultural competency trainings have been provided to staff by the Department of Human Resources.
- Information about language interpretation services is available to all staff members on the employee intranet.
- The county’s accessibility services manager serves as a countywide point of contact to assist departments with meeting their clients’ language interpretation needs.

Bilingual Staff Recruitment

- The county actively recruits bilingual staff who are able to provide services in other languages.
- A department survey conducted February 2022 indicates there are 358 bilingual staff. 110 bilingual staff increase from a department survey conducted October 2017.
- Departments test bilingual staff (only Spanish) before hire to verify language fluency. 34 language tests were administered in FY21.
- Bilingual Staff Testing & Interpretation Training Policy (LEP02) clarifies testing requirements. The Accessibility Services Manager is working with HR to update the LEP-02 policy in 2022.
IV. Vigilant Monitoring: Vendor Utilization

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.

- Due to COVID19 pandemic, interpretation on virtual meetings was also added to services.

- 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.

- 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 is not provided accurately or in a timely manner.

- Contract vendor information is centralized for staff on the accessibility portal on the Employee Intranet.
• The Loudoun County Website offers the public the option to use Google Translate which provides translation in hundreds of languages. The tool is located in the lower right corner of every page.

Countywide Phone Interpretation

FY21 Summary:

• Total number of calls: 9,465
• Total number of call minutes: 135,524
• $88,090.60 spent. (Paid by departments based on minutes used)
• Top users by department: Family Services, Mental Health, Substance Abuse Services & Developmental Services, Sheriff’s Office, Fire & Rescue.
• Top 5 Languages requested: 82.8% of calls were for Spanish interpretation. Other frequently requested languages include Arabic, Farsi, Mandarin, and Vietnamese.

PERCENT OF MINUTES BY LANGUAGE

Top 5 Languages

<table>
<thead>
<tr>
<th>Language</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Spanish</td>
<td>82.8%</td>
</tr>
<tr>
<td>Arabic</td>
<td>3.7%</td>
</tr>
<tr>
<td>Faris (Persian)</td>
<td>2.5%</td>
</tr>
<tr>
<td>Mandarin</td>
<td>1.8%</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>1.2%</td>
</tr>
<tr>
<td>All Others</td>
<td>7.9%</td>
</tr>
</tbody>
</table>
IV. Vigilant Monitoring: Vendor Utilization

Countywide Face-to-Face Interpretation including virtual sessions

FY21 Summary:

- Countywide spending: $74,001
  - 586 appointments

Most frequent department users include Family Services and Mental Health, Substance Abuse & Developmental Services (MHSADS).

Countywide Written Translation

FY21 Summary:

- Countywide translation transactions: 53
- Countywide spending on translations: $8,393
Outreach and Community Partnership Building

In FY21, the County added a full-time Outreach Coordinator, focused on informing and engaging community members by developing culturally and linguistically appropriate communications and leveraging strategic partnerships with key organizations in the County and the region to help us better reach intended audiences.

Multicultural Advisory Committee

Purpose: The Multicultural Advisory Committee is comprised of volunteer community members from diverse backgrounds. The committee:

- Identifies issues affecting people from culturally and linguistically diverse backgrounds and recommends strategies to address these issues.
- Assists the County with monitoring and implementation of the County’s Limited English Proficiency (LEP) initiatives.
- Advises the County on multicultural, multilingual staff recruitment efforts.
- Provides advice and support to projects and cultural events that enhance cross-cultural relations.
- Promotes, where possible, partnerships between the County and culturally and linguistically diverse communities.

Committee members are appointed by the County Administrator.

Partnerships with Community & Cultural Organizations

Community partnerships with non-profits, faith-based organizations, and cultural groups help inform community needs, program initiatives, cultural messaging, and outreach to LEP residents.

- Community partnerships were leveraged during the Census2020 efforts to ensure that census messages were reaching LEP communities.
- These partnerships were also leveraged throughout the phases of the pandemic to ensure COVID-19 messages were well distributed.
- Department of Family Services (DFS), Health, and County Administration staff coordinated the county’s vaccination events which targeted immigrant populations. Since March of 2021, Loudoun County has helped to organize more than 30 community vaccination events. Each event was organized to support immigrant communities within the county to include (but not limited to): South Asian, Middle Eastern, and Latin American populations. To date, there have been more than 7,500 individuals served with the community vaccination events. Vaccination outreach continues to be supported by the Health Department with events planned in key locations throughout the County to address issues of access, and targeted outreach planned for specific communities of vaccination-hesitant residents.
Additionnally, DFS and the Office of Emergency Management participated in the development and implementation of an Isolation & Quarantine Program in response to community needs due to the pandemic which supported vulnerable populations, to include immigrant communities. The Isolation & Quarantine Program (I&Q Program) was initiated in September of 2020 and continues to be operational to: (1) provide placement for a resident who needs to isolate or quarantine and is unable to do so safely in their current residence and (2) assist a resident who needs to safely isolate but cannot do so without financial assistance.

Since August 2021, Loudoun County’s departments of Health, Transportation and Capital Infrastructure, Emergency Management, Family Services, and Mental Health, Substance Abuse and Developmental Services have played critical roles in the early stages of the repatriation effort for Afghan evacuees. Staff continues to collaborate with local nonprofits in response to needs arising from the resettlement of Afghan evacuees within Loudoun County.