

Tangipahoa Parish Government- Language Access Plan (LAP)

SECTION 1: INTRODUCTION

This Language Access Plan has been prepared to address the Parish of Tangipahoa Government's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English 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 Language Access," 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 that receive federal funds.

Tangipahoa Parish Government is committed to ensuring that no person is excluded from access to its services on the basis of race, color, or national origin.

SECTION 2: PLAN SUMMARY

Tangipahoa Parish Government has developed this Language Access Plan to help identify reasonable steps for providing language assistance to persons with Language Access (LAP) who wish to access services provided by the Parish of Tangipahoa Government. As defined in Executive Order 13166, LAP 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 LAP persons that assistance is available.

In order to prepare this plan, the Tangipahoa Parish Government used the four-factor LAP analysis, which considers the following factors:

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

SECTION 3: FOUR-FACTOR ANALYSIS

1. The number or proportion of LAP persons in the service area who may be served or are likely to require Tangipahoa Parish Government services.

The Tangipahoa Parish Government reviewed the U.S. Census data from the 2022 American Community Survey (ACS) 5-year estimates and determined that there are **5,280** persons in the Tangipahoa Parish Government's jurisdiction, or **4.2%** of the population, who speak a language other than English. Of these **5,280** persons, **1,826** have Language Access issues; that is, they speak English "not well" or "not at all." This is only **1.5%** of the overall population of the Grantee. Of those persons with Language Access, **1,363** speak Spanish, **105** speak other Indo-European languages, **233** speak Asian/Pacific Island languages, and **125** speak other languages.

2. The frequency with which LAP persons come in contact with Tangipahoa Parish Government services.

Tangipahoa Parish Government reviewed the frequency with which elected officials and staff have or could have contact with LAP persons. This includes documenting phone inquiries or office visits. To date, the Tangipahoa Parish Government has had 0 requests for interpreters and 0 requests for translated program documents. Tangipahoa Parish Government elected officials and staff have had very little contact with LAP persons.

3. The nature and importance of services provided by the Grantee to the LAP population.

There is no large geographic concentration of any type of LAP individuals in the Tangipahoa Parish Government service area. The majority of the population, **95.8%**, speak only English. As a result, there are few social, service, professional, and leadership organizations within the Grantee's jurisdiction that focus on outreach to LAP individuals. Tangipahoa Parish Government elected officials and staff are most likely to encounter LAP individuals through office visits, phone conversations, notifications from public works staff of impacts on services, and attendance at public meetings.

4. The resources available to the Tangipahoa Parish Government and overall costs to provide LAP assistance.

Tangipahoa Parish Government has reviewed its available resources for providing LAP assistance and identified which of its documents would be most valuable to be translated if the need should arise. The Parish currently uses in-house staff for readily available Spanish language translation services.

SECTION 4: 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 Tangipahoa Parish Government services. Language assistance can include interpretation, which means the 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.

Identifying an LAP person who needs language assistance:

- To inform the public that LAP assistance is available to them free of charge, a notice will be placed on the Tangipahoa Parish Government's website. Tangipahoa Parish Government will display HUD's language Identification ("I SPEAK") cards in Grantee offices.

- Tangipahoa Parish Government elected officials and staff will also be provided with “I Speak” cards to assist in identifying the language interpretation needed if the occasion arises.
- Tangipahoa Parish Government staff will be informally surveyed periodically on their experience and frequency concerning any contacts with LAP persons during the previous year.
- Translation may not be able to be provided at every event but can easily be identified for the need for future events.

Language Assistance Measures

Although there is a very low percentage in the Tangipahoa Parish Government's jurisdiction of LAP individuals, that is, persons who speak English "not well" or "not at all," it will strive to offer the following measures:

1. Tangipahoa Parish Government staff will take reasonable steps to provide the opportunity for meaningful access to LAP clients who have difficulty communicating in English.
2. The following resources will be available to accommodate LAP persons:
 - i. Interpreters for the Spanish language are available and will be provided within a reasonable time period.
 - ii. Language interpretation will be accessed for all other languages through a telephone interpretation service/internet

SECTION 5: STAFF TRAINING

The following training will be provided to TPG customer-facing staff, including those of its sub-recipients.

- Information on the Title VI Policy and LAP responsibilities; annually and upon hire
- Description of language assistance services offered to the public, in person and by telephone
- Use of the "I Speak" cards in conjunction with a hand-held, multi-language translator device
- Documentation of language assistance requests

SECTION 6: TRANSLATION OF DOCUMENTS

Tangipahoa Parish Government has evaluated the cost and benefits of translating documents for potential LAP groups. Considering the expense of translating the documents, the likelihood of frequent changes in documents, and other relevant factors, it is an unnecessary burden to have any documents translated at this time.

Due to the very small local LAP population, Tangipahoa Parish Government does not have a formal

outreach procedure in place. However, when and if the need arises for LAP outreach, the Tangipahoa Parish Government will consider the following options:

- When staff prepares a document or advertisement or schedules a meeting for which the target audience is expected to include LAP individuals, then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LAP population.

SECTION 7: MONITORING AND LAP PLAN UPDATES

Tangipahoa Parish Government will update the LAP Plan as required. At a minimum, the plan will be reviewed and updated when data from the U.S. Census is available or when it has identified a higher concentration of LAP individuals present in the Tangipahoa Parish Government jurisdiction. Updates will include:

- Determination of the current LAP population in the service area.
- The number of documented LAP person contacts experienced annually.
- How the needs of LAP persons have been addressed.
- 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 the Tangipahoa Parish Government's financial resources are sufficient to fund the language assistance resources needed.
- Determine whether the Tangipahoa Parish Government fully complies with the goals of this LAP Plan.

SECTION 8: DISSEMINATION OF THE LAP PLAN

The Grantee will post signs in public spaces and on its website notifying LAP persons of the LAP Plan and how to access language services.