



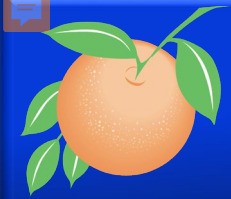
Board of County Commissioners



**Title VI Nondiscrimination
and Language Access**

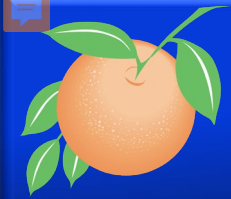
Work Session

Tuesday | October 10, 2023



Presentation Outline

- **Purpose**
- **Background**
- **LEP Policy & Plan Overview**
- **Gap Analysis**
- **Administrative Regulation Proposal Evaluation**
- **Action Items**
- **Summary**



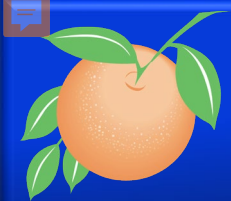
Purpose

- **Review prior Board actions and discussions regarding Language Access and our Title VI Nondiscrimination Policy and Plan**
- **Update the Board regarding on-going efforts to implement the adopted Plan.**
- **Provide staff's analysis of the proposed Administrative Regulation.**



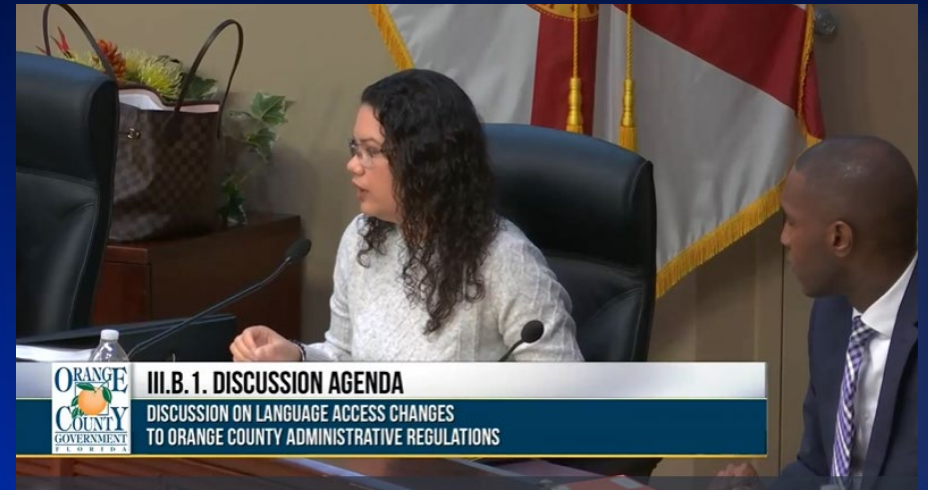
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Background

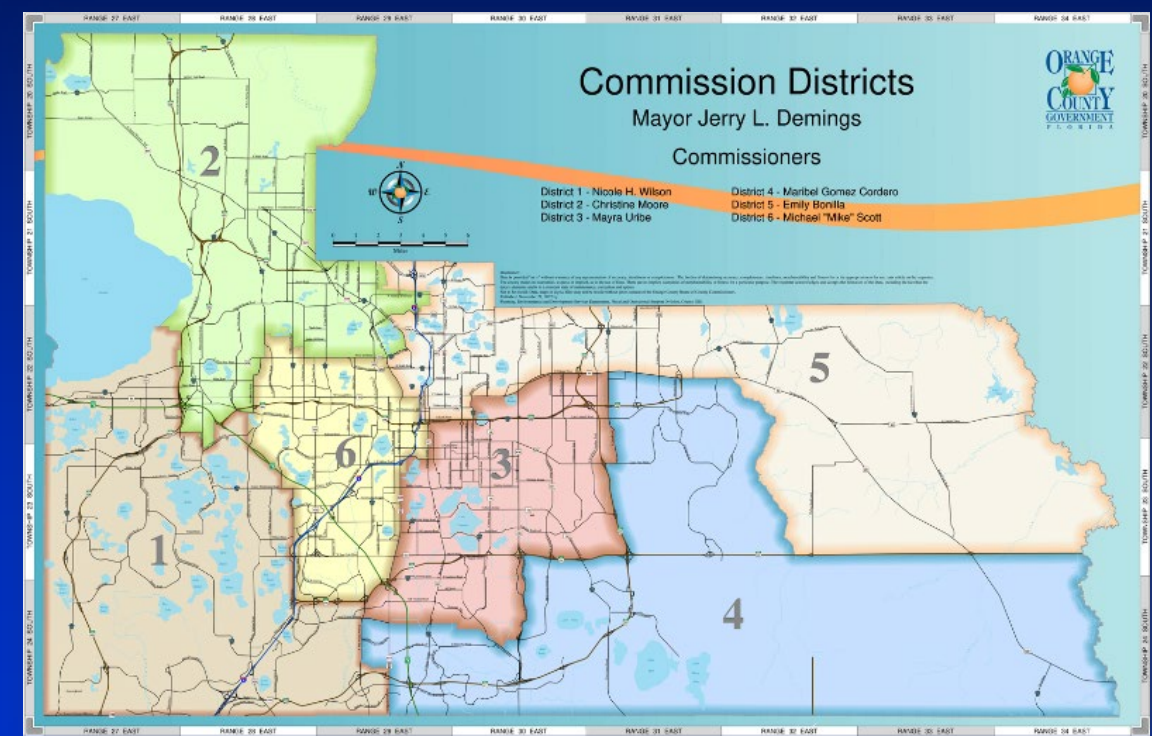
- **Commissioner's Report, March 21, 2023**
 - LEP Admin Reg to improve citizen service
 - Procedures would set expectations and increase awareness and consistency in service delivery
 - Admin Reg proposal expanded scope of designated languages, translation services, and LEP outreach
- **Board directed staff to complete an evaluation and report back.**





Background

- **Orange County:**
 - is diverse
 - is multi-cultural
 - has a collaborative & inclusive culture
- **Orange County Government has:**
 - been intentional in our recruitment efforts
 - has a representative work force
- **Historic BCC representation**





Background

Title VI LEP History:

- 1964 Civil Rights Act
- 1974 Supreme Court Lau Vs. Nichols
- Executive Order 13166 in 2000 requires reasonable steps to engage LEP Persons.
- Executive Order 13985 in 2021 put a spotlight on efforts to promote racial equity.

1964



1974

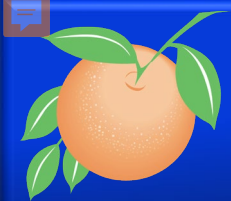


2000



2021





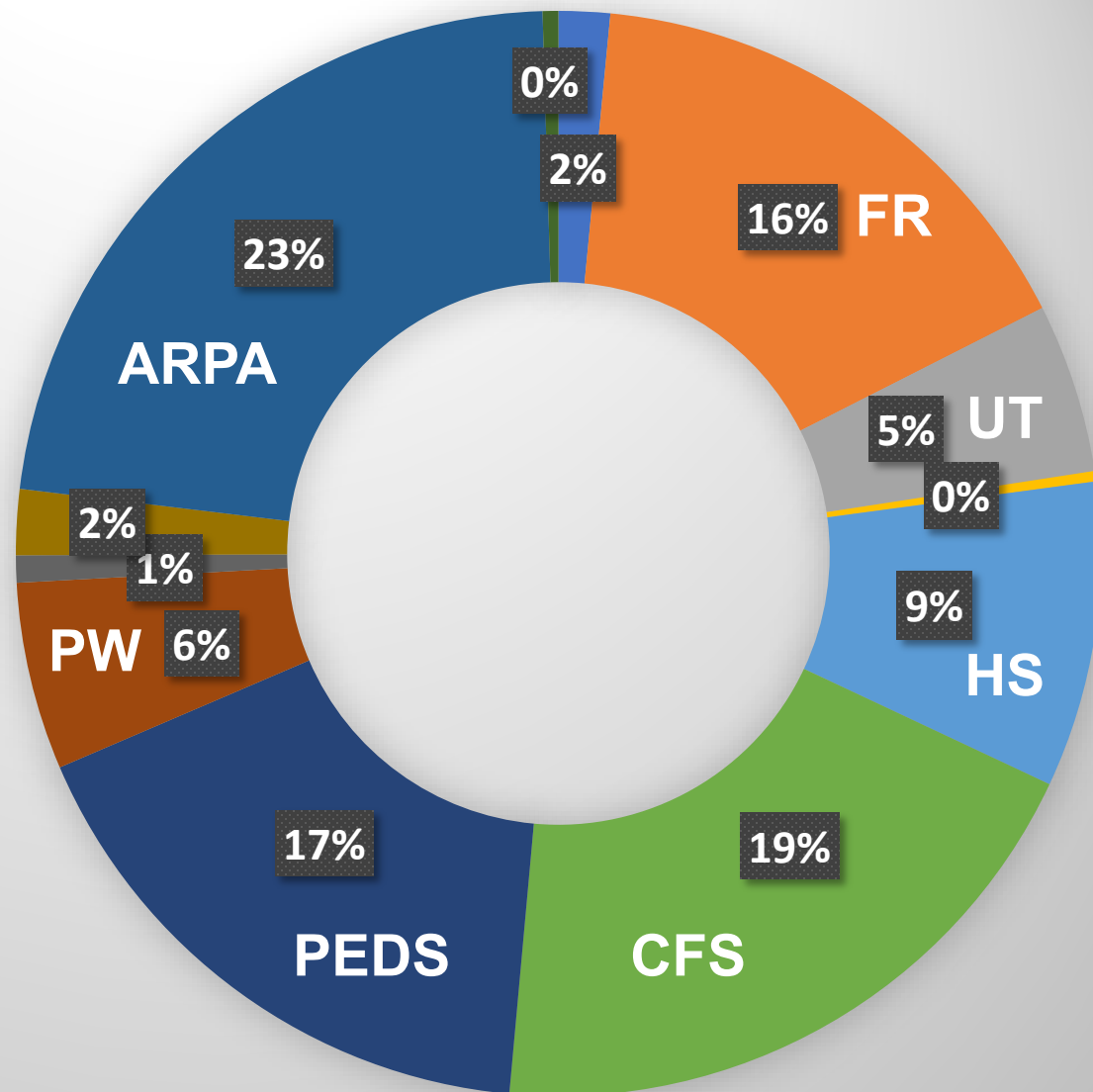
Federal Funding & Compliance Requirements

Federal Funding
in FY 2023

\$459,954,46

8

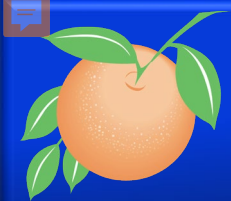
- Administration and Fiscal Services
- Fire Rescue
- Utilities
- Administrative Services
- Health Services
- Community & Family Services
- PEDS
- Public Works
- Corrections
- Other Offices
- American Rescue Plan
- Constitutional Officers*






Presentation Outline

- Purpose
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- **LEP Policy & Plan Overview**
- Gap Analysis
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- Staff Recommendations
- Summary



LEP Policy & Plan Overview

- **The Board adopted Resolution 2022-M-11 in April of 2022**

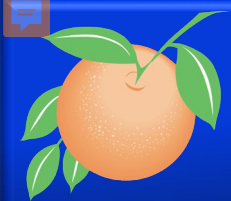
- **Title VI Nondiscrimination Policy and Plan:**
 - Orange County Title VI Nondiscrimination Policy and Complaint Procedures
 - ADA / 504 Statement
 - **Limited English Proficiency Plan** 
 - Public Engagement
 - Data Collection
 - Environmental Justice

- **Self Assessment**
- **Language Assistance Plan**
Commitment to:
 - Verbal Interpretation
 - Written Translation
 - Notice RE: Language Assistance
 - Staff Training



Nondiscrimination Policy

It is the policy of the Orange County Board of County Commissioners (BCC) that the County shall, “protect and safeguard the right and opportunity of all individuals to be free from all forms of discrimination, including discrimination based on national origin.” It is also BCC policy to “ensure that persons with Limited English Proficiency are not discriminated against or denied the opportunity for meaningful access to and participation in County Services, Activities, and Programs.”

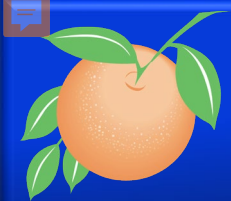


Nondiscrimination Policy Statement

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Orange County, Florida (the “County”) values diversity and welcomes input from all interested parties, regardless of cultural identity, background or income level. Moreover, the County believes that the best public policy and governmental services result from careful consideration of the needs of all of its communities and when those communities are involved in the public policy and governmental services decision-making process.

The County does not tolerate discrimination in any of its programs, services, or activities.



Department of Justice Four Factor Analysis

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- The Orange County Title VI Nondiscrimination Policy and Plan was developed to be compliant with applicable Federal requirements

Department of Justice Four Factor Analysis

1. Demographics of LEP Residents
2. Frequency of contact with LEP Persons
3. Nature and Importance of Programs, Services, & Activities
4. Resources and associated costs for providing LEP Services





1. Demographics of LEP Residents

Limited English Proficient (LEP) Population Compared To Total Population

<i>Total Limited English Proficient Speakers</i>	195,282	15%
<i>Total Population That Speaks English Well</i>	1,131,276	85%
<i>Total Population</i>	1,326,558	100%



1. Demographics of LEP Residents

Limited English Proficient (LEP) Language Spoken	LEP Population	LEP % of Total Population
Spanish Or Spanish Creole	140,682	10.6%
French Creole	17,982	1.4%
Other Indo European Brazilian Portuguese Included	13,108	1.0%
Vietamese	7,438	0.6%
Chinese Including Mandarin, Cantonese:	4,827	0.4%
Other Asian & Pacific Island Languages	2,914	0.2%
Arabic	2,899	0.2%
Russian, Polish, or Slavic Languages	1,972	0.1%
Tagalog including Filipino	1,709	0.1%
Korean	875	0.1%
German	285	0.0%
Other & Unspecified Languages	591	0.0%
Total Limited English Proficient Population	195,282	15%
Census Bureau 5 YR. ACS Survey Population *December 2022	1,326,558	



2. Frequency of Contact with LEP Persons

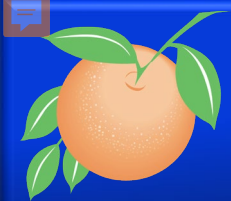
Language Access Request Line 3-Year Historical Data

Language	2021	2022	2023	Total	Percent
Spanish	11,748	8,371	1,067	21,186	99%
Haitian Creole	26	41	3	70	<1%
Portuguese	41	40	9	90	<1%
Portuguese Brazilian	6	6	0	12	<1%
Vietnamese	10	3	1	14	<1%
Arabic	0	0	0	0	0%



Presentation Outline

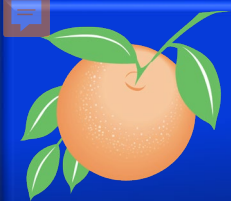
- Purpose
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Gap Analysis | Title VI Compliance Team

- **Interdepartmental Title VI Compliance Team reviewed LEP Policy and Plan against current practices**
 - 18 Departments, Offices, & Divisions
 - 25 Orange County staff
 - 7 month review process

Title VI Nondiscrimination LEP Compliance Team	
Representative	Department
Jannice Pastrana	Administrative Services
Damaris Ramos	Community & Family Services
Hector Clemente	Convention Center
Tikela Waits	Corrections
Joy Carmichael	County Attorney's Office
Matthew Pritchett	County Attorney's Office
Kimberly Stewart-Horan	Fire Rescue
Danielle Philippe	Fiscal & Business Services
Cynthia Maldonado DeJesus	Health Services
Yvette Vest	Human Resources
Karen Ross	Human Resources
Suzette Shileds	Human Resources
Kris Richarde	ISS 311
Brandy Davis	ISS 311
Toria Coughlin	Office of Communications
Greg Kirby	Office of Management & Budget
Maria Ventura	Office of Professional Standards & Risk Management
John Petrelli	Office of Professional Standards & Risk Management
Carrie Black	Office of Sustainability & Resilience
Alan Marshall	PEDS
Alissa Torres	Public Works
Ralphetta Aker	Public Works
Angie Maldonado	Public Works
Lynette Strong	Utiles
Lucas Boyce	County Administration



Gap Analysis | Method & Metrics

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■ Gap Analysis Method & Metrics

- LEP Plan & Policy
- Language Assistance Plan
- LEP Inventory Report
- Bilingual Staff Directory

■ Gap Analysis Survey

- 16 question survey
- Identify Vital Documents, Resources, Materials, Forms
- Provide insight into Department and organization wide efforts to comply with the entirety of the adopted Plan

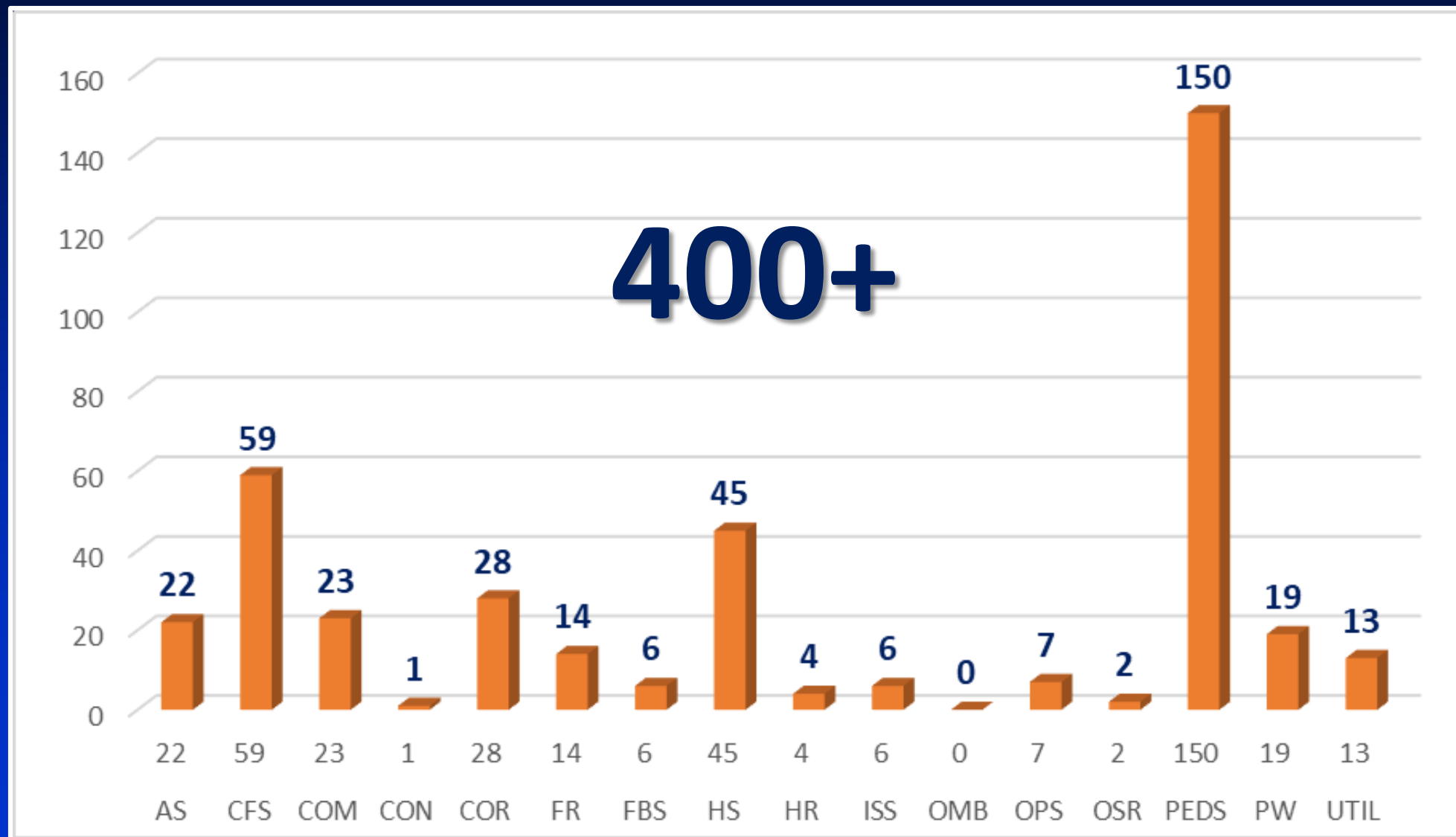
DOJ Four Factor Analysis

1. Demographics
2. Frequency of Contact
3. Importance of Programs, etc.
4. Resources & Costs





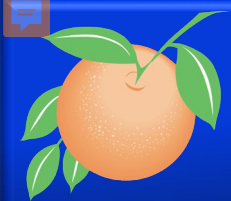
Gap Analysis | Vital Documents, Resources etc.





Key Findings & Insights

- Reasonable steps to ensure meaningful access to programs and activities are ongoing.
- LEP Inventory provided insight into scope of current LEP activities and services.
- Established SOP's for translation requests into Spanish and Haitian Creole.
- Utilization of 311 Language Access Line.
- Frequency of contact with Portuguese, Vietnamese, and Arabic LEP Individuals is minimal.
- Frequency of contact with Spanish and Haitian LEP individuals is steady.
- Title VI Landing page has been viewed 17,882 times since 2021.
- Title VI Training & Instruction for all employees will be available in early 2024.
- Most departments maintain bilingual staff to assist customers.
- ESOL Instruction for Convention Center Employees who are LEP to begin in FY23-24.



Key Findings & Insights Continued

▪ Bilingual Staff Directory

Orangenet3.ocfl.net/Demographic

- **Overwhelming response of bilingual staff to assist with LEP Efforts**
- **269 Bilingual | Trilingual Staff**
- **High Caliber Proficiency Level**

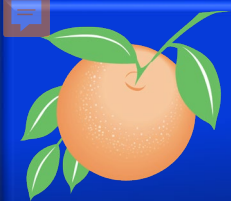
Bilingual Staff County Wide Database			
Language	Staff Count	Average Proficiency Level: S W R	Department Representation
Africaans	5	2	2
American Sign Language	4	2	3
Arabic	5	3	3
Chinese (Cantonese)	1	3	1
Chinese (Mandarin)	5	3	5
Chinese (Other)	1	3	1
Creole	26	3	6
Dutch	4	3	3
Farisi (Persian)	1	1	1
French	11	2	6
German	7	2.5	5
Hindi	5	2.5	3
Hungarian	2	3	2
Italian	3	2	3
Japanese	1	3	1
Portuguese	15	3	7
Russian	1	3	1
Spanish	167	2.5	11
Swahili	1	3	1
Tagalog (Philippines)	1	3	1
Tamil (India)	1	3	1
Urdu (Pakistan)	1	2	1
Vietnamese	1	1.5	1
Totals:	269	2.57	

Source: Human Resources Bilingual Staff Directory | August 2023



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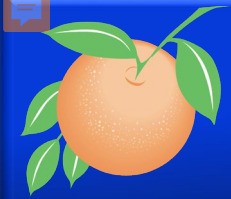


Administrative Regulation Evaluation

- **A. Designated Languages**
- **B. Oral Interpretation & Written Translation**
- **C. Implementation**
- **D. Notice of Language Access Services**
- E. Language Access During Public Meetings
- F. Oversight
- G. Staff Training and Resources
- H. Data Collection
- **I. Compliance and Self Assessment**
- J. Complaint Procedure
- K. Nondiscrimination Assurance

Gap Analysis Alignment Scoring	
County LEP Plan	62
Administrative Regulation Proposal	68
Gap Score	-6
Alignment Score	91%

Of the 68 major points of the proposed Admin Reg, 62 (91%) are addressed in the adopted LEP Policy & Plan.



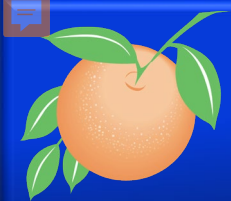
A. Definitions - Designated Languages

Draft Admin Regulation

- Designated Languages would be the top five (5) languages that requested verbal and virtual interpretation services via the County's third-party 311 Language Line
- As proposed, would include Spanish, Haitian Creole, Brazilian Portuguese, Arabic, and Vietnamese

LEP Policy and Plan

- Application of DOJ's Four-Factor Test and available data and demographic information has determined two (2) languages to incorporate LEP access and availability
- Currently identified as Spanish and Haitian Creole



A. Definitions - Designated Languages

Language Access Request Line 3-Year Historical Data		
Language	Total	Percent
Spanish	21,186	99%
Haitian Creole	70	<1%
Portuguese	90	<1%
Portuguese Brazilian	12	<1%
Vietnamese	14	<1%
Arabic	0	0%

LEP Languages Spoken		
Language	Total	% of Population
Spanish	140,682	10.60%
Haitian Creole	17,982	1.40%
Other Indo European (inc. Portuguese)	13,108	1.00%
Vietnamese	7,438	0.60%
Chinese	4,827	0.40%
All other languages	11,245	0.85%

Source: 311 Language Access Line Report | Monday April 3, 2023

Source: U.S. Census Bureau American Community Survey (ACS) | December 2022



A. Definitions - Designated Languages (Continued)

Draft Admin Regulation

- Designated Languages would be the top five (5) languages that requested verbal and virtual interpretation services via the County's third-party 311 Language Line
- As proposed, would include Spanish, Haitian Creole, Brazilian Portuguese, Arabic, and Vietnamese

LEP Policy and Plan

- There are fiscal implications associated with cost of providing translation and interpretation services
- 4th Component of DOJ Four Factor Test

Financial Implications

- 2 Languages | \$1.7 Million
- 5 Languages | \$3.5 Million

Recommendation

- Continue to monitor
- Reevaluate every three years



B. Oral Interpretation & Written Translation

Draft Admin Regulation

- Oral interpretation and translation of designated languages should be provided by competent and knowledgeable people and not the result of artificial intelligence such as google translate, etc.



LEP Policy and Plan

- Current LEP Policy & Plan does not address utilization of technology for translation. LEP Plan and DOJ Guidance stress the quality of language assistance services.

Recommendation

- Continue utilizing competent translators & interpreters
- Monitor technological advancements for potential recalibration in the future



C. Implementation

Draft Admin Regulation

- Hiring Mandate: Recruit and Hire Bilingual Staff for the Designated Languages

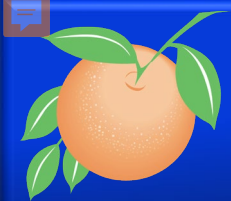
LEP Policy and Plan

- Does not address staff hiring beyond general non-discrimination policies
- The county's recruitment process has been reflective of the community resulting in many bilingual staff
- Implementing a hiring mandate of specific language speakers is problematic and potentially discriminatory



Recommendation

- Continue intentional efforts to recruit, hire, and promote a diverse workforce
- Maintain Bilingual Staff Directory



D. Notice About Language Access Services

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Draft Admin Regulation

- Provide presentations and/or notice of language access services specifically to schools and religious organizations

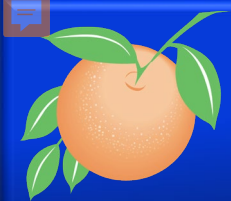
LEP Policy and Plan

- Current LEP Plan does not require notices to be distributed to OCPS facilities and religious organizations. This proposal exceeds the authority of Orange County Government as OCPS is a separate and distinct government agency.



Recommendation

- Incorporate faith-based in public engagement and marketing of LEP services to LEP residents



I. Compliance and Self Assessment

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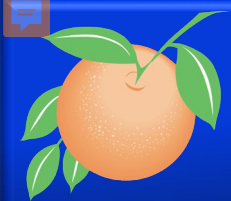
Draft Admin Regulation

- Evaluation on Administrative Regulation effectiveness initially within six (6) months, annually thereafter, and provide annual report to BCC and make available to the public
- **LEP Policy and Plan**
 - The current LEP Plan requires annual reporting, 3 year self evaluations, and a new assessment in the event of a senior leadership change
 - The LEP Inventory of Services, Activities, and Programs was distributed on May 24, 2023. It has been translated into Spanish and Creole and will published on the Title VI Nondiscrimination landing page upon ADA remediation.



Recommendation

- Provide annual Title VI LEP Update



I. Compliance and Self Assessment

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Draft Admin Regulation

- Establishment of a Language Access Advisory Council of Community Stakeholders

LEP Policy and Plan

- The current LEP Policy and Plan outlines guidance to collaborate with community-based organizations on marketing of Language Access Services to the public



Recommendation

- Develop and maintain a list of faith-based and community organizations as key stakeholders
- Include these groups in marketing of services to LEP residents



Adoption of Administrative Regulation

Draft Admin Regulation

- Develop Title VI LEP Administrative Regulation

LEP Policy and Plan

- LEP Policy and Plan is not codified beyond Board adoption via Resolution
- Implementation would benefit from an Administrative Regulation to institutionalizes Title VI LEP efforts
- Codifies key policies and procedures, including linkage with other nondiscrimination policies and practices
- Allows the plan to be updated without needing to amend Admin Reg.

ORANGE COUNTY ADMINISTRATIVE REGULATIONS

TABLE OF CONTENTS

	EFFECTIVE/ APPROVAL DATE	REV. DATE		EFFECTIVE/ APPROVAL DATE	REV. DATE
EXECUTIVE ORDERS					
06.001	Purpose/Introduction	8/1/06	2.12.02	Cost Allocation System – Self Insurance Program	2/16/87
06.003	Commission Staffing	8/1/06	2.12.03	Drivers Education Training Course (DET)	2/16/87
06.004	Delegation of Authority to Sign Contracts, Resolutions, Plans, Deeds, Ordinances and other Legal Documents after Board Approval	8/1/06	05/19/08	02.12.04	County/Motor Vehicle Operations
10.001	Tobacco in the Workplace	1/1/10	05/28/10; 10/06/10; 11/11/14	2.12.05	Citizen Injury in County Buildings
				2.12.07	Personal Property Insurance Coverage
				2.12.08	Automobile Liability Insurance
				2.12.09	Civil Summons, Complaint, or Lawsuit Against a County Employee
1.01	Introduction	5/11/87	2.12.10	Fuel and Chemical Spills	9/18/89
1.02	Administrative Regulations	5/11/87	6/27/06	2.12.11	Correctional and Correctional Officers' Death Benefits

Recommendation

- Establish Title VI LEP Administrative Regulation
- Continue review of existing nondiscrimination Administrative Regulations



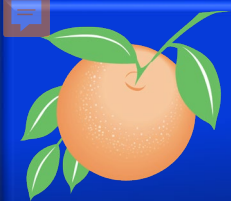
Summary of Recommendations

- **Continue utilizing Spanish and Haitian Creole as designated languages.**
- **Continue utilizing competent and qualified translators and interpreters.**
- **Continue intentional recruitment efforts of a diverse workforce.**
- **Incorporate Interfaith community and community-based organizations into public engagement efforts.**
- **Provide annual report on Title VI Nondiscrimination efforts.**
- **Establish Title VI LEP Administrative Regulation that implements the Board's adopted LEP Policy and Plan.**



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Action Items

Short Term | 3 – 6 Months

- **Recruit Title VI Nondiscrimination Coordinator**
- **Determine necessary resources for continued implementation**
- **Conduct Title VI Employee Training**
- **Market LEP services to stakeholders**





Signage & Posting of LEP Services



Your Rights under the Title VI Program

Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d) and related Nondiscrimination authorities, prohibits discrimination on the basis of race, color, national origin, sex, age or disability, including income-level and Limited English Proficiency (LEP) in programs, activities and services receiving federal financial assistance.

Any person who believes that he or she has been subjected to discrimination prohibited under the Department's Title VI Program may file a discrimination complaint. To obtain additional information about the Department's Title VI Program or Title VI Complaint process, please go to the Department's website at:

www.orangecountyfl.net | Residents | Open Government | Title VI

To file a complaint directly with Orange County, please call 311 for assistance



Sus derechos bajo el Programa de Título VI

El Título VI del Acta de Derechos de la Ley de Derechos Civiles de 1964 (42 U.S.C. Sección 2000d) y autoridades no discriminatorias relacionadas prohíben la discriminación en base a la raza, color, origen nacional, sexo, edad o discapacidad, incluyendo nivel de ingresos y dominio limitado del inglés (LEP, por sus siglas en inglés) en programas, actividades y servicios que reciben asistencia financiera federal.

Cualquier persona que considere que ha sido objeto de discriminación prohibida bajo el Programa de Título VI del Departamento puede presentar una queja por discriminación. Para obtener información adicional acerca del proceso del Programa Título VI o Título B del Departamento, visite el sitio web del Departamento en

www.orangecountyfl.net | Residents | Open Government | Title VI

Para presentar una queja directamente con el Condado de Orange, por favor llame al 311 para asistencia.



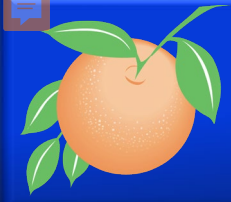
Dwa w nan Kad Pwogram "Title VI"

"Title VI" nan Lwa sou Dwa Sivil 1964 (42 U.S.C. Atik 2000d) ak otorite sou zewo-diskriminasyon, entèdi diskriminasyon ki fonde sou ras, koulè, orijin nasyonal, sèks, laj oswa andikap, sanzoubliye nivo revni ak Konpetans Limite nan lang Anglè [Limited English Proficiency (LEP)], nan tout pwogram, aktivite ak sèvis kap resevwa èd finansye federal.

Tout moun ki kwè li te viktim de diskriminasyon ke Pwogram "Title VI" Depatman an entèdi, ka depoze yon plent kont diskriminasyon. Pou jwenn plis enfòmasyon sou Pwogram "Title VI" Depatman an oswa enfòmasyon sou pwosesis Plent "Title VI", tanpri ale sou sit entènèt Depatman an nan:

www.orangecountyfl.net | Residents | Open Government | Title VI

Pou depoze yon plent dirèkteman devan Komin Orange, tanpri rele 311 pou asistans.



Widespread Distribution of I Speak Cards

I Speak...

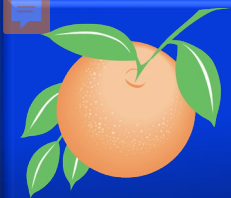
ARABIC أنا أتحدث اللغة العربية	FRENCH Je parle français	LAOTIAN ຂ້ອຍປາກເວົ້າສາລາວ	SPANISH Yo hablo español
ARMENIAN Ես խոսում եմ հայերեն	FRENCH CREOLE (HAITIAN CREOLE) M pale kreyòl ayisyen	LITHUANIAN Aš kalbu lietuviškai	SWAHILI Ninaongea Kiswahili
BENGALI আমি বাংলা কখা বোলেতে পারি	GERMAN Ich spreche Deutsch	MANDARIN (CHINESE) 我讲普通话/普通话	SWEDISH Jag talar svenska
BOSNIAN Ja govorim bosanski	GREEK Μιλώ τα ελληνικά	NORWEGIAN Jeg snakker norsk	TAGALOG Marunong akong mag-Tagalog
BULGARIAN Аз говоря български	GUJARATI હુ ગુજરાતી બોલું છું	POLISH Mówię po polsku	THAI พูดภาษาไทย
BURMESE ကျွန်ုပ်တို့က မြန်မာစကားပြောနိုင်ပါတယ်။	HEBREW אני מדבר עברית	PORTUGUESE Eu falo português do Brasil (Brasil)	TURKISH Türkçe konuşurum
CAMBODIAN ខ្ញុំនិយាយភាសាខ្មែរ	HINDI मैं हिंदी बोलता हूँ।	PORTUGUESE Eu falo português de Portugal (Portugal)	UKRAINIAN Я розмовляю українською мовою
CANTONESE (CHINESE) 我講廣東話 我讲广东话	HMONG Kuv has lug Moob	PUNJABI ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ/ਬੋਲਦੀ ਹਾਂ।	URDU میں اردو بولتا ہوں
CROATIAN Govorim Hrvatski	HUNGARIAN Beszélék magyarul	ROMANIAN Vorbesc românește	VIETNAMESE Tôi nói tiếng Việt
CZECH Mluvím česky	ITALIAN Parlo italiano	RUSSIAN Я говорю по-русски	YORUBA Mo nso Yoruba
DUTCH Ik spreek het Nederlands	JAPANESE 私は日本語を話す	SERBIAN Ja govorim srpski	NOTICE TO FRONT DESK STAFF: Please see reverse side for instructions and use of this iSpeak card
FARSI (PERSIAN) من فارسی صحبت می کنم	KOREAN 한국어 합니다	SLOVAK Hovorím po slovensky	

NOTICE TO EMPLOYEES:

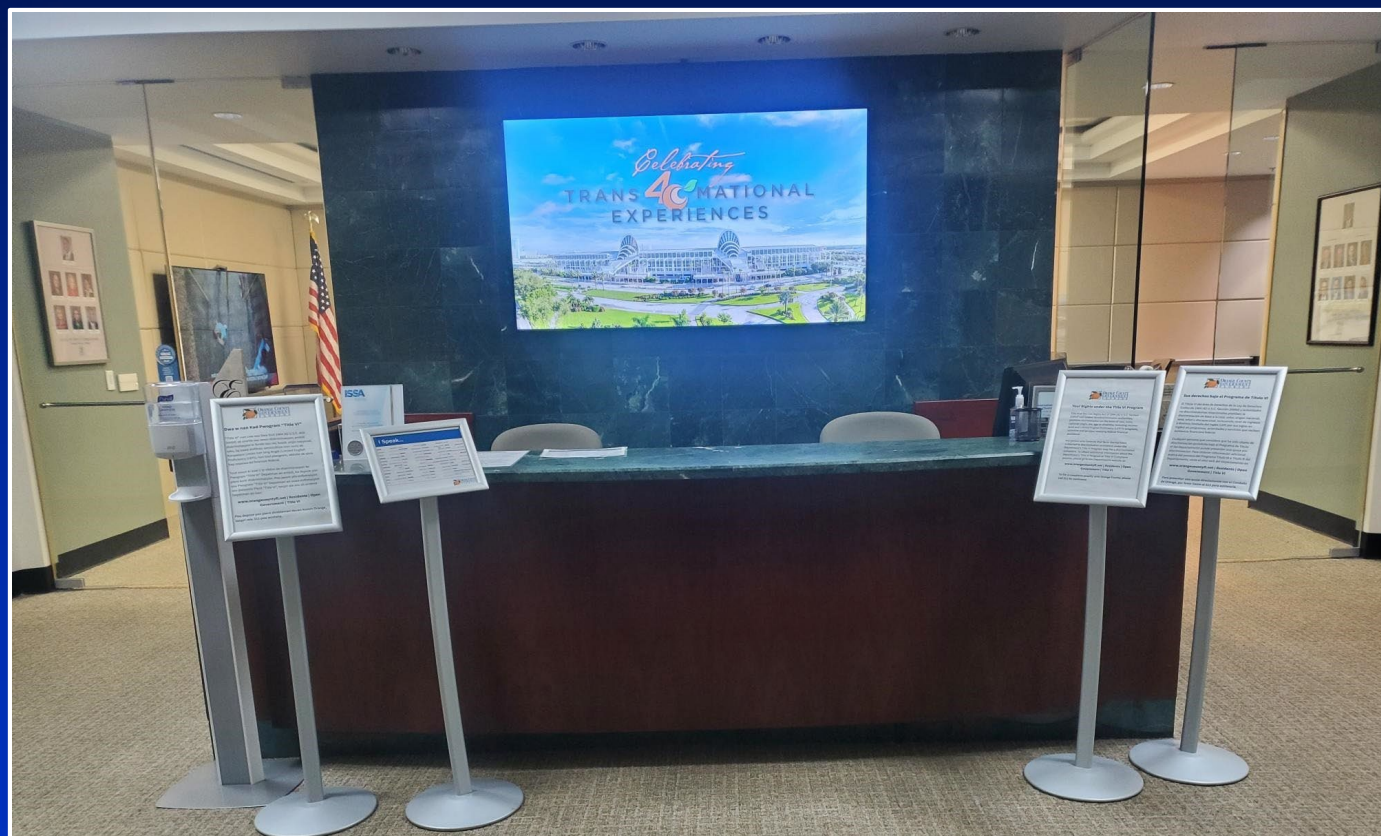
1. Determine if individual(s) can speak English well enough to communicate effectively
2. If no, give them this card and motion for them to point to their language
3. After they identify which language they speak, dial 311 (or if they say a language not on the card, make note)
4. Tell 311 you need verbal translations services; 311 will connect you with a translator for their language to help identify the issue or question; please assist translator with answers specific to your department or area

311 requests in 2023



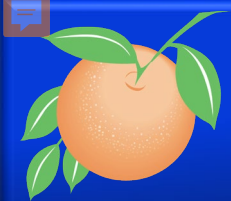


Deployment of Title VI Signage



Convention Center Title VI Signage





Widespread Distribution of I Speak Cards

40



County Administration Title VI Signage



Notices of Language Assistance Services

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- Availability of language assistance services are published on our website, public comment page, & will be included on BCC agenda starting on October 24.

Information may be saved for a designated period of time in order to comply with the State of Florida's archiving policies.

Additionally, some information may be disclosed to third parties or other government agencies, as required by state or federal law.

Read Orange County's full Privacy Policy and Terms of Use.

Appear Before The Board

Choose this option if you would like to appear before the board in person at the BCC Chambers.

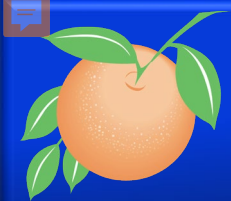
Language Assistance Available | Disponibilidad de asistencia lingüística | Éd pou Entèpretasyon Disponib

Orange County values diversity and public participation is solicited without regard to race, color, national origin, age, sex, religion, disability, or family status. Interpretative services are available and are provided (free of charge). Those requiring language assistance or translation services are instructed to contact the Title VI Nondiscrimination Coordinator at access@ocfl.net or by calling 3-1-1 (407-836-3111) at least three days prior to the scheduled meeting

El Condado de Orange valora la diversidad y se solicita la participación pública sin distinción de raza, color, origen nacional, edad, sexo, religión, discapacidad o situación familiar. Los servicios de interpretación están disponibles y se brindan (sin cargo). Aquellos que requieran asistencia lingüística o servicios de traducción deben comunicarse con el Coordinador de No Discriminación del Título VI en access@ocfl.net o llamando al 3-1-1 (407-836-3111) al menos tres días antes de la reunión programada.

Komin Oranj valorize divèsite epi yo mande patisipasyon piblik la san distenksyon ras, koulè, orijin nasyonal, laj, sèks, relijyon, andikap, oswa kondisyon fanmi. Gen sèvis entèpretasyon ki disponib epi yo (gratis). Moun ki bezwen èd pou entèprètasyon oswa sèvis tradiksyon dwe kontakte Kowòdonatè San Diskriminasyon Tit VI la nan access@ocfl.net oswa rele 3-1-1 (407-836-3111) omwen twa jou anvan reyinyon ki pwograme a.

- Para asistencia lingüística o servicios de traducción en español, llame al (407-836-3111)
- Si w bezwen èd nan lang Kreyòl oswa sèvis tradiksyon, tanpri rele (407) 836-3111



Notices of Language Assistance Services (continued)

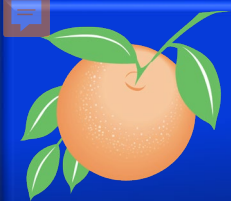
- We Speak Your Language posters will be deployed throughout facilities county-wide.
- This asset can be deployed digitally as well.

We Speak Your Language

Language Assistance Available | Disponibilidad de asistencia lingüística | Éd pou Entèpretasyon Disponib
 Orange County values diversity and public participation is solicited without regard to race, color, national origin, age, sex, religion, disability, or family status. Interpretative services are available and are provided (free of charge). Those requiring language assistance or translation services are instructed to contact the Title VI Nondiscrimination Coordinator at access@ocfl.net or by calling 3-1-1 (407-836-3111).

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Komin Oranj valorize divèrsite epi yo mande partisipasyon piblik la san distòrksyon ras, koule, orijin nasyonal, laj, sèks, relijyon, andikap, oswa kondisyon fanmi. Gen sèvis entèpretasyon ki disponib epi yo (gratis). Moun ki bezwen èd pou entèpretasyon oswa sèvis tradiksyon dwe kontakte Kowòdonatè San Diskriminasyon Tit VI la nan access@ocfl.net oswa rele 3-1-1 (407-836-3111).



Action Items

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Mid Term | 12- 18 Months

- Translate www.ocfl.net into Haitian Creole
- Continue Vital Document translation into Spanish & Creole
- Create a sustainable data collection, monitoring & reporting process





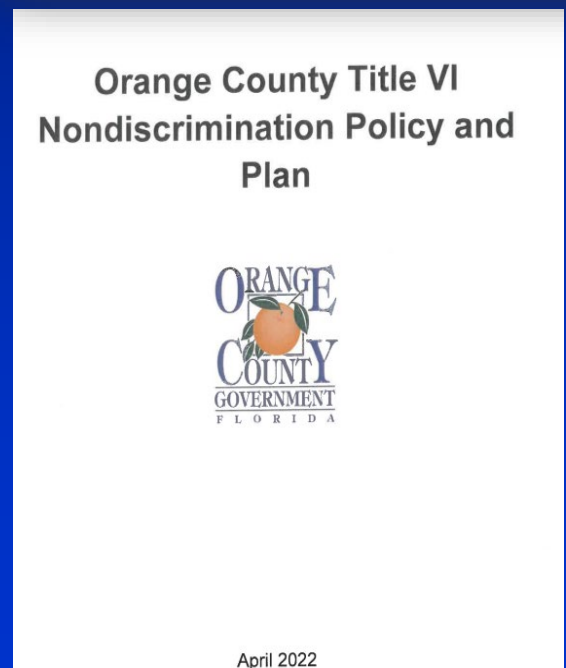
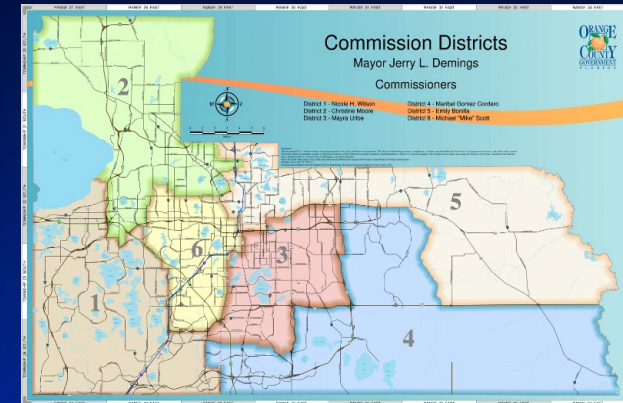
Presentation Outline

- Purpose
- Background
- LEP Policy & Plan Overview
- Gap Analysis
- Administrative Regulation Proposal Evaluation
- Action Items
- **Summary**



Summary

- Orange County government supports a diverse & vibrant community through a strong commitment to nondiscrimination
- Established LEP Policy, Plan, & Procedures
- Phased approach to implementation
- Language access services widely available
- Key next steps will include hiring of a Title VI Coordinator





Summary (Continued)

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- **Formalize LEP Policy and Plan through adoption of an Administrative Regulation**
 - Continue utilizing Spanish and Haitian Creole as designated languages
 - Continue practice of utilizing competent and qualified translators and interpreters
 - Continue intentional recruitment efforts to promote a diverse workforce
 - Incorporate Interfaith community and community-based organizations into public engagement efforts
 - Provide annual report on Title VI Nondiscrimination efforts



GRACIAS DZIĘKI CÁM ƠN
 СПАСИБО GRAZIE MERCI

TAK **THANK YOU**

DÊKUJI AITÄH ありがとうございました

謝謝 OBRIGADO TACK DANKE

HVALA TACK TEŞEKKÜRLER