



## **LANGUAGE ACCESS PLAN 2016**

### **Introduction:**

This plan is intended to outline the efforts undertaken by the City of Asheboro, a recipient of financial assistance from the United States Department of Housing and Urban Development (HUD), to provide language assistance to persons whose primary language is not English. The plan follows HUD's recommendation in terms of plan preparation.

In 2016, as part of its application to the North Carolina Department of Commerce for CDBG-ED funding, the City of Asheboro conducted a four factor analysis which was used as a basis to develop this plan. Language assistance will be provided to persons whose primary language is not English in accordance with this plan.

### **Four Factor Analysis:**

The City of Asheboro first reviewed four factors when determining how to best serve eligible limited English speaking persons. These factors include the number or proportion of limited English speaking persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee; the frequency with which limited English speaking persons individuals come in contact with the program; the nature and importance of the program, activity, or service provided by the recipient; and the resources available and costs to the recipient.



**Factor 1: The Proportion and Number of Limited English Speaking Persons within the Eligible Area**

The City of Asheboro’s corporate limits are the eligible area for the four factor analysis. The most recent data collected pertaining to language frequency for the area is from the US Census Bureau’s 2010-2014 American Community Survey 5-Year Estimates. Below is demographic information for the City of Asheboro obtained from this source:

Races in Asheboro	Estimate	%
<b>One race</b>	25,017	97.8%
<b>White</b>	20,088	78.6%
<b>Black or African American</b>	2,896	11.3%
<b>American Indian and Alaska Native</b>	169	0.7%
<b>Asian</b>	244	1.0%
<b>Native Hawaiian and Other Pacific Islander</b>	0	0.0%
<b>Some other race</b>	1,620	6.3%
<b>Two or more races</b>	556	2.2%
<b>TOTAL</b>	25,573	100%

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates

Primary Language Spoken at Home	Estimate	Speak English "very well"	Speak English less than "very well"
<b>Population 5 years and over</b>	23,468	87.8%	12.2%
<b>Speak only English</b>	76.1%	(X)	(X)
<b>Speak a language other than English</b>	23.9%	49.2%	50.8%
<b>Spanish or Spanish Creole</b>	22.8%	49.3%	50.7%
<b>Other Indo-European languages</b>	0.6%	46.4%	53.6%
<b>Asian and Pacific Island languages</b>	0.4%	46.5%	53.5%
<b>Other languages</b>	0.0%	100.0%	0.0%

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates

## Factor 2: Frequency of Contact with Limited English Speaking Persons

City of Asheboro staff report having occasional contact with Limited English Individuals, most often Spanish-speakers, within the previous five years. The City has contracted with Spanish Language Services to translate city documents, such as the annual Water Quality Reports, into Spanish for our predominant population of Limited English Speakers. Additionally, the Asheboro Police Department has initiated public education material translation in response to encounters it has had with Limited English Speakers. Several publications related to drug abuse prevention, gang awareness and family crisis services are available in both English and Spanish.



**Factor 3: The nature and importance of the program, activity, or service provided by the recipient**

The City of Asheboro most often pursues CDBG for infrastructure or economic development projects. Typically, CDBG funds require an application process and are generally not related to emergencies. While projects funded by the CDBG program are important, delay of access to services would not be life threatening to Limited English Speaking individuals. Allowing the City of Asheboro a reasonable amount of time to secure an interpreter or have documents translated would not render a person ineligible for a program or cause a program to be inaccessible to a person struggling with English.

**Factor 4: Resources available**

The City of Asheboro is committed to removing as many barriers to information access as practical. The following steps have been identified to reduce language barriers to Limited English Speaking individuals in the service area:

- Document instances of Limited English Speaking individuals requesting or inquiring about city services. This information could be used as a data source to identify potential future language needs.
- Post signage at public meetings and government offices noting that language translation, if available, may be provided.
- On the City of Asheboro's website, provide information regarding available translation services and a resource list of interpreters.
- Collaborate with local agencies and institutions who are able to provide interpretation and translation services.
- Whenever information is made available in multiple languages, have the translations on file and on display if possible in the appropriate city offices.



- Review the data available through the US Census Bureau or state demographer to examine any potential changes in the Limited English Speaking population for the service area.
- Post the LAP plan on the city's website.
- Review the LAP yearly or as needed.

### **Implementation:**

Staff and Resources: To implement this plan, staff will be made aware of the components of this plan and resources available to assist Limited English Individuals: included will be downloadable information from the HUD website. Multilingual staff will be identified and utilized for translation and as interpreters when needed.

### **List of available resources:**

- HUD documents printed in English and other languages:  
<http://www.hud.gov/offices/fheo/lep.xml>
- Language Access Resources:  
<https://www.lep.gov/resources/resources.html#FAW>