

**BURLINGTON COUNTY
NEW JERSEY**



**Limited English Proficiency
Four Prong Analysis
and
Language Assistance Plan**

Prepared for the Board of Chosen Freeholders
by the Community Development Office

February 2012

Limited English Proficiency

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide that 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 otherwise subjected to discrimination under any program or activity that receives Federal financial assistance. This was followed by Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," which directs Federal agencies to examine the services it provides and develop and implement a system by which Limited English Proficient (LEP) persons can meaningfully access those services.

As recipients of Federal funding, Burlington County Community Development is charged with completing a four-prong (factor) analysis to assess Limited English Proficiency (LEP) and develop a Language Assistance Plan (LAP).

The analysis, an individualized assessment, includes the following:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by Burlington County Community Development office.
2. The frequency with which LEP individuals come into contact with the program.
3. The nature and importance of the program, activity or service provided by the program to people's lives
4. The resources available to the grantee/recipient and costs.

As the Four-prong analysis suggests, the extent that Burlington County must provide meaningful access to its programs for LEP people will depend upon the nature and importance of the services provided.

Four Prong Analysis

The number or proportion of LEP persons eligible to be served or likely to be encountered by Community Development Community Development office.

Burlington County Community Development has determined that the language(s) other than English that is/are most likely to be encountered by employees of Community Development is Spanish.

Using data from the U.S. Census Bureau, American FactFinder, 2010, 5-year estimates, 88.1% of households in Burlington County speak only English within the household. The language most commonly spoken at home by Burlington County households who are Limited English Proficient (LEP) is Spanish. Of Burlington County's total population, approximately 22,853 speak English "less than well".

Burlington County	Estimate (5 years and over)	Margin of Error	Percentage of Total Population	Speak English “Very Well”	Speak English less than “Very Well”
Total:	421,692	+/-55			
Speak only English	371,510	+/-1.0	88.1		
Spanish or Spanish Creole	17,416	+/-1,066	4.13	63.5	36.5
Other Indo- European languages	21,236	+/-1,333	5.03	66.9	33.1
Asian and Pacific Island languages	8,871	+/-752	2.10	55.6	44.4
Other languages	2,644	+/-428	0.63	79.0	21.0

The frequency with which LEP individuals come into contact with the program

As can be expected by the relatively small percentage of Burlington County residents that speak English “less than very well” as noted above, there has been little contact with person/households who have required assistance in another language. In the past year, there have been two (2) telephone calls requiring Spanish language assistance.

The nature and importance of the program, activity or service provided by the program to people’s lives

The Community Development office offers several programs that would be of great importance to area consumers; the Emergency Heater Replacement Program, the Home Improvement Loan Program, and the First Time Homebuyer’s Program. All of these programs are designed to provide financial housing assistance of some type to low-and moderate-income households. It is, therefore, extremely important to be able to communicate effectively with all persons making inquiries regarding available assistance.

No public housing is provided by the Burlington County Community Development office.

The resources available to the grantee/recipient and costs

Burlington County has seen a significant reduction in funding levels under both the Community Development Block Grant Program and the HOME Investment Partnerships Program over the last few years. This places limits on the financial resources that can be allocated to provide LEP assistance. It is, therefore, important that those limited funds be expended in a responsible and effective manner. Burlington County Community Development has translated into Spanish its brochures describing the programs available to persons/households in Burlington County. Should the need arise, any of the legal documents required to participate in the programs will be translated in Spanish. Executive Order 13166 mandates that if the size of the language group exceeds more than 5% of the eligible population, all vital documents shall be translated. As there are no languages that meet the 5% eligible population threshold mandating translated documents, Burlington County Community Development has elected to limit the scope of materials translated.

Burlington County Community Development will periodically monitor the LEP population of those served and/or could be served to provide the opportunity for meaningful access to LEP clients.

Language Assistance Plan

A. Plan Statement

In order to provide meaningful access to its programs and activities by persons with Limited English Proficiency, Burlington County Community Development has adopted this Plan. The Community Development Office is committed to providing equal opportunity in all programs and services to ensure full compliance with all civil rights laws. Equal opportunity includes physical and program access for persons with disabilities and program access for persons with Limited English Proficiency (LEP).

This Plan is based on HUD's suggested four prong analysis which examines the number of limited English proficiency persons served, the frequency with which those persons come into contact with services, the nature and importance of services provided and the costs to Community Development's programs.

Burlington County Community Development shall, in accordance with federal guidelines, make reasonable efforts to provide language access services to populations of persons with LEP who are eligible to be served, including applicants for its Emergency Heater Replacement Program, Home Improvement Loan Program, and First Time Homebuyers Program. Such services will be focused on providing meaningful access to the programs, services and/or benefits.

B. Meaningful Access: Four Prong (Factor) Analysis

Meaningful access is to be provided to any individual eligible for programs/services of Burlington County Community Development who cannot speak, read, write, or understand the English language at a level that permits them to interact effectively.

In order to determine how to provide meaningful access, Burlington County will periodically assess and update the following four-prong (factor) analysis, which includes:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by Burlington County Community Development office.
2. The frequency with which LEP individuals come into contact with the program.
3. The nature and importance of the program, activity or service provided by the program to people's lives
4. The resources available to the grantee/recipient and costs.

C. Language Assistance

1. Any individual eligible for programs/services provided by Burlington County's Community Development office who cannot speak, read, write, or understand the

English language at a level that permits them to interact effectively with staff may be a Limited English Proficient person and may be entitled to language assistance.

2. Language assistance includes both translation and/or interpretation. Translation means the provision of the written word from one language into another language, while interpretation involves the transfer of the spoken word from one language into another language.
3. Reasonable steps by the Community Development office to provide for meaningful access to LEP clients will be taken after it has been determined by that office whether language assistance is needed. Any services provided to LEP clients will be free.
4. Document translation will be undertaken on an as needed basis. Brochures which provide an informal description of Community Development's programs have been translated into Spanish. The necessity for translating those brochures into other languages has not been realized. The more formal, legal documents required for program participation e.g. mortgages will be translated when required to ensure that all applicants fully understand their rights and obligations.

The cost/benefit ratio of translating all documents with the limited numbers of individuals living in Burlington County unable to speak English very well, dictates that the Community Development office limits the translation of materials to those instances where translation is necessary and appropriate.

Burlington County Community Development has established a relationship with Servicios Latinos de Burlington County to provide translation services for the Hispanic community. Burlington County College language department will provide translation services for other languages as required.

5. Interpretation services will be provided when necessary for meaningful access for LEP clients. When the determination has been made that a LEP client requires interpretation services, the Community Development office will engage the services of "Language Line Services", an over-the-phone interpretation service. This service is the most cost effective method to provide an interpreter in any language that may be needed on demand. These interpreters are available only via the telephone. Should face-to-face interpreters be needed, alternate arrangements can be made, given time to locate the appropriate language interpreter.

Clients may wish to use family members, friends, legal guardians, service representatives, etc. as informal interpreters. The use of these informal interpreters is acceptable to the Community Development office; however, an LEP client has the right not to be required to rely on their minor children, other relatives, or friends as interpreters.

D. Plan Assessment/Monitoring

An assessment of the LEP Plan will be undertaken periodically to ascertain whether population changes have occurred which would necessitate a reevaluation of the language assistance provided. A determination as to whether five per cent (5%) of client groups with specific language needs would trigger consideration of document translation and consideration of cost implications.

E. LEP Plan Distribution

The Limited English Proficiency Plan will be distributed to the Community Development staff and will be available at both the Community Development office located at 795 Woodlane Road, Westampton, NJ and at the Burlington County Administration offices at 49 Rancocas Road, Mt. Holly, NJ. In addition, the Plan will be available on the Community Development website at <http://www.co.burlington.nj.us/Pages/ViewDepartment.aspx?did=22>

Karen Trommelen, Program Supervisor, has been designated as Community Development's Equal Opportunity/Limited English Proficiency Coordinator. Ms. Trommelen can be reached on weekdays from 8:00 AM – 5:00 PM at 609-265-5072 (New Jersey Relay Service IT Users or Voice Users 711). Information about the discrimination complaint resolution process is available upon request.

