

T O M P K I N S C O U N T Y

**Limited English Proficiency (LEP) Plan
Language Assistance Plan (LAP)
2016**

Prepared by
Karen W. Baer, Director
Xavier Rusk, Paralegal Aide
Tompkins County Office of Human Rights

TOMPKINS COUNTY
**Limited English Proficiency (LEP) Plan
Language Assistance Plan (LAP)**

Table of Contents

A. Introduction	3
B. Four-Factor Analysis	3
1. The number/proportion of LEP persons eligible to be served or likely to be encountered by a County program, activity, or service	4
2. The frequency with which LEP individuals come in contact with County programs, activities, or services	6
3. The nature and importance of programs, activities, and services provided by the County to people’s lives	6
4. Resources available to the County and LEP/LAP-related costs	6
C. Components of the LAP	
1. Identifying LEP Individuals	7
2. Language Assistance Measures	7
3. Training Staff.....	9
4. Providing Notice to LEP Persons	10
5. Monitoring and Updating the LEP Plan/LAP	10
D. Dissemination of the LEP Plan/LAP	11
E. Appendices –	
E1. Resolution of the Legislature	12
E2. Duties Associated with LAP Implementation and Compliance	13
E3. Tracking Form A: Offer of Free Interpreter/Translator Services.....	14
E4. Tracking Form B: Waiver of Right to Free Interpreter/Translator Services	15
E5. Tracking Form C: Language Identification Flashcards	16

A. Introduction

Most individuals in Tompkins County read, write, speak and understand English. However, there are many individuals whose primary language is not English. Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English can be limited English proficient, or “LEP.” This language barrier may prevent individuals from accessing Tompkins County services and benefits.

There are three pieces of legislation that provide the foundation for the development of an LAP: (1) Title VI of the Civil Rights Act of 1964, (2) Executive Order 13166, and (3) Resolution of the Tompkins County Legislature. In some circumstances, failure to ensure that LEP persons can effectively participate in federally-assisted programs may constitute discrimination based on national origin under Title VI.

In order to comply with Title VI, Tompkins County shall take reasonable actions for competent language assistance. Executive Order 13166 clarifies requirements for LEP persons under Title VI. As a recipient of federal funds, the Executive Order requires Tompkins County to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services.

Hence, this LAP serves as a model to show Tompkins County’s commitment to provide meaningful access to all individuals accessing any of Tompkins County programs, activities, and services.

Tompkins County pledges that individuals will be informed of the availability of free interpreter and translator services when it appears that the individual is not able to communicate effectively in English. Such services are provided during all normal business hours and when an emergency has been determined to exist during non-business hours. Notice of availability of free interpreter and translator services also occurs in signage at primary points of contact for County departments’ reception areas.

B. Four-Factor Analysis

Tompkins County is a recipient of federal funds. These sources of funds include, but are not limited to, the following federal departments: Housing and Urban Development; Transportation; Agriculture; Homeland Security; and Health and Human Services.

As a recipient of federal funds, there are FOUR FACTORS the County considers when assessing language needs and determining what steps it should take to ensure access for LEP persons:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a County program, activity, or service;
2. The frequency with which LEP individuals come in contact with County programs, activities, or services;
3. The nature and importance of the County program, activity, or service to people’s lives; and
4. Level of resources available to the County for LAP-related costs.

A brief description of the County's self-assessment undertaken in each of these areas follows.

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a County program, activity, or service —

The following charts illustrate the presence of LEP persons (over the age of 5 years) in Tompkins County, including both language-based and disability-based populations.

a.) Language-Based LEP Populations in Tompkins County*

Language Spoken At Home Is Other Than English	Multi-Lingual/English	Speaking English "Less Than Very Well"
14.5%	12.34%	3.8%

b.) Language spoken at home other than English[^]

14.5 percent (14,278 persons)



c.) Of those 14.5 percent, there are:[^]

3.8 percent (3,727 persons) that speak English "less than very well"



d.) In the category of speaking English "less than very well" are the following:[^]

	Population (percent)	Safe Harbor (Y/N)
Chinese (incl. Mandarin, Formosan)	1,652 (1.67%)	Y
Korean	376 (.38%)	N
Spanish or Spanish Creole	365 (.37)	N
French (incl. Patois, Cajun)	128 (.13)	N
Russian	63 (.06)	N
Other LEP Language Speakers	1143 (1.16%)	N/A



For the purposes of assessing the needs of LEP populations in Tompkins County, persons who identify as "Speaking English less than very well" according to the 5-year American Community Survey 2010-2014 will be used as the standard for demonstrating a language group's proficiency and the need for interpretation and translation services.

*American Community Survey, 2010-2014 Data Set.

[^]American Community Survey, 2010-2014 Data Set.

e.) Disability-Based LEP Populations in Tompkins County*

	Tompkins County
Total civilian non-institutionalized population	102,302
Proportion of the population w/disability status	12,685 (12.4%)
Proportion of the population w/hearing difficulty	11,048 (10.8%)
Proportion of the population w/vision difficulty	11,355 (11.1%)
Proportion of the population w/cognitive difficulty	11,764 (11.5%)
Proportion of the population w/ambulatory difficulty	11,764 (11.5%)
Proportion of the population w/self-care difficulty	11,867 (11.6%)
Proportion of the population w/independent living difficulty	12,480 (12.2%)

f.) Interpretation Services

In order to provide LEP individuals with the most effective access to language interpretation services, the County will follow §C, “Components of the LAP,” described below.

g.) Translation Services – “Safe Harbor” Thresholds

In order to provide LEP individuals with the most effective access to language translation services, the County will adhere to the “safe harbor” threshold rule. The U.S. Department of Justice has determined that a “safer harbor” threshold is met when an eligible LEP language group constitutes five (5) percent or one-thousand (1,000), whichever is less, of the population of persons in the County that are eligible to be served or likely to be affected or encountered. Once any particular language in the County reaches the designated threshold, the County is required to make a best practice effort to provide free translation services of vital documents and notices to LEP persons.

Written translation for other languages may be provided upon request, but a competent oral translation must be promptly provided if requested. In cases where the five (5) percent rule is met, but there are fewer than fifty (50) persons, then a covered agency does not have to provide vital documents in a written translation, but must provide written notice in the most commonly spoken language of a language group that such written translation is not available, but that there is competent oral interpretation free of cost. “Safe harbor” thresholds apply only to the need for translation services. No threshold is allowable for meeting the oral language (interpretation) needs of LEP individuals.

Based on the County’s “safe harbor” analysis, it has determined that the number of LEP applicants or beneficiaries speaking Chinese (Mandarin, Cantonese, Formosan) in the County has risen to “safe harbor” levels. Therefore, County departments will now be directed to reasonably provide vital documents and notices in Mandarin which represents the more commonly spoken Chinese language among LEP persons.

*American Community Survey, 2010-2014 Data Set.

^American Community Survey, 2010-2014 Data Set.

2. The frequency with which LEP individuals come in contact with County programs —

Tompkins County shall assess the frequency at which staff has or could possibly have contact with LEP persons. This includes annually examining external data sources (U.S. Census, ACS, DOE, etc.) and internal data sources (e.g., phone inquiries, requests for interpretation and document translation services, LEP tracking forms, and staff/LEP client feedback).

3. The nature and importance of programs, activities, and services provided by the County to people's lives —

The County's health/human services and public transportation (TCAT) programs are vital to many people's lives. According to the Department of Transportation's Policy Guidance Concerning Recipient's Responsibilities to Limited English Proficient (LEP) Persons, "Providing public transportation access to LEP persons is crucial. An LEP person's inability to utilize effectively public transportation may adversely affect his or her ability to obtain health care, or education, or access to employment."

Furthermore, according to the U.S. Census Bureau, 2010-2014 American Community Survey, 31.7 percent of all TCAT bus riders traveling to work (over 16 years old), speak English as a second language, of which 6.2 percent speak English less than very well, further illustrating the need to provide LEP persons with meaningful access to County services.

4. Resources Available to the County Departments and LEP-Related Costs —

Centralized resources are used to subsidize costs related to interpretation/translation services. On an annual basis, each County department provides estimates for these services based on the proposed number of LEP persons served. The County uses this information to estimate the County-wide cost for providing LEP services. This helps to eliminate duplication of requests for resources and eliminate administrative burdens associated with these activities.

Tompkins County shall assess available resources that could be used to provide language assistance. This includes identifying bilingual staff, reviewing existing contracts for professional translation services, determining which documents should be translated, and deciding what level of staff training is needed.

After analyzing the four factors outlined above, Tompkins County developed the following LAP for providing language assistance to LEP persons.

C. Components of the Plan

There are five areas that comprise Tompkins County's LEP plan:

1. Identifying LEP Individuals Who Need Language Assistance
2. Language Assistance Services
3. Training Staff
4. Providing Notice to LEP Persons
5. Monitoring and Updating the LEP Plan

1. Identifying LEP Individuals Who Need Language Assistance

There are several measures that the County may take to identify individual persons who require language assistance:

- Service-site inquiry and identification process, using LEP Tracking Forms A, B, and C. See Appendices E3, E4, and E5.
- When County activities and public meetings are held, set up a sign-in table, and have a staff member greet and briefly speak to each attendee, in order to informally gauge his/her ability to speak and understand English.
- Have Language Identification Flashcards at various County activities and public meetings. While staff may not be able to provide translation assistance at the time, the cards are an excellent tool to identify language needs for future activities/meetings. See Appendix E5.
- Post a notice of available language assistance at County activities and public meetings to encourage LEP persons to self-identify.
- Reach out to local organizations and not-for-profit service agencies for assistance in identifying LEP persons for the purpose of notifying them about the County's LEP plan.

2. Language Assistance Measures

The two types of language services are interpretation and translation. Interpretation is the immediate rendering of oral language from the source language into the target language. Translation is the rendering of a written text from one language (source language) into another language (target language).

Offer of Assistance

Where interpretation/translation is necessary to provide meaningful access to County programs, activities, and services, LEP persons will be advised that the County will provide a competent interpreter/translator at the County's expense, or they may secure the assistance of an interpreter/translator of their choice at their own expense. The provision of this notice and the LEP person's election will be documented in writing. See Appendices E3, E4, and E5.

Quality

The County will take reasonable steps to ensure that it provides high-quality interpretation and translation services through individuals who are competent to provide those services at a level of fluency, comprehension, and confidentiality appropriate to the specific nature, type, and purpose of the information at issue.

Competency of Bilingual Services

The County will monitor, document, and report whether bilingual staff or contractors performing language services possess the required levels of bilingual proficiency and interpretation and translation skills. In addition, the County will organize training for bilingual staff on interpreter ethics and standards.

Unacceptable Practices

County staff should not use family members or friends to interpret or translate for LEP persons. If the LEP person insists upon using a family member or friend, this should be allowed only after the staff person has offered free language services and such offer has been refused in writing. See Appendix E4. Minor children should *never* be used to provide language services, except in emergencies.

Translation of Vital Documents

In addition to oral language services, written language services will be made available for free. Vital documents that meet the “safe harbor” threshold will be translated into the most spoken language of the language group and any other language upon request. Vital documents are defined as those documents without which a person would be unable to access services.

Based on the County’s “safe harbor” analysis, it has determined that the number of LEP applicants or beneficiaries speaking Chinese (Mandarin, Cantonese, Formosan) in the County has risen to “safe harbor” levels. Therefore, County departments will now be directed to reasonably provide vital documents and notices in Mandarin which represents the more commonly spoken Chinese language among LEP persons.

Language Services Contracts

Since January 13, 2015, individual departments have not been responsible for expenditures related to the language needs of the people they serve; these expenditures are now being processed and paid by funds allocated to the County Administration.

The language services providers are (1) LanguageLine Services and (2) Empire Interpreting Services. Based on the executed agreements, the vendors conduct on-site trainings so staff can become more proficient in accessing and interfacing with language service technology.

Over-the-Phone Interpretation Services

Language Line Services; Tel.: 800-752-6096; Website: www.LanguageLine.com.

Written Translation and On-Site American Sign Language Interpretation Services

Empire Interpreting Service, 220 S. Warren Street, Suite 1001, Syracuse, NY, 13202; Tel.: 315-472-1383; Fax: 315-472-8032; Website: www.empireinterpreting.com.

Language Assistance Volunteers

The County has in the past utilized the language assistance services of bilingual staff members, on a voluntary basis. Continuing that practice, the County will submit a notice to all department heads for the purpose of soliciting volunteers who are bilingual and able to assist in providing interpretation and translation services. The County will screen volunteer candidates to ensure that they possess/obtain the required qualifications, competencies, and skills. The County will maintain the list of Language Assistance Volunteers and will make this list accessible on the County's intranet website.

Language Assistance Volunteers already will be familiar with the agency's technical terms and specific programs. Performing language services will be a collateral duty for these volunteers and is subject to supervisory approval and workload constraints. In addition, the County will organize basic appropriate training for bilingual staff.

Access to Public Meetings

Meetings held by the Legislature, its sub-committees, and boards are open to the public pursuant to the Open Meetings Law. These public meetings focus on topics of varying levels of interest to the public.

The County has had limited interactions with LEP persons at its Legislature, sub-committee, and board meetings, and County staff have not been aware of requests for language services to date. Regardless of a limited need in the past, however, the County remains committed to providing meaningful access to County meetings, such as an oral interpreter present at a public meeting or written translation services for the various background or supporting documents associated with the public meeting, including a summary of a presentation or the transcript.

As it might be difficult to acquire language services in advance of a public meeting for every request, staff will arrange for ways LEP persons can access relevant information after the meeting. For example, staff can display a sign, translated into the five most commonly spoken languages in Tompkins County, asking whether LEP persons want to request translated information and then make the appropriate arrangements.

3. Training Staff

County department heads, directors, and managers are crucial in implementing LEP policy. Copies of the LEP plan shall be distributed to all department heads, directors, and managers, and it is their responsibility to disseminate LEP plan information to appropriate administrative staff. Department heads should ensure staff understands Title VI responsibilities. A summary of the LEP plan shall be included in the employee handbook and addressed during new employee orientation.

It is also important that staff members, especially those having contact with the public, know their obligation to provide meaningful access to information and services for LEP persons. Even staff members who do not interact regularly with LEP persons should be aware of and understand the LEP plan. Properly training staff is a key element in the effective implementation of the LEP plan.

For this purpose, the County will develop a training program for department heads and all other County employees expected to implement the language assistance services set out in the County's LEP Plan. At the conclusion of the training, these employees should be knowledgeable about: a) LEP Program, b) LEP regulations and how to comply with requirements, c) the nature and scope of language assistance services and resources available to them and d) the procedures through which they may access those services to assist in the discharge of their respective duties.

4. Providing Notice to LEP Persons

County offices must provide reasonable notification to eligible LEP person in a way that they will understand that language services are available. An LEP person's awareness of his/her rights or the services available to him/her contributes to meaningful access. Effective outreach to the public is essential to provide reasonable notice to LEP persons. To achieve effective outreach, County offices:

- Must consider the appropriate mix of print, radio, and/or television notices in mainstream and ethnic media outlets; and
- Should continue to make contact with community organizations, who can help advise on the nature of the local population and the most effective measures to provide reasonable notice to them.

As the County continues to target outreach efforts on local communities and LEP populations, it is anticipated that it will encounter more eligible LEP populations and will have to reassess their needs.

5. Monitoring and Updating the LEP Plan

This plan is designed to be flexible and should be viewed as a work in progress. The County will evaluate and monitor its implementation on an annual basis by December 31st to ensure that the scope and nature of the language services provided under the Plan reflect updated information on relevant LEP populations, their language assistance needs, and the experience of County staff, and is consistent with the objectives of the LEP Program. See Appendix E2.

The County Administrator will meet with department heads on an annual basis to identify barriers to language access, consult with stakeholders, and formulate strategies and responses to overcome the barriers to meaningful language access. The group will also discuss LEP encounters and feedback from LEP persons served and share best practices in language assistance and public outreach regarding each department's LEP efforts. Feedback from the LEP community will be sought through community outreach events and presentations to determine the effectiveness of the plan in reaching LEP persons.

In evaluating the plan, it is important to consider whether new documents and services need to be made accessible for LEP persons, and also to monitor changes in demographics and types of services, and to update the LEP plan when appropriate. After consulting with the department heads, the County Administrator will make any necessary updates to this Plan.

Each update should examine the following:

- How many LEP persons were encountered?
- Is the existing language assistance meeting the needs of LEP persons?
- What is the current LEP population in Tompkins County?
- Has there been a change in the types of languages where services are needed?
- Have available resources, such as technology, staff and finances changed?
- Were any Title VI or LEP complaints received?
- Do new staff members understand the LEP plan policies and procedures?

D. Dissemination of the Limited English Proficiency Plan

The County will post the LEP Plan on its website at www.tompkinscountyny.gov. Copies of the plan will be provided to any person or agency requesting a copy. LEP persons may obtain copies/translations of the plan upon request.

Any complaints, questions or comments regarding this plan should be directed to:

Karen W. Baer, LEP Plan Coordinator
Tompkins County Office of Human Rights
120 W. Martin Luther King, Jr./W. State Street
Ithaca, New York 14850
Tel. 607.277.4080 / Fax 607.277.4016
kbaer@tompkins-co.org

Appendix E1

Resolution of Tompkins County Legislature



Tompkins County Legislature
Governor Daniel D. Tompkins Building
Ithaca, NY 14850

Meeting: 12/02/14 05:30 PM
Department: County Administration
Category: Administrative
Functional Category: Human Rights

SCHEDULED

RESOLUTION NO. *q* DOC ID: 5182

In Support of Providing Interpretation and Translation Services to Limited English Proficient (LEP) Residents Seeking or Requiring Access to County Programs, Activities, Services, and Benefits

WHEREAS, with the enactment of the Civil Rights Act of 1964 (signed by President L.B. Johnson on July 2) discrimination based on race, color, religion, sex, or national origin; unequal application of voter registration requirements; and racial segregation in schools, at the workplace, and in places of public accommodation were all outlawed, and

WHEREAS, Title VI of the Act similarly prohibits discrimination in programs and activities that receive federal financial assistance, and

WHEREAS, Tompkins County is a recipient of federal funding assistance from such departments as Housing and Urban Development, Transportation, Agriculture, Homeland Security, and Health and Human Services, and

WHEREAS, although most persons in Tompkins County read, write, speak, and understand English, there are certainly individuals whose primary language is not English and who may have limited English proficiency (LEP), and

WHEREAS, on August 11, 2000, President W.J. Clinton signed Executive Order 13166 to "improve access programs to federally conducted and federally assisted programs and activities for persons who, as a result of national origins, are limited in their English proficiency", noting that this goal "reinforces its equally important commitment to promoting programs and activities designed to help individuals learn English" and that each Federal agency "shall examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services consistent with, and without unduly burdening, the fundamental mission of the agency", and

WHEREAS in 1983 Literacy Volunteers of Tompkins County was established to provide tutoring services free of charge to local residents who need help reading, writing, or speaking English, and in October 2003 this agency became Tompkins Learning Partners, an independent not-for-profit that uses volunteer trained tutors to help immigrants (nowadays mainly from southeast Asia) learn English free of charge, and receives financial support from Tompkins County, and

WHEREAS, Tompkins County is and has been committed to providing meaningful access to all individuals wishing to access any of Tompkins County programs, activities, and services, including on occasion providing a free interpreter or translator, and

WHEREAS, although this commitment has been in place for many years, the Legislature believes it important at this time to develop data to better inform how best to help LEP individuals benefit from that commitment, now therefore be it

RESOLVED, on recommendation of the Government Operations Committee, That the Tompkins County Legislature is committed to providing meaningful access to all individuals with LEP seeking or requiring access to County programs, activities, services, and benefits; and that it expects to provide individuals with free interpreter and translation services when it appears that the individual's inability to communicate effectively in English may adversely affect such access to needed County services and that it expects all County personnel and sub-contractors to act in accordance with the County's LEP Plan.

Appendix E2

Duties Associated with LEP Plan Implementation and Compliance

County Administrator Duties

- Propose LEP-related resolution for Legislature;
- Communicate with department heads on an annual basis the value of a County-wide LEP plan and the need to formulate strategies for overcoming barriers to meaningful language access; and
- Procure funds for County-wide language assistance contracted services, including translation services for vital documents.

Director of Human Rights (LEP Plan Coordinator) Duties

- Update and analyze internal/external LEP population and service-usage data (Factors 1, 2 & 3);
- Document LEP-related resources and costs (Factor 4);
- Coordinate LEP-related training for designated County staff;
- Create and update County-wide contact list of Language Assistance Volunteers (LAVs);
- Coordinate and implement basic training for LAVs, including interpreter/translation ethics and standards;
- Monitor, document, and report whether LAVs or contractors performing language services possess the required levels of bilingual proficiency in interpretation and translation;
- Design and distribute LEP tracking forms to County departments;
- Collect and analyze departmental and County-wide LEP data;
- Oversee and coordinate contracted services related to interpretation and translation of vital documents;
- Monitor public meetings for the purpose of assessing the need for language assistance;
- Identify LEP persons and relevant community stakeholders in order to inform them of the County's language assistance services;
- Disseminate LEP Plan to County workforce, community stakeholders, as well as LEP individuals and populations;
- Provide due process for complainants with LEP-related complaints;
- Update LEP Plan on an annual basis; and
- Submit annual LEP Plan report to County Administrator.

Appendix E3

LEP Tracking Form A: Offer of Free Interpreter/Translator Services

All Limited English Proficiency clients must be informed of their right to free language assistance including interpreter services and translated documents. This form can be kept in the client's records for future reference. County staff should never encourage, suggest, or require a Limited English Proficiency client to use friends or family as interpreters. At no time will anyone 18 years of age or younger be utilized to provide interpreter services.

Department or Area:	Name of Staff Person:	
Name of Client(s):	Date of Visit:	
Reason for Visit:	In which town/village/city does the client live?	
	<input type="checkbox"/> City of Ithaca <input type="checkbox"/> T/Ithaca <input type="checkbox"/> V/Cayuga Hgts <input type="checkbox"/> T/Caroline <input type="checkbox"/> T/Danby <input type="checkbox"/> T/Dryden <input type="checkbox"/> V/Dryden <input type="checkbox"/> V/Freeville <input type="checkbox"/> T/Enfield <input type="checkbox"/> T/Groton <input type="checkbox"/> V/Groton <input type="checkbox"/> T/Lansing <input type="checkbox"/> V/Lansing <input type="checkbox"/> T/Newfield <input type="checkbox"/> T/Ulysses <input type="checkbox"/> V/Trumansburg	

Is language assistance necessary? (please circle) YES NO

If the client does not need language assistance because they have brought their own interpreter or feel they do not need one, please have them fill out the **Waiver of Right to Free Interpreter Services**. If the client needs language assistance continue below.

Language assistance needed (please circle):

Spanish Arabic French Chinese Korean Japanese
 American Sign Russian Hindi Swahili Vietnamese Other _____

Who did you contact (please circle):

Bilingual Staff Member Staff Interpreter Contracted Interpreter
 Remote Interpreter Agency Other _____

Name of Bilingual Staff Member if used:	Name of Staff Interpreter if used:
Name of Contracted Agency if used:	Name of Contracted Interpreter:
Name of Remote Agency if used:	Name of Remote Interpreter:
Duration of Interpreted Session:	

Appendix E4

LEP Tracking Form B: Waiver of Right to Free Interpreter/Translator Services

I, _____ (Client's Name) have been informed of my right to receive free interpretive services from _____ (Department Name). I understand that I am entitled to these services at no cost to myself or other family members, but want to provide my own interpreter at this time.

I am choosing to provide my own interpreter at this time. _____ (Name of Person Acting as Interpreter) will act as my interpreter from ___/___/___ (Start Date) to ___/___/___ (End Date). I understand I can withdraw this waiver at any time and request the services of an interpreter, which will be paid for by Tompkins County. To the best of my knowledge, the person I am using to act as my own interpreter is not 18 years of age or younger.

I also understand that this waiver pertains to interpreter services only and does not entitle my interpreter to act as my Authorized Representative.

This form was translated to me orally by the interpreter indicated below:

Signature	Date
Signature of Interpreter	Date
Signature of Staff Person	Date

Appendix E5

LEP Tracking Form C: Language Identification Flashcards

2004 Census Test	United States Census 2010
LANGUAGE IDENTIFICATION FLASHCARD	
<input type="checkbox"/> وضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	1. Arabic
<input type="checkbox"/> ինքզրույթ կեց հայրույթ կատարեց այս քառակուսույթ, կթի խոսույթ կամ կարդույթ կը հայերեն:	2. Armenian
<input type="checkbox"/> যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	3. Bengali
<input type="checkbox"/> ឈ្មួញក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។	4. Cambodian
<input type="checkbox"/> Motka i kahhon ya yangin untungnu' manaitai pat untungnu' kumentos Chamorro.	5. Chamorro
<input type="checkbox"/> 如果你能读中文或讲中文，请选择此框。	6. Simplified Chinese
<input type="checkbox"/> 如果你能讀中文或講中文，請選擇此框。	7. Traditional Chinese
<input type="checkbox"/> Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	8. Croatian
<input type="checkbox"/> Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	9. Czech
<input type="checkbox"/> Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	10. Dutch
<input type="checkbox"/> Mark this box if you read or speak English.	11. English
<input type="checkbox"/> اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.	12. Farsi

DB-3309

U.S. DEPARTMENT OF COMMERCE
Economic and Statistics Administration
U.S. CENSUS BUREAU

<input type="checkbox"/>	Cocher ici si vous lisez ou parlez le français.	13. French
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
<input type="checkbox"/>	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
<input type="checkbox"/>	Make kazyè sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
<input type="checkbox"/>	अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
<input type="checkbox"/>	Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
<input type="checkbox"/>	Jelölje meg ezt a kockát, ha megérti vagy beszél a magyar nyelvet.	19. Hungarian
<input type="checkbox"/>	Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
<input type="checkbox"/>	Marchi questa casella se legge o parla italiano.	21. Italian
<input type="checkbox"/>	日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
<input type="checkbox"/>	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
<input type="checkbox"/>	ໄຊ້ສປຸຍໄສ້ເຊ່ອງມື ຕື່ນພົ່ນອ່ານຫຼືປາກເວົ້າພາສາລາວ.	24. Laotian
<input type="checkbox"/>	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

DB-3309

U.S. DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. CENSUS BUREAU



Interpretation Services Available

English Translation: Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

Arabic عربي  أشرف إلى لغتك. وسوف يتم جلب مترجم فوري لك. سيتم تأمين المترجم الفوري مجاناً.	Korean 한국어  귀하께서 사용하는 언어를 지적하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.
Burmese မြန်မာ  သင့်ဘာသာစကားကို ဖွင့်ပြပါ။ ကောင်းပြန် ခေါ်ပေးပါမယ်။ သင့်အတွက် ကောင်းပြန် အခမဲ့ ပေးပါမယ်။	Mandarin 國語  請指認您的語言， 以便為您提供免費的口譯服務。
Cantonese 廣東話  請指認您的語言， 以便為您提供免費的傳譯服務。	Polish Polski  Proszę wskazać swój język i wezwiemy tłumacza. Tłumacza zapewnimy bezpłatnie.
Farsi فارسی  به زبان مورد نظر اشاره کنید. ما برای شما مترجم می آوریم. این کار هیچ هزینه ای برای شما نخواهد داشت.	Portuguese Português  Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.
French Français  Pointez vers votre langue et on appellera un interprète qui vous sera fourni gratuitement.	Punjabi ਪੰਜਾਬੀ  ਅਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਇਸ਼ਾਰਾ ਕਰੋ ਅਤੇ ਇਹ ਦੁਬਾਰੀਆ ਖੁਲਾਇਆ ਜਾਵੇਗਾ। ਇਹ ਦੁਬਾਰੀਆ ਰੁਹਾਨੂੰ ਬਿਨਾਂ ਕਿਸੇ ਖਰਚ ਦੇ ਦਿੱਤਾ ਜਾਵੇਗਾ।
Haitian Creole Kreyòl  Lonje dwèt ou sou lang ou pale a epi n ap rele yon entèprèt pou ou. Nou ba ou sèvis entèprèt la gratis.	Russian Русский  Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.
Hindi हिंदी  अपनी भाषा पर इंगित करें और एक दुभाषिया बुलाया जाएगा। दुभाषिये का प्रबंध आप पर बिना किसी खर्च के किया जाता है।	Somali Afsoomaali  Farta ku fiiq luqadaada... Waxa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.
Hmong Hmoob  Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.	Spanish Español  Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.
Italian Italiano  Puntare sulla propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.	Tagalog Tagalog  Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.
Japanese 日本語  あなたの話す言語を指して下さい。 無料で通訳を提供します。	Vietnamese Tiếng Việt  Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.

Poster provided by Language Line Services © 2011 • 1-800-752-6096 • www.LanguageLine.com
 Over-the-phone interpretation and document translation in more than 170 languages.



Interpreter Services Desk Guide

If someone comes to you for help and you don't know what language they are speaking, ask them to point to their language on the card. This is the first step in getting them help.



English	Do you speak...?	Please be seated while I call someone to interpret for you.	
Albanian	Flisni shqip?	Uluni ju lutem derisa të thërras një përkthyes për ju.	
Arabic	هل تتكلم اللغة العربية؟	تفضل بالجلوس بينما نمتدعي لك مترجماً	
Bengali	আপনি কি বাংলা বলতে পারেন?	অনুব্রহ্ম করে বসুন যখন আমি আপনার হয়ে মোতাযীর কাজ করার জন্ত কারও সঙ্গে যোগাযোগ করছি।	
Bosnian	Govorite li bosanski?	Molimo vas da sjednete dok ja ne pozovem osobu koja će da prevodi za vas.	
Chinese	Mandarin	您說中文國語嗎？	我設法為您尋找一位翻譯，請坐下等待。
	Cantonese	您說廣東話嗎？	我設法為您尋找一位翻譯，請坐下等待。
	Fujian	您說福州話嗎？	我設法為您尋找一位翻譯，請坐下等待。
	Wenzhou	您說溫州話嗎？	我設法為您尋找一位翻譯，請坐下等待。
Farsi	آیا شما فارسی حرف می زنید؟	لطفاً بفرمائید، ضمناً برای ترجمانی شما کسی را احضار می کنم.	
French	Parlez-vous français?	Veillez vous asseoir, et je vais vous appeler un interprète.	
Haitian Creole	Èske w pale Kreyòl?	Tanpri chita, mwen pral rele yon entèprèt pou ou.	
Hindi	क्या आप हिन्दी बोलते हैं ?	कृपया अपनी सीट पर बैठे रहें जब तक कि हम किसी दुभाषिने (इन्टरप्रेटर) को आपको समझाने के लिए कॉल करें।	
Italian	Parla italiano?	Prego si accomodi e attenda mentre Le chiamo un interprete.	
Korean	한국어를 사용하십니까?	제가 귀하를 위해 통역해드릴 사람을 부르는 동안 앉아서 기다리십시오.	
Polish	Czy Pan/Pani mówi po polsku?	Proszę siadać, podczas gdy wolam tłumacza.	
Russian	Вы говорите по-русски?	Посидите, пожалуйста, и подождите, пока вам предоставят переводчика.	
Spanish	¿Habla español?	Favor de tomar asiento mientras le llamamos al intérprete.	
Tagalog	Marunong ka bang mag-Tagalog?	Maupo muna habang tumatawag ako ng taong magsasalín para sa iyo.	
Ukrainian	Чи Ви розмовляєте українською мовою?	Будь ласка, посидьте, поки я викликаю перекладача для Вас.	
Urdu	کیا آپ اردو بولتے ہیں؟	برائے مہربانی اپنی سیٹ پر بیٹھیے رہیں جب تک کہ ہم آپ کو سمجھانے کے لیے کسی ترجمان (انٹریپرٹر) کو کال کریں۔	
Vietnamese	Quý vị nói tiếng Việt phải không?	Xin ngồi chờ, tôi sẽ gọi thông dịch viên cho quý vị.	
Yiddish	צו רעדט איר אידיש?	ביטע זעצט אייך דערזוייל וואס איך רוף עמיצן צו דאלמעטשן פאר אייך.	
Deaf / Hearing Impaired	 Do you use sign language?	Please be seated while I call someone to interpret for you.	

PUB # 4843 (6/04)