

Innovation R & D Inc.

Language Access Plan and Development:

Introduction

In compliance and adherence to Title VI Prohibition Against National Origin Discrimination and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," Recipient commits to language assistance and meaningful access of individuals who speak a language other than English at home and are limited English proficient (LEP).

"Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English can be limited English proficient, or "LEP."¹

Language Access Coordinator and primary overseer of proposed (LEP) language assistance services and delivery system reporting directly to Program Director and regional Language Access Advisory Committee.

Demographic Data: Source: U.S. Census 2011- 2015 American Community Survey Data Table B16001
Language Spoken At Home and Speak English Less than "Very Well."

Our Vision

Reducing language barriers and ensuring meaningful access by (LEP) persons about government services and (LEP) population and encountered and providing quality and accurate language assistance services in accessing federally assisted programs and activities and (LEP) participation.

Our Aim

Leaving no one behind in (LEP) populations served and/or service areas encountered lacking English proficiency through acknowledgment of dire needs of many (LEP) individuals as the (LEP) Population form a substantial portion of those encountered in federally assisted programs and lacking meaningful access due to language barriers.

Our Purpose

Building confidence through language access plan and solid implementation strategies fostering frequent contact of (LEP) persons in accessing important benefits or services, understanding and exercising important rights and responsibilities, and/or other information provided by federally funded programs and activities.

(1)

¹ Executive Order 13166 – Civil Right Division - U.S. Department of Justice – August 11, 2000
Policy Guidance Document, "Enforcement of Title VI of the Civil Rights Act of 1964- National Origin Discrimination Against Persons with Limited English Proficiency" (LEP Guidance).

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Language Access Coordinator Role

Language Access Coordinator will oversee English-learning and translation of customized educational services and training development of (LEP) persons and internship program services offered by Recipient in collaboration with the U.S. National Park Service and primary overseer.

Language Access Coordinator will conduct outreach in identification of (LEP) populations and (LEP) individualized assessment relative to language services; and monitor program activities and competency of all language service providers, and other backup language providers and assistants.

Language Access Coordinator will include minor (LEP) students and students' (LEP) parents (s) or primary caretakers encountered in providing educational services and language assistance services of (LEP) parents and minor (LEP) youth pertaining to summer program activities and language assistance services where applicable.

Language Access Coordinator will exercise cost-effective measures in selection of appropriate language services, quality and accuracy of language assistance and resources and "I Speak" cards provided by the federal government and internet-based and accessible in minimizing of resources and cost issues.

Language Access Coordinator will hire and screen bilingual applicants for public contact positions emphasizing importance of effective communication and appropriate strategies and interpretation services between English speakers and LEP persons and written documents from English into another language and translation.

Language Access Coordinator will maintain individualized (LEP) plan and identified language needs of (LEP) population, encountered frequency of (LEP) contact in meeting needs of (LEP) Person, documentation of (LEP) language assistance, program compliance and ongoing.

Language Access Coordinator will develop Company LEP Plan and Elements of:

- Identifying LEP Individuals Who Need Language Assistance Services
- Measuring of Language Assistance Services and Effectiveness
- Training Staff
- Providing Notice to LEP Persons
- Monitoring and Updating the LEP Plan

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Language Access Plan and Development

Language Access Plan and Four-factor analysis of:

1. Number or proportion of LEP Persons Served or Encountered in the Service Population.
2. Frequency with Which LEP Individuals Come in Contact with the Program.
3. Nature and Importance of the Program, Activity, or Service Provided by the Program
4. Resources Available to Recipient and Costs

1. Number or proportion of LEP Persons Served or Encountered in the Service Population

Projection of (LEP) persons served or encountered non-English speaking individuals likely need of English-language assistance services, educational services in regional states and counties areas of:

Arizona (Navajo County):

Total (LEP) Population: 9,488

Program Beneficiaries: Language: Spanish Percentage of Population: 8.71

Arizona (Coconino County):

Total (LEP) Population: 10,141

Program Beneficiaries: Language: Navajo Percentage of Population: 6.75

Louisiana (Rapides Parish)

Total (LEP) Population: 2,079

Program Beneficiaries: Language: Spanish Percentage of Population: 6.51

Louisiana (Orleans Parish)

Total (LEP) Population: 12,539

Program Beneficiaries: Language: Spanish Percentage of Population: 5.51

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1. Number or proportion of LEP Persons Served or Encountered in the Service Population (Cont.)

Projection of (LEP) persons served or encountered non-English speaking individuals likely need of English-language assistance services, educational services in regional states and counties areas of:

Florida (Collier County):

Total (LEP) Population: 49,206

Program Beneficiaries: Language: Spanish Percentage of Population: 7.75

Florida (Hillsborough County):

Total (LEP) Population: 116,754

Program Beneficiaries: Language: Spanish Percentage of Population: 0.72

Florida (Lee County):

Total (LEP) Population: 59,9453

Program Beneficiaries: Language: Spanish Percentage of Population: 8.54

Other demographic data incorporated in identification of (LEP) Populations including below:

- School systems
- Community organizations including faith-based and legal aid services
- Particular language groups and other affiliates
- State and local government agencies
- Youth organizations within geographic service areas.

2. Frequency with Which LEP Individuals Come in Contact with the Program

In compliance of Title VI Prohibition Against National Origin Discrimination and Executive Order 13166, (LEP) individuals and program-specific population will frequently make contact in accessing of language assistance services an integral part of accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities, or understanding other information provided by federally funded programs and activities.

In satisfying of compulsory requirements established by federal agencies and specific-program training and development, (LEP) Person's ability to carry out the responsibilities of great importance, thus greater percentage chance of contact, frequency of language assistance services and (LEP) Person participation.

Language Access Coordinator will plan, implement and evaluate (LEP) Plan and case-by-case management of (LEP) Person and language assistance services in reducing language barriers and improving access to services of Persons with limited English proficiency.

Service area language access coordinator will collaborate with regional National Park Service Officials and other state and local counterparts in management of (LEP) Person language services need ensuring (LEP) Person's meaningful access about the National Park Service programs and benefits.

Language Access Coordinator will identify (LEP) language assistance need by effective measures consistent with:

- Acknowledgment of (LEP) communication and ineffective ability to read, speak, write or understand English.
- Responding to (LEP) requests for language assistance services.
- Collecting data consistent with primary language skills of (LEP) and analysis upon program entry and on-going.
- Framing of open-ended questions and individualized assessment of (LEP) language skills and proficiency.
- Utilizing "I Speak" language identification cards.

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3) The Nature and Importance of the Program, Activity, or Service Provided by Program

Without English-learning of (LEP) Persons and achieving meaningful access about National Park Service programs, (LEP) individual will not improve one's position and access to federal services and the National Park Service System will fail in bridging gap about skilled preservation workers and increase and reduction of "backlogged" (NPS) work projects.

In addition, curable costs and future benefits substantially outweigh the long-standing impasse and an incurable status quo.

Language Assistance Services

LEP individuals and below language services provided of:

- Outreach programs
- Information line calls
- Public meeting and hearings
- Public access to agency websites
- Agency brochures
- Employment, training and development

Oral Language Assistance Services

Oral language assistance and encounters with LEP individuals by phone, in-person, or at public hearings.

Language Access Coordinator will oversee guidelines for interpreters and translators in accordance with:

- Communication over the phone: Identify the primary language of an (LEP) Person by approved bilingual staff.

If no approved bilingual staff person is available telephone language translation services or other language access plan and Approved community volunteer and/or interpreter for hire may assist in communication with LEP Person.

- Communication in-person: Identify the primary language of using an (LEP) Person using "I Speak" language card.

If no approved bilingual staff person is available telephone language translation services or other language access plan and approved community volunteer and/or interpreter for hire may assist in communication with LEP Person.

- Public hearings: An approved interpreter automatically provided for languages previously identified at public hearings.

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Language Access Plan and Development:

3) The Nature and Importance of the Program, Activity, or Service Provided by Program (Cont.)

Written Language Assistance Services

Language Access Coordinator will oversee guidelines for interpreters and translators in accordance with:

- Effective communication, conveying information accurately in both English and Other.
- Understanding of agency-specific terminology.
- Impartiality in role as an interpreter and/or translator.
- Confidentiality and ethical standards of interpreter/translator.
- Regionalism and awareness in providing appropriate interpretation and consistently.
- Inform the LEP individual of free language assistance services and availability versus use of family member.
- Utilization of a formal interpreter where conflict of interest exists.
- Advise against the use of minors as informal interpreters unless there is an apparent need and urgency.

Language Access Coordinator will advise formal or informal interpreters accordingly of:

- Purpose of communication and conveyance of information.
- Technical terms utilized in communication.
- Avoidance of acronyms, double negatives, and contractions.
- Use of short sentences containing one idea at a time relative to oral communication.
- Speak to (LEP) applicant and not to interpreter.
- Avoidance of speaking to interpreter.
- Enunciate clearly and wait for interpreter to finish speaking before continuing to next idea.

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Providing Notice of Language Assistance Services

Language Access Coordinator will conduct outreach and marketing of (LEP) populations through:

- "I Speak" language identification cards to all staff.
- Non-English instructions on telephone menus.
- Translation of materials describing different services and displayed in different locations.
- Non-English content on agency website and updates.
- Translation of materials informing the public of language assistance services and distribution.
- Non-English media and publication notices informing public of language assistance services and programs.

Language Access Coordinator will conduct LEP Policy and Services, Staff Training and Development

Staff will receive training regarding effective communication and importance of providing LEP populations with meaningful information about language assistance services periodically and new employer orientation and development.

- Staff will gain insight and understanding about:
 - Obligations and duties in providing information to LEP Persons and meaningful access to services.
 - Protocol in handling various encounters with LEP individuals as established in language access plan.
 - Language access plan and identification of approved bilingual staff members.
 - Translated materials and interpretation services in support of LEP Persons and meaningful access.

Additional training and development provided to bilingual staff members on specific terminology, ethics, and regionalisms ensuring effective communication with LEP Persons.

Language Access Coordinator will monitor and evaluate effectiveness of plan and make updates accordingly of:

- Survey staff as to how program services can be improved.
- Conduct customer satisfaction in management of customer relations.
- Solicit feedback from community-based organizations and other stakeholders.
- Consider new resources and collaboration with other organizations, technological innovations and other.
- Monitor the agency's response rate to suggestions or requests by LEP individuals.

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(4) The Resources Available to Recipient and Costs

Language Access Coordinator in minimizing of resources and cost issues will:

Utilize You Tube videos, other supplemental machine learning and software programs aiding in enhancement of language assistance services of (LEP) Persons and improved (LEP) Persons English language skillsets.

Train bilingual staff to act as interpreters and translators where appropriate and capture student volunteers of community colleges and institutions of higher learning within geographic service areas.

Employ (LEP) guidance in standardizing written documents in accordance with geographic (LEP) population and qualified translators and interpreters curing ineffective communications and any inaccurate interpretations.

Adopted: 08/2024