

November 2023



# City of Fairfax Language Access Plan (LAP)

#### **Accessing This Plan**

The Title VI Plan and accompanying documents, including this Language Access Plan (LAP), can be found on the City of Fairfax website: https://www.fairfaxva.gov/government/city-manager/title-vi

Additionally, we are here to support you in accessing this information anytime you need it.

We will support your access through:

#### **ADA Accommodations**

If you need any reasonable accommodation to access this Title VI Plan, such as needing this document in another format, please contact our ADA coordinator via email at HumanServices@ fairfaxva.gov or via phone at 703-385-7800.

### **Limited English Proficiency (LEP) Policy**

The city takes all reasonable steps to provide timely and meaningful access for people with LEP.

If you need this document or information about Title VI in another language, please contact our Title VI Coordinator at TitleVI@fairfaxva.gov or via phone at 703-385-7800.

#### Acceso a Este Plan

Estamos aquí para ayudarlo a accesar esta información en cualquier momento que la necesite.

Apoyaremos su acceso a través de:

# **Adaptaciones ADA**

Si necesita alguna adaptación razonable para accesar este Plan del Título VI, como necesitar este documento en otro formato, comuníquese con nuestro coordinador de ADA por correo electrónico a HumanServices@fairfaxva.gov o por teléfono al 703-385-7800.

# Políza de Dominio Limitado del Inglés (LEP)

La ciudad toma todas las medidas razonables para brindar acceso oportuno y significativo a las personas con LEP. Si necesita este documento o información sobre el Título VI en otro idioma, comuníquese con nuestro coordinador de Título VI en TitleVI@fairfaxva.gov o por teléfono al 703-385-7800



# **Background**

On August 11, 2000, President Clinton signed <u>Executive Order 13166</u>: <u>Improving Access to Services for Persons with Limited English Proficiency</u> (LEP). Like the EJ Executive Order, the Limited English Proficiency (LEP) Executive Order is structured to avoid adversely affecting these populations, to develop strategies to better engage these populations in their community, and to ensure meaningful access to benefits, services, information, and other important portions of programs and activities.

The city provides meaningful access to its programs and activities by giving persons with LEP adequate and understandable information to participate in its programs and activities and by taking reasonable steps to remove barriers. For a person with LEP, language can present a significant barrier to accessing the benefits of services, activities, and programs, as well as understanding and exercising rights afforded to them. Persons with LEP may be entitled to language assistance at no cost to them with respect to accessing or encountering a service, activity, program, and/or benefit of a federal financially assisted program provided by the city. Failure to provide and ensure access for persons with LEP may constitute discrimination regarding national origin, which is prohibited by Title VI.

The city's Language Access Plan (LAP) conforms to Executive Order #13166 and follows the USDOT Guidance for implementing the Executive Order, Policy Guidance Concerning Recipients' Responsibility to Limited English Proficient (LEP) Persons (Dec 14, 2005)(70 Fed Reg 74087). This guidance requires recipients of federal funding to conduct a four-factor analysis to prevent discrimination based on race, color, and national origin and take steps to ensure persons with LEP are provided meaningful access.

#### Assessment of Needs and Resources: Four-Factor Analysis

The US DOT guidance states that funding recipients are required to take reasonable steps to ensure meaningful access to programs by persons with LEP. It also outlines four factors that recipients should apply to the various kinds of contacts they have with the public to assess language needs and decide what reasonable steps they should take to ensure meaningful access for persons with LEP (referred to as the four-factor analysis):

The greater the number or proportion of eligible persons with LEP, the greater the frequency with which they have contact with a program, activity, or service, and the greater the importance of that program, activity, or service, the more likely enhanced language services will be needed. Smaller recipients with more limited budgets are typically not expected to provide the same level of language service as larger recipients with larger budgets. The intent of the US DOT's guidance is to suggest a balance that ensures meaningful access by persons with LEP to critical services while not imposing undue burdens on small organizations and local governments.

After completing the above four-factor analysis, recipients can determine which LEP services are appropriate. Recipients have two main ways to provide language services: oral interpretation (in

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# City of Fairfax | Title VI Language Access Plan

person or via telephone interpretation service) and written translation. The correct array of services should be based on what is deemed both necessary and reasonable in the four-factor analysis. The languages spoken by persons with LEP with whom the recipient has frequent contact often determine the languages into which documents will be translated and the types of interpretation provided.

1

#### Factor 1:

The number or proportion of persons with LEP eligible to be served or likely to be encountered by a program, activity, or service of the City of Fairfax.

2

#### Factor 2:

The frequency
with which
persons with LEP
come in contact
with the City of
Fairfax programs,
activities, or
services.

3

#### Factor 3:

The nature and importance of programs, activities, or services provided by the City of Fairfax.

4

#### Factor 4:

The resources available to the City of Fairfax for LEP outreach and associated costs.

Factor 1: The number or proportion of persons with LEP eligible to be served or likely to be encountered by a program, activity, or service of the City of Fairfax.

This factor considers the number and proportion of persons with LEP within the City of Fairfax from each language group. Data is collected by the U.S. Census Bureau and was extracted from the 2017-2021 U.S. American Community Survey (ACS) five-year estimates. The language data is used to determine which languages the city will translate written materials into under the DOJ's Safe Harbor Provision<sup>1</sup>.

#### Language Use and English-Speaking Ability

The U.S. Census Bureau has included, as part of the ACS, classifications of how well people speak English ranging from "very well" to "not at all." For the purposes of the LAP, the City of Fairfax considers individuals who speak English in all categories below "less than very well" as persons with LEP.

According to the ACS, English is identified as the primary language spoken at home for 66.1 percent (population total of 14,860). A total of 7,533 persons in the City of Fairfax older than age 5

<sup>1</sup> **Safe Harbor Provision** - The US DOT has adopted the US DOJ provision, which stipulates that city provide written translation of vital documents for each eligible LEP language group that constitutes five (5) percent or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations.



(or 33.9 percent) of the city population speak a language other than English at home. Persons speaking English less than "very well" or "not at all" represent 4.6 percent of the overall city population and are considered to have Limited English Proficiency (Table 1).

Table 1: Language Use and English-Speaking Ability in the City of Fairfax

| Total<br>Population | Speak<br>Eng | Only<br>lish* | Speak Other Than<br>English* |       | Speak English only<br>or speak English<br>"very well" * |        | Speak English less<br>than "very well"<br>or "not at all" ** |       |
|---------------------|--------------|---------------|------------------------------|-------|---|--------|--|-------|
| 24,146              | Percent (%)  | Count         | Percent<br>(%)               | Count | Percent<br>(%)  | Count  | Percent<br>(%)   | Count |
|                     | 66.1%        | 14,680        | 33.9%                        | 7,533 | 86.3%   | 19,174 | 4.6%   | 1,113 |

<sup>\*</sup> Individuals 5 years or older

Source: U.S. Census Bureau, 2017-2021 American Community Survey 5-Year Estimates

#### Languages Spoken at Home

Other than English, Spanish (2.2 percent) and Asian/Pacific Island languages (1.9 percent) are the most widely spoken language categories in the City of Fairfax population. Together, Spanish (48.2 percent) and Asian/Pacific Island languages (42.5 percent) comprise 90.7 percent of the total LEP population in the city. Table 2 displays the amount of LEP individuals with LEP age 5 and older by languages spoken at home (Table 2).

Table 2: Total LEP Individuals for Languages Spoken at Home in the City of Fairfax

| Languages Spoken               | Number of LEP<br>Individuals* | % of city Population | % of LEP<br>Population |
|--------------------------------|-------------------------------|----------------------|------------------------|
| Spanish                        | 537                           | 2.2                  | 48.2%                  |
| Asian/Pacific Island Languages | 473                           | 1.9%                 | 42.5%                  |
| Indo-European Languages        | 22                            | 0.09%                | 2.0%                   |
| Other                          | 81                            | 0.34%                | 7.3%                   |
| Total LEP Population           | 1,113                         | 4.6%                 | N/A                    |
| <b>Total City Population</b>   | 24,146                        |                      |                        |

<sup>\*</sup>Individuals 5 years or older

Source: U.S. Census Bureau Decennial Population (population 2020) and 2017–2021 American Community Survey 5-Year Estimates (LEP 2021)

#### Number and Proportion of LEP Population by Census Tract

The number and proportion of the LEP populations within the City of Fairfax vary per census tract within city limits (Table 3). Census Tracts located within city limits include Census Tracts 3001, 3002, 3003, 3004, and 3005. One additional census tract is located within the

<sup>\*\*</sup> Data in this column represents persons with LEP



city (4405.04); however, this tract is not included in this assessment as it contains primarily government buildings and facilities and does not contain household or demographic data.

Table 3. Percentage of LEP Individuals per Language Spoken by Census Tract

| Census<br>Tract | Total<br>LEP |       | sh LEP<br>iduals | Other Indo-European<br>LEP Individuals |       | Asian-Pacific Islander<br>LEP Individuals |       | Other |       |
|-----------------|--------------|-------|------------------|--|-------|---|-------|-------|-------|
|                 |              | %     | Count            | %                                      | Count | %   | Count | %     | Count |
| 3001            | 289          | 14.8% | 80               | 54.5%                                  | 12    | 24.7%                                     | 117   | 98.8% | 80    |
| 3002            | 386          | 51.2% | 275              | 18.2%                                  | 4     | 22.4%                                     | 106   | 1.2%  | 1     |
| 3003            | 256          | 15.3% | 82               | 0                                      | 0     | 36.8%                                     | 174   | 0     | 0     |
| 3004            | 51           | 15.1% | 81               | 27.3%                                  | 6     | 9.3%                                      | 44    | 0     | 0     |
| 3005            | 131          | 3.5%  | 19               | 0                                      | 0     | 6.76%                                     | 32    | 0     | 0     |
| Total           | 1,113        | 48.3% | 537              | 1.2%                                   | 22    | 42.3%                                     | 473   | 7.2%  | 81    |

<sup>\*</sup>Individuals 5 years or older

Source: U.S. Census Bureau, 2017-2021 American Community Survey 5-Year Estimates (LEP, 2021)

Higher concentrations of LEP populations are in residential areas in the northwestern portion of the city within tract 3001 and include the neighborhoods of Cobbdale, Fairchester Woods, and Triangle. Figure 1 depicts the location density of LEP populations, per census tract, located within city limits.



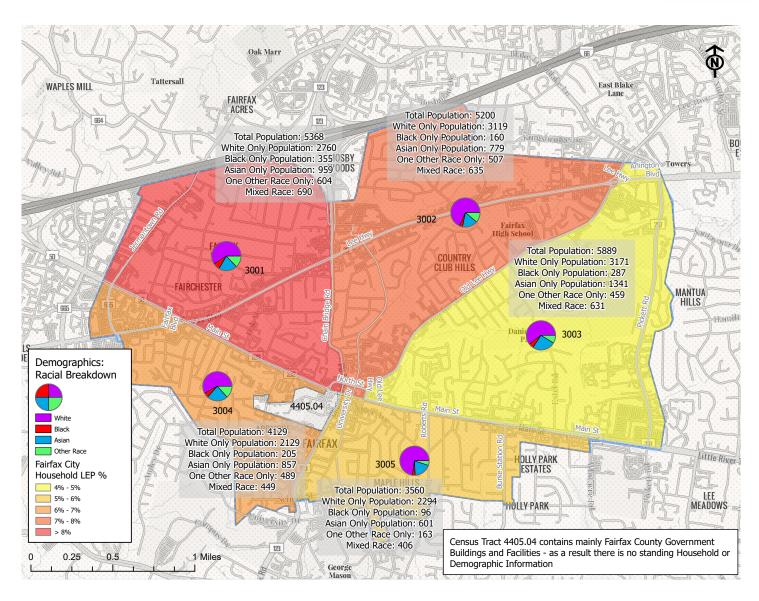


Figure 1. Demographic Breakdown by Census Tract



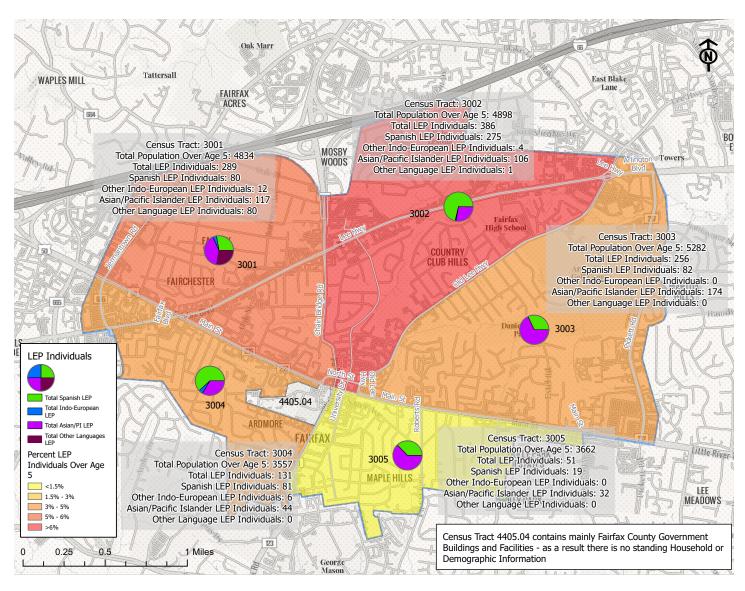


Figure 2. Location Density of LEP Populations



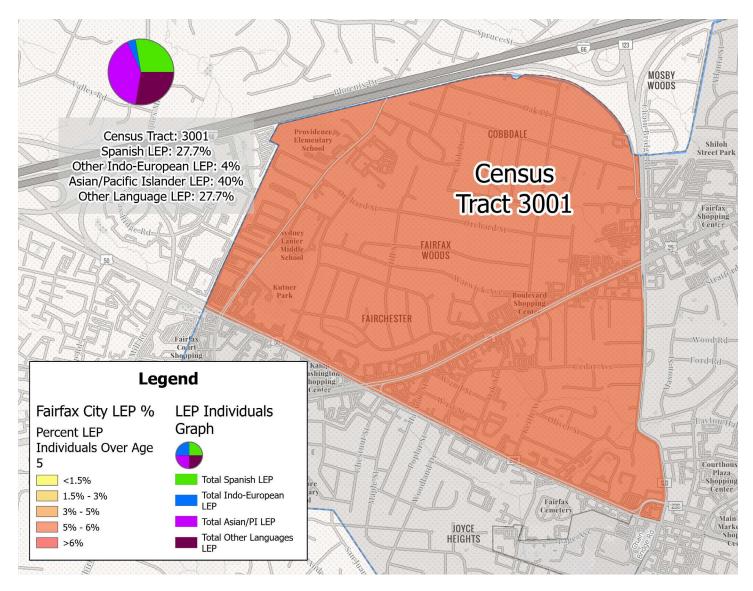


Figure 3. LEP Populations – Census Tract 3001



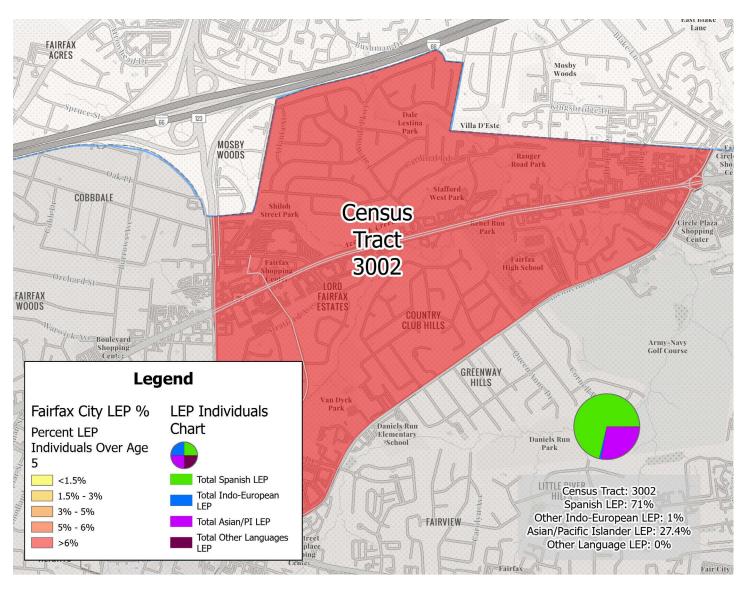


Figure 4. LEP Populations – Census Tract 3002



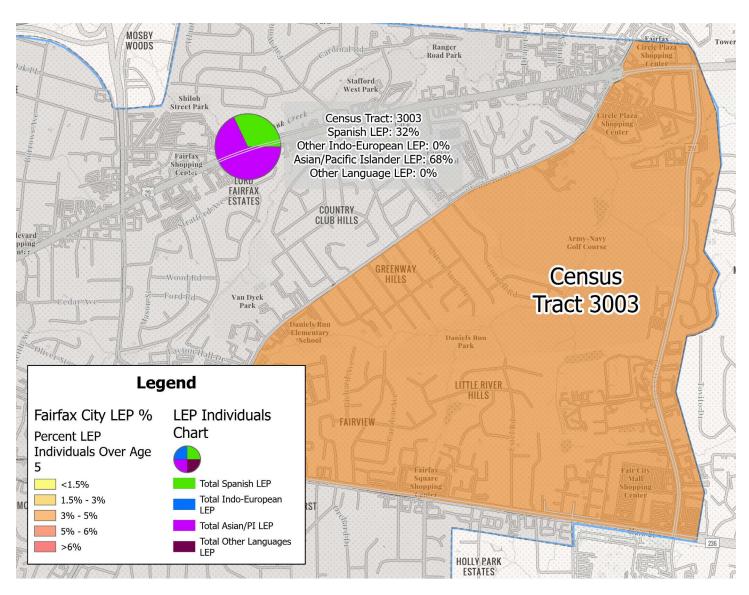


Figure 5. LEP Populations – Census Tract 3003



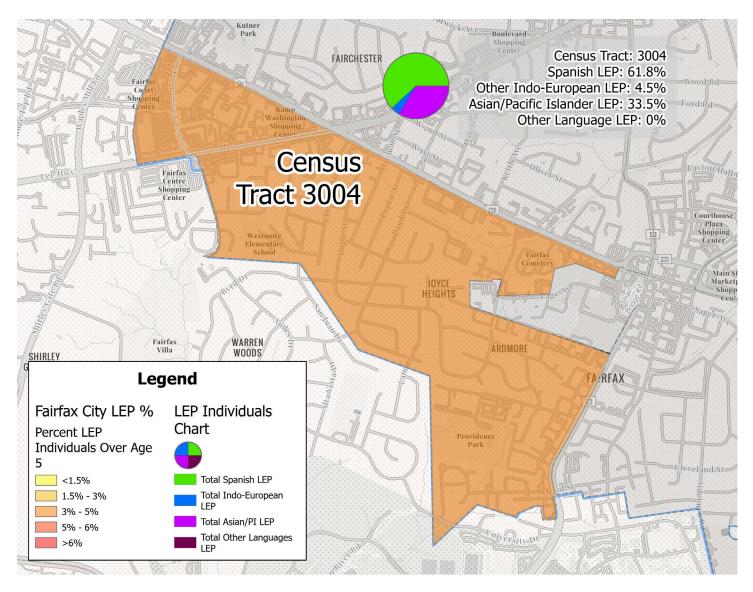


Figure 6. LEP Populations - Census Tract 3004



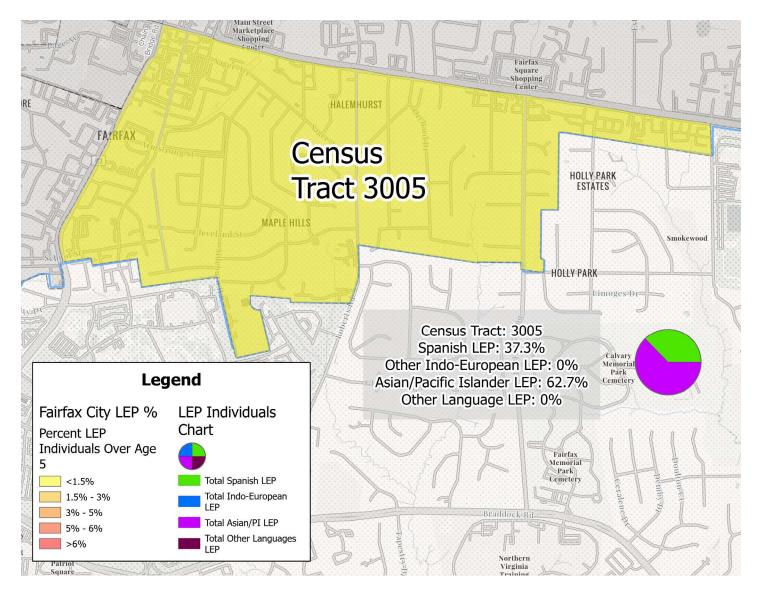


Figure 7. LEP Populations – Census Tract 3005

### City Language Data Collection Efforts

In addition to the publicly available data such as the US Census, additional resources to identify specific languages spoken within these categories were assessed through review of data collected by Fairfax County Public Schools (FCPS) and an internal City of Fairfax audit.

Table 4 provides information on languages spoken by public school students enrolled in FCPS with a City of Fairfax address. It does not account for populations that do not have children or that have children enrolled in another school system. This data does not indicate total numbers of LEP households but provides insight into specific languages not identified in categories in Table 2 that contains US Census data. Spanish is the most common language spoken other than English, and Vietnamese follows, but at a much lower frequency.



Table 4: Languages Spoken by City of Fairfax Public School Students

| Languages Spoken | Number of Students* | % of Student Population |
|------------------|---------------------|-------------------------|
| English          | 1,581               | 53.6%                   |
| Spanish          | 787                 | 26.7%                   |
| Vietnamese       | 88                  | 3.0%                    |
| Arabic           | 82                  | 2.8%                    |
| Korean           | 51                  | 1.7%                    |
| Chinese          | 32                  | 1.1%                    |
| Urdu             | 32                  | 1.1%                    |
| Other            | 294                 | 10.0%                   |
| Total            | 2,947               | 100%                    |

<sup>\*</sup> Individuals enrolled in PK-12th Grade

Source: Fairfax County Public Schools, "Language Spoken at Home" data for all FCPS students residing in Fairfax City, School Year 2022-23

In 2023, the city conducted an internal citywide audit to identify current communication channels, services, specific language requests, frequency of language assistance requests and needs, etc. Additionally, city staff noted that 20 requests were made for American Sign Language (ASL) services. Table 5 provides a summary of languages that were reported by city staff to have been requested for translation services.

**Table 5: Languages Requests** 

| Languages  | Number of Requests* | Percent (%) of Requests |
|------------|---------------------|-------------------------|
| Spanish    | 100                 | 50%                     |
| Korean     | 40                  | 20%                     |
| Arabic     | 20                  | 10%                     |
| Vietnamese | 20                  | 10%                     |
| Other*     | 20                  | 10%                     |
| Total      | 200                 | 100%                    |

<sup>\*</sup> Other includes Mandarin, Hindi, French, Portuguese, German Source: Internal city Audit Findings, "Language First Communications"

#### **Factor 1: Summary of Findings**

• The total number of persons speaking English less than "very well" or "not at all" represents 4.6 percent of the overall city population and are considered to have Limited English Proficiency.



- An analysis of the US Census Bureau ACS five-year estimates (2017-2021) documented that the City of Fairfax does not exceed the Safe Harbor Provision for any language and does not require the automatic translations of vital documents, based upon the current estimates provided through US Decennial census and ACS data.
- The majority of LEP populations are in the northwestern portion of city limits; however, pockets of LEP populations are in all areas of the city.

#### **Commitments**

- While the Safe Harbor Provisions threshold was not met, meaningful engagement of Title VI protected populations must be conducted. Languages identified will assist with proactive outreach and translation/interpretation needs.
- The city as part of the Title VI Program will conduct data collection through publicly available data and community outreach regarding LEP populations for the sole purpose of ensuring the LAP is current, identifying language assistance needs, and ensuring city programs, services, and activities are accessible for participation by LEP populations.

For each program, project, service, or activity, the data in the LAP will be used by city personnel to identify the number of LEP populations to ensure meaningful public involvement. Please refer to the city's Public Engagement Plan (PEP) for additional information regarding public involvement, notification procedures, and access.

# Factor 2: The frequency with which LEP individuals come in contact with City of Fairfax programs, activities, or services.

The city's key program areas in which LEP individuals come into contact with the programs, activities, or services provided by the city include:

- Federal-aid Highway Transportation/Transit programs (incl. purchases of bus fare)
- Participation in public meetings, surveys, etc.
- Communications and marketing
- Customer service
- City advisory boards

# Factor 3: The nature and importance of programs, activities, or services provided by the City of Fairfax.

To determine the nature and importance of city programs, activities, or services provided to persons with LEP, the city identified the negative impacts on persons with LEP of not being able to access these benefits.



Transportation: The city provides and maintains a transportation network for vehicles, pedestrians, and bicyclists and CUE transit services in partnership with George Mason University. These transportation services allow those who live, work, and visit the city to access activities in their daily life including residences, employment, education/publish schools, medical care, recreation, grocery, and other activities essential to daily life.

Various transportation options exist for city residents who require transportation services to ensure access to city (and Fairfax County) programs, activities, and services as well as access to those outside of city limits. The following transportation services are available for senior citizens and persons with disabilities:

- CUE Buses are a City of Fairfax service and all buses are fully accessible. Specialized transportation services for individuals who are unable to use the CUE Bus because of a disability are provided through the city Wheels and MetroAccess programs. The CUE Transit Guide is provided online, and the guide includes both English and Spanish languages.
- City Wheels is a City of Fairfax service. It provides the city, to the Vienna/Fairfax-GMU Metrorail station, to George Mason University, and to Fair Oaks Hospital for city residents with a disability who find it difficult or impossible to use conventional bus service. If an individual requires assistance (e.g., language, disability, etc.), one additional person may accompany the individual at no cost.
- Fastran is available for residents who are elderly and have a disability for transportation to medical appointments outside the City of Fairfax limits. Applications for the program are available in both English and Spanish. Fastran is a Fairfax County service available to city residents.
- MetroAccess is a shared ride, door-to-door paratransit service for people who cannot use public transportation due to a disability. It is operated by the Washington Metropolitan Area Transit Authority (WMATA). Any city resident who is certified as disabled by MetroAccess may use this service for trips outside the City of Fairfax limits. Service hours are available seven days a week, with extended availability on weekend evenings. The MetroAccess Customer Guide is available in English, Spanish, and audio versions online.
- Taxi Access is a transportation program that helps persons with disabilities. An eligible person with a disability may travel by taxicab affordably, safely, and independently with the purchase of discounted taxi fare.
- The city's Human Services Office provides a comprehensive array of human services to city residents, including programs/services outside of city limits that also serve the City of Fairfax. In many instances, information regarding available programs is provided in both English and Spanish. The Human Services Office manages current translation and interpretation services available to the city and is responsible for coordinating ADA requirements.



• The city's **Refuse and Recycling** Division has translated all public-facing documents into Spanish, Korean, Vietnamese, Arabic, and Farsi. This includes the *Solid Waste Service Guide*, *Recycling Guide*, and other materials with service information.

#### Factor 4: The resources available to the City of Fairfax for LEP outreach and associated costs.

The city does not currently have a formal documented total count of how many LEP individuals interface with city programs, activities, and services; however, the city does maintain records of requests via the Language Access Line and requests for translations on public outreach materials. The city conducted an internal citywide Language Communication Survey to identify how staff communicates with the public, language access experience and needs, and specific language requests. This survey will be conducted on an annual basis.

The city will adhere to the requirements of the LAP. The city has a contracted Language Access Line managed through the Human Services Office and invests \$5,000 in language interpreter services and invests \$5,000 in the written translation of documents across city departments.

City employees have access to the Language Access Line and receive annual training on its use.

#### Language Access Plan (LAP)

The Title VI Coordinator will be the responsible contact for ensuring the LAP is followed and provides guidance for its use to city staff.

#### Providing Notice to Persons with LEP

The City of Fairfax Title VI/Nondiscrimination Notice to the Public is provided in English and Spanish and posted on the Title VI website, and will be posted or incorporated into locations likely to be encountered by persons with LEP identified in the four-factor and the following:

- Fairfax City Hall
- CUE bus stops
- City of Fairfax Police Station
- Fire Station 3
- City of Fairfax Regional Library
- Public areas at all city work locations
- All public notifications, communications, and/or outreach and engagement materials

The city will also coordinate with organizations representing or serving LEP populations to ensure persons with LEP are notified of their rights.



#### **Oral and Written Language Assistance**

The city provides oral interpretation services through a contracted provider. The line is also available to provide 24/7 emergency customer support. The Human Services director distributes user cards to all internal city departments with information on how to use and access the Language Access Line. The guidelines below assist city staff in understanding the process and services available to assist with communicating with persons with LEP.

#### General Guidance

Documentation is imperative to providing the correct resources for persons with LEP to access, participate in, and understand programs, activities, and services provided by the city. All city staff must document when language assistance is requested. The offer to provide no cost/free interpretation must be made clear and understood by the person with LEP. If the offer of free language assistance is waived and the person with LEP utilizes their own interpreter (i.e., a friend, family member, community member, etc.), it must be documented that this service provided by the city was refused. If this service is refused, at no time will anyone under 18 years of age (including friends, family members, community members, etc.) be utilized to provide interpretative services.

#### Resources

**Bilingual Staff:** The city must employ best efforts to maintain a list of staff and language interpretation capacity. Staff members who serve as translators or interpreters are compensated by the city. There are instances where a qualified translator is required, such as legal proceedings, and bilingual staff may not be able to be used.

Language Interpretation: United Language Group (ULG) is a qualified provider of telephone language translation and is contracted to provide the city with 24/7 emergency telephone assisted interpretation services for more than 200 languages.

**Document Translation Services:** The city has access to Lionbridge Global Solutions to provide document translation services. Vital documents requiring automatic written translation are determined in with the four-factor analysis and DOJ Safe Harbor Provisions. Non-vital documents needing written translation can utilize bilingual city staff or a qualified translator. Analysis conducted in Factor 1 indicates that no current language group exceeds this threshold, however the city will reasonably accommodate language assistance requests as needed to ensure meaningful engagement in programs, activities, and services by persons with LEP.

**Website Translation:** The city website provides a translator service powered by Google Translate and is navigable via screenreader.. The city includes clear instructions on the site for requesting translated materials as a backup to the automated service.

• American Sign Language Interpretation: The city maintains a list of staff with ASL capacity. If a contact is made with a person who communicates via ASL, the city should first enlist a staff member. If this is not sufficient, utilize the city's contracted ASL interpretation service.



• Hearing Impaired or Deaf Community Services: Individuals who are hard of hearing or deaf may utilize TDD/TTY services at 711. A directory of qualified sign language interpreters for in-person needs can be found through the Virginia Department for the Deaf and Hard of Hearing Interpreter Services Program (ISP) and/or qualified interpreters procured through the city directly.

#### Interaction

The following are opportunities for increased interaction during in-person contact events, meetings, etc.:

- Utilize Language Identification Card (<u>Appendix 1</u>) as first step to potentially identify the language spoken. The Language Identification Card is located on the Title VI website, and in locations identified in four factor analysis.
- Enlist a bilingual staff member who speaks the person with LEP's language. If this is not possible or sufficient, utilize the city's language assistance provider to assist with language identification and obtain name and contact information.
- Telephone Contact: Identify a bilingual city staff to assist, and/or utilize ULG.
- Meetings: Oral interpretation, ASL, and translation services are provided for public meetings upon request. If a city-led meeting is held within a known area that is primarily home to or serves persons with LEP, the city will proactively provide language interpretation.

#### Costs

Language assistance serviced deemed appropriate will be made available at the expense of the city. Cost alone does not determine whether a request is granted.

Requests under \$100: Will be granted automatically. For Spanish, a phone call that may last approximately 30 minutes or a document that is one page typed in English is likely to fit this criterion.

Requests over \$100: The Title VI Coordinator will review based upon the four-factor analysis and grant if deemed vital or as appropriate.

#### Vital Documents

Vital documents are those considered to be those documents necessary to provide access to your programs, benefits, services, and activities. The failure to provide written translations of city vital documents to persons with LEP may result in discrimination based on national origin. In accordance with the Safe Harbor Provision adopted by the US DOT, if the 5 percent threshold is met but there are fewer than 50 individuals, the city is not required to translate written versions of the vital documents but must provide notice that oral interpretation of these written materials can be provided at no cost.

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Below is a listing of documents considered to be vital by US DOT and confirmed by the city:

- Title VI Notice to the Public
- Title VI Complaint Form
- Consent/agreement/applications forms (e.g., real estate transactions)
- Public meeting/outreach events (e.g., notices, notifications, brochures)
- Notices advertising of free language access services
- Transit services (e.g., CUE services, paratransit)
- Notices of decreases in access to benefits of services, programs, and activities
- Notices to loss of benefits of services, programs, and activities

Persons with LEP determined to have low literacy in their native language may not benefit from written translation of vital documents, and therefore require oral interpretation services. The city must document instances of this as data becomes available and capture it in the Title VI Program.

While the city does not currently meet the Safe Harbor Provision threshold, the city is committed to proactively providing translated materials and interpretation services as resources allow.

#### **Personnel Training**

The city will provide training to employees on the resources available, and how to provide timely and reasonable language assistance services to LEP populations below:

- The Title VI Coordinator will ensure staff are aware of the LEP policy and procedures and where to access the LAP on the city website.
- The Title VI Coordinator will notify city staff of any new language measures implemented.
- The Title VI Coordinator will ensure access to annual training for city staff on how to utilize the Language Assistance Line.

### **Outreach Techniques**

Proactive outreach techniques to ensure persons with LEP are provided information and opportunities to participate include:

- Ensure city staff are aware of and know how to utilize language ID cards.
- Conduct proactive language access services and develop multilingual outreach materials for use at public meetings, distribution, in areas known to or have higher populations of persons with LEP, etc.



- Identify and develop trustworthy partnerships with social services and community organizations represented by and/or serving persons with LEP and gain feedback on the city's language assistance services.
- Develop a community engagement survey or feedback form to gather information from persons with LEP, external stakeholders, and partners.

To ensure language access services are not only provided but effective, the Title VI Coordinator will gather information and feedback on its efforts to ensure language access and participation in city programs and activities by populations with LEP, external stakeholders and partners, and internal city departments.

#### Monitoring the LAP

The Title VI Coordinator will monitor its LEP policies and practices and review annually against the four-factor analysis. The coordinator works with the Human Services director to document requests for translation services and encounters with persons with LEP. Reports will be produced upon request.

The LAP is designed to be routinely updated and the city will explore an update in coordination with its overall Title VI Program update. Each update of the LEP Plan will examine plan components including:

#### **Activities**

- Regularly review and monitor demographic data from the four-factor analysis to confirm and identify any new language needs and LEP populations (greater than 5 percent of the population).
- Ensure documentation of and review the frequency of encounters with persons with LEP.
- Document and monitor the use of Language Access Services, including frequency of requests and languages, and use case.
- Collect and maintain demographics statistics as a result of projects and/or studies.
- Review reports, studies on impacts and/or disproportionate effects on LEP populations (i.e., NEPA documents) to ensure consistency of data and update, as needed.
- Review Fairfax County Public Schools data for languages spoken at home by students with a Fairfax City address.

#### **Considerations**

- How many persons with LEP were encountered annually?
- Were the needs of these persons with LEP met?



- What is the current LEP population in the city's service area?
- Is a change needed in the types of language translation services provided?
- Is there still a need for continued language assistance for previously identified city programs? Are there other programs that should be included?
- Have the city's available resources, such as technology, staff, and financial costs changed?
- Has the city fulfilled the goals of the LAP?
- Did the city receive any complaints?



# **Appendix 1: City of Fairfax Language Identification Card**

I speak English English (example)

| Unë flas shqip                  | Albanian                 |
|---------------------------------|--------------------------|
| አማርኛ <i>እናገራ</i> ለሁኝ::          | Amharic                  |
| Ես Հայերէն կը խօսիմ             | Armenian                 |
| أنا أتكلم اللغة العربية         | Arabic                   |
| Мән азәрбајан дилиндә данышырам | Azeri                    |
| আমি বাংলা বলি।                  | Bengali                  |
| Govorim bosanski                | Bosnian                  |
|                                 | British Sign<br>Language |
| Аз говоря български             | Bulgarian                |
| ကျွန်ုပ် မြန်မာလိုတတ်ပါသည်။     | Burmese                  |
| Parlo català                    | Catalan                  |
| 我講廣東話                           | Cantonese                |
| 我講客家話                           | Hakka                    |
| 我说普通话                           | Mandarin                 |
| Govorim hrvatski                | Croatian                 |
| Mluvím cesky                    | Czech                    |
| Jeg taler dansk                 | Danish                   |
| من <b>در</b> ی صحبت مي كنم      | Dari                     |
| Ik spreek Nederlands            | Dutch                    |
| Ik spreek Vlaams                | Dutch /Flemish           |
| Ma räägin Eesti keelt           | Estonian                 |
| Medoa Ewegbe                    | Éwé                      |
| من فارسى صحبت مي كنم            | Farsi                    |

|   | I.                  |
|---|---------------------|
| Minä puhun suomea                         | Finnish             |
| Je parle français                         | French              |
| მე ვლაპარაკობ ქართულად                    | Georgian            |
| Ich spreche Deutsch                       | German              |
| Μιλώ τα ελληνικά                          | Greek               |
| ું " ગુજરાળ <sup>"</sup> ભાષા બીલું છું". | Gujarati            |
| Na yia Hausa                              | Hausa               |
| אני מדבר עברית                            | Hebrew              |
| में हिन्दी वोलता हूँ                      | Hindi               |
| Én magyarul beszélek                      | Hungarian           |
| Saya bicara bahasa<br>Indonesia           | Indonesian          |
| Anam asu igbo                             | Igbo                |
| Ti sarc ket Ilocano                       | llacano             |
| Parlo italiano                            | Italian             |
| 私は日本語を話す                                  | Japanese            |
| Мен казахша билемин                       | Kazakh              |
| Nvuga ikinyarwanda                        | Kinyarwanda         |
| 나는 한국어를 말한다                               | Korean              |
| Kurmancî zimanê min e                     | Kurdish<br>Kurmanji |
| من به زمانی کوردی سۆرانی قسه ئهکهم        | Kurdish Sorani      |
| Es runāju latviski                        | Latvian             |
| Ngai nalobaka Lingala                     | Lingala             |

| Aš kalbu lietuviškai                     | Lithuanian       |
|--|------------------|
| Jas zboruvam makedonski                  | Macedonian       |
| Saya Bicara Bahasa Malay                 | Malay            |
| मी मराठी बोलतो                           | Marathi          |
| Mo koze créole                           | Mauritian Creole |
| Eu vorbesc Moldovenește                  | Moldovan         |
| Би Монгол хэлээр ярьдаг                  | Mongolian        |
| म नेपाली बोल्दछु।                        | Nepalese         |
| Jeg snakker norsk                        | Norwegian        |
| Say salitac et Pangasinan                | Pangasinan       |
| I sabi speak pidgin or<br>broken english | Pidgin English   |
| Mówię po polsku                          | Polish           |
| Eu falo português                        | Portuguese       |
| زه پښتو خبرې کولاي شم                    | Pushto           |
| भी प्रमाशी विपटा प्रं                    | Punjabi          |
| Eu vorbesc limba Română                  | Romanian         |
| Я говорю по-русски                       | Russian          |
| Говорим српски                           | Serbian          |
| මම සිංහළ භාෂාව කථාකරමි                   | Sinhalese        |
| Ndino taura Shona                        | Shona            |
| Hovorím po slovensky                     | Slovak           |
| Govorim slovenski                        | Slovenian        |

|                                 | l          |  |
|---------------------------------|------------|--|
| Wahan ku hadlaa<br>Soommali     | Somali     |  |
| Hablo español                   | Spanish    |  |
| Ninasema Kiswahili              | Swahili    |  |
| Jag talar svenska               | Swedish    |  |
| Tagalog arg aking salita        | Tagalog    |  |
| 13 nm ಕ್ರಶ್ರಿಸ ಅಗ್ರಾಶಕ್ಕಾತ್ರಿಕೆ | Tamil      |  |
| ฉันพูดภาษาไทย                   | Thai       |  |
| ትግርኛ እዛሬብ::                     | Tigrigna   |  |
| Ndi ngakula Tshiluba            | Tshiluba   |  |
| Ben Türkçe konuşuyorum          | Turkish    |  |
| Mekan Twi                       | Twi        |  |
| Я розмовляю українською мовою   | Ukrainian  |  |
| Мен ўзбекча гапираман           | Uzbek      |  |
| مِن أكردو لدِلنّا , يون         | Urdu       |  |
| Tôi nói tiếng Việt              | Vietnamese |  |
| Mo le so yoruba                 | Yoruba     |  |

Language Identification Chart by Dr. Lucila Makin/APCI