



HUNTINGDON COUNTY  
PENNSYLVANIA

**HUNTINGDON COUNTY/HUNTINGDON  
BOROUGH/SMITHFIELD TOWNSHIP**

**LANGUAGE ACCESS PLAN**

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<b>TABLE OF CONTENTS</b>	
	<b>Page(s)</b>
<b>Language Access Plan</b>	
<b>Section 1: PURPOSE</b>	<b>3</b>
<b>Section 2: IDENTIFICATION AND ASSESSMENT OF LIMITED ENGLISH PROFICIENT PERSONS AND COMMUNITIES</b>	<b>3</b>
<b>Section 3: PROVIDING LANGUAGE ASSISTANCE SERVICES</b>	<b>4</b>
Language Access Services	4
Interpretation/Translation Services	4-5
Definitions	6
Training	6
Resources	6
<b>Section 4: COMPLAINT PROCEDURES</b>	<b>7</b>
<b>Section 5: IMPLEMENTATION</b>	<b>8</b>
<b>Section 6: PLAN ADOPTION</b>	<b>9</b>

# LANGUAGE ACCESS PLAN

## **Section 1: PURPOSE**

Huntingdon County Planning and Development Department, in accordance with Title VI of the Civil Rights Act of 1964, Executive Order 13166, *Improving Access to Services for Person with Limited English Proficiency*, Act 504 of the Rehabilitation Act of 1973, and/or other applicable statutes, is committed to providing **Limited English Proficient (LEP) individuals** meaningful access to their programs and services.

**Limited English Proficient Individuals** are individuals who do not speak English as their primary language and who have limited ability to hear, read, speak, write, or understand English. These limited English proficient persons may be entitled to language assistance with respect to a particular type or service, benefit, or encounter.

Primary Source: Limited English Proficiency (LEP) [LEP.gov](http://LEP.gov), a Federal Interagency Website

This Plan establishes guidelines and requirements for the provision of language access services. Copies of this plan are available upon request to the Community Development Administrator [jbellis@huntingdoncounty.net](mailto:jbellis@huntingdoncounty.net)

## **Section 2: IDENTIFICATION and ASSESSMENT of LIMITED ENGLISH PROFICIENT PERSONS and COMMUNITIES**

In order to effectively identify Limited English Proficient (LEP) persons, the Huntingdon County Planning and Development Dept. will compile US Census data on the number of LEP individuals in Huntingdon County, Huntingdon Borough and Smithfield Township. Additional data will be collected from the Huntingdon County Planning and Development Dept. based on their contact with LEP individuals and communities.

LEP requirements will be reviewed for Huntingdon County, Huntingdon Borough and Smithfield Township programs/grants to make certain that Huntingdon County Planning and Development Dept. complies with requirements that may be specific to a program, a funding source or other.

As a recipient of federal funding, the Huntingdon County Planning and Development Dept. has an obligation to reduce language barriers to government services and provide meaningful access to LEP persons. Therefore, the Planning and Development Dept. assessment will also include conducting the Four Factor Analysis set forth by the Department of Housing and Development (HUD) — the lead federal agency for the County's Community Development Block Grant Program. The four factors are as follows:

- 1) The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee/recipient;
- 2) The frequency with which LEP individuals come in contact with the program;
- 3) The nature and importance of the program, activity, or service provided by the program to the people's lives; and
- 4) The resources available to the grantee/recipient and costs.

US Census and Planning and Development data will be incorporated into the Four Factor Analysis process.

In an effort to make certain that programs and services provide for the appropriate level of language access, the Planning and Development Dept. will reach out to the municipalities, businesses, organizations and appropriate persons where 5% of the population speaks English less than 'very well', as documented by the Four Factor Analysis, to determine the extent to which translation services are needed.

All data will be reviewed when planning for the provision of language access services and for the purpose of tracking changes in the number of persons and spoken languages of LEP individuals.

At a minimum, assessments/analyses should be conducted prior to the update of the Huntingdon County Planning and Development Department's Language Access Plan, which is to occur within 5 years of plan adoption to meet the US Department of Housing and Urban Development requirements for the Huntingdon County Community Development Block Grant Program.

If other populations of LEP persons are identified in the future, Huntingdon County Planning and Development Department will provide additional measures to serve the language access needs of those persons. **Required for Federal Grants**

### **Section 3: PROVIDING LANGUAGE ASSISTANCE SERVICES**

#### **a. Language Assistance Services**

In accordance with Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (August 11, 2000), Huntingdon County Planning & Development Department has identified the types of language assistance for non-court related offices and services to be provided by Huntingdon County Planning and Development Department dependent on need.

Language services will be procured on an as needed basis if more specialized services are needed. These services, where necessary, will include the provision of American Sign Language.

Huntingdon County Planning and Development Department's protocol for provision of language services are as follows:

#### **Interpretation/Translation Services**

- Huntingdon County Planning and Development Department does not require individuals who need language assistance to provide their own interpreters/translators.
- Staff will communicate with hearing-impaired and/or deaf residents in writing or provide American Sign Language services through a contractor, upon request.
- Anyone needing interpreter/translator services is encouraged to utilize the services provided by Huntingdon County Planning and Development Department in order to ensure quality interpretation/translation.
- County-provided Interpreters/Translators:
  - When the individual requiring interpreter/translator services is engaged in official business with the County Planning and Development Department, the Planning and Development Department will provide an independent interpreter/translator during business hours (Monday-Friday 8:30 am to 4:30 pm) and free of charge. The individual will have to give at least 72 hours' notice to the Huntingdon County Planning and Development Department prior to official business with the Planning and Development Department.
  - If an individual refuses to have a Huntingdon County Planning and Development Department-provided interpreter/translator present when engaged in official business with the Planning and Development Department, he or she must fill out a "Waiver of Interpreter/Translator Services". The waiver will only be valid for the date it is signed. A copy of the waiver is attached.

- Informal Interpreters/Translators: If an individual prefers to have their informal (friend or family member) interpreter/translator present during conversation with Huntingdon County Planning and Development Department employees, contractors, interns, or volunteers, his or her interpreter/translator may sit-in on the conversation unless there are compelling reasons to exclude them. Huntingdon County Planning and Development Department will not permit children under the age of 18 to serve as informal interpreters/translators.
- Interpreters/Translators will be available at public meetings upon at least 72 hours' notice to the Community Development Administrator or designee.
- Any non-English language document that is received by the Huntingdon County Planning and Development Department will be forwarded to the Planning and Development Department's interpreter/translator in a timely manner for processing.
- Should a LEP identified population exist within Huntingdon County, Huntingdon Borough or Smithfield Township with a federally funded activity, the following conditions will be met:
  1. All CDBG citizen participation materials, public notices, and project-related resolutions, will be published/posted in the LEP language(s) identified, in community newsletters, on bulletin boards at the offices and meeting location of the Huntingdon County Planning and Development Department, on the Department website and in public places throughout the proposed project area(s) and/or the community, especially those areas with a high concentration of the affected population. **Required**
  2. All published/posted citizen participation notices will include a statement in the identified LEP language(s) indicating that other "program materials are available in the LEP language(s) upon request". This statement must be in as many languages as has been identified during the Huntingdon County Planning and Development Department's analysis. **Required**
  3. All citizen participation notices will include a statement that an interpreter/translator will be available at public meetings upon at least 72 hours' notice. This will be in the identified LEP language(s) in the English notification and also in the complete LEP language(s)' notification. **Required**
  4. All public notices of income surveys and the income survey itself will be provided in the LEP language(s) identified. **As Needed**
  5. All direct assistance program application documents and outreach materials will be provided in the LEP language(s) identified. **As Needed**
  6. For income surveys in the service areas meeting the threshold of LEP and/or direct assistance intakes, if needed, a translator will be retained to provide oral translation at the site of the income survey or intake to assist in filling out the survey/intake documents and explaining the program. Huntingdon County Planning and Development Department may not require the LEP applicant to provide their own translator, though the applicant may bring someone if they choose. **As Needed**
  7. If other populations of LEP persons are identified in the future, Huntingdon County Planning and Development Department will provide additional measures to serve the language access needs of those persons. **Required**

### c. Definitions

**Conversation:** Dissemination of information by a Huntingdon County Planning and Development Department employee, elected official, volunteer, or intern concerning program and/or departmental procedures and activities.

**Independent Interpreter/Translator:** A person assisting the Huntingdon County Planning and Development Department who is specially trained to convert oral and written messages from one language to another.

**Informal Interpreter/Translator:** Friends and/or family members who facilitate communication between the LEP person and the service provider. Awareness of cultural differences is a positive factor in these communications; whereas, accuracy and reliability of interpretation/translation may be a negative factor.

**Official County Business:** The submittal, recording or filing of applications, forms, plans, deeds, - to any Huntingdon County Planning and Development Department employee or with any County office.

### d. Training

Huntingdon County Planning and Development Department will train new and existing staff to ensure effective implementation of the Language Access Plan. Training will include, but is not limited to, an overview of the protocols established by this plan.

### e. Resources

- HUD's LEP website [www.hud.gov/offices/fheo/promotingfh/lep.cfm](http://www.hud.gov/offices/fheo/promotingfh/lep.cfm)
- Federal LEP website: [www.lep.gov](http://www.lep.gov)  
The Federal Limited English Proficiency website is a federal interagency website that offers numerous resources for LEP including translation and interpretation services.

## POTENTIAL LANGUAGE SERVICE PROVIDERS

- **INTERPRETALK** (800) 305-9673  
**Language Services Associates** [www.lsaweb.com](http://www.lsaweb.com)  
455 Business Center Drive  
Suite 100  
Horsham, PA 19044  
*Established in 1991, Language Services Associates provides language services solutions in over 200 languages. Our language solutions include telephone interpreting, translation and localization, video remote interpreting, face-to-face interpreting, sign language interpreting and language assessments.*

- INTERPRETEK** (570) 389-9999  
**American Sign Language Interpreting Services** Email: nepa.office@interpretek.com  
 Northeast and Central Pennsylvania  
 240 Market Street, Suite 202  
 Bloomsburg, PA 17815
- LANGUAGELINE SOLUTIONS** (800) 752-6096  
 U.S. Headquarters Email: CustomerCare@LanguageLine.com  
 1 Lower Ragsdale Drive [www.languageLine.com](http://www.languageLine.com)  
 Building 2  
 Monterey, CA 93940  
*LanguageLine Solutions provides a range of language services including but not limited to over-the-phone and onsite interpreting, video remote interpreting, and document translation.*

**Section 4: COMPLAINT PROCEDURES**

Because Title VI of the Civil Rights Act of 1964 “Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons” is an enforceable statute, the following complaint procedures have been developed:

Any person who has limited ability to hear, read, speak, write, or understand English and who believes that the Huntingdon County Planning and Development Department has not provided adequate language assistance, or any representative of such a person, is afforded the opportunity to file a complaint with the Huntingdon County Planning and Development Department.

Verbal communication with a Huntingdon County Planning and Development Department employee or official responsible for the objectionable program, service or facility is the first step in this process. Should verbal communication not be successful, a complaint may be filed in writing to the Huntingdon County Planning and Development Department and/or to the Office of the Huntingdon County Commissioners. The Huntingdon County Planning Director shall, within fourteen calendar days of receiving the written complaint or grievance, provide the complainant with a written response. The anticipated action to be taken regarding the complaint will be included in the response. If the complainant is not satisfied with the Huntingdon County Planning Director’s response, they shall have 15 days to submit a written complaint or grievance to the Office of the Huntingdon County Commissioners, who will notify the complainant, in writing, of a final determination. A copy of the policy and procedures can be obtained at the offices of the Huntingdon County Commissioners or the Huntingdon County Planning and Development Department offices between the hours of 8:30 A.M. and 4:30 P.M., Monday through Friday. The policy and procedures can also be found at the website for Huntingdon County, [www.huntingdoncounty.net](http://www.huntingdoncounty.net)

**Section 5: IMPLEMENTATION**

<b>Implementation Process for the</b>			
<b>Huntingdon County Planning and Development Department Language Access Plan</b>			
<b>Task</b>	<b>Responsible Party</b>	<b>Time Frame</b>	<b>Reference Page</b>
Identify and Assess Limited English Proficient Persons and Communities	Huntingdon County Planning and Development Department	Within 5 years of LAP adoption, unless relevant data is released warranting an update to the Four-Factor Analysis	3
Procure Language Assistance Services	Huntingdon County Planning and Development Department	Need Based	4
Meet language access needs for a federally funded activity	Huntingdon County Planning and Development Department	As needed and per funding requirements	5
Train staff	Appropriate Staff	Annual	6
Update Resources	Appropriate Staff	As part of the contract renewal process	6
Review Complaint Procedures	Appropriate Staff	Within 5 years of LAP adoption or as needed	7
Review Language Access Plan	Appropriate Staff	Annually	
Review Language Access Plan and Submit to Huntingdon County Commissioners for Consideration and Re-adoption	Appropriate Staff	Within 5 years of LAP adoption	
Review Waiver Request Form	Appropriate Staff	Within 5 years of LAP adoption or as needed	

**Section 6: PLAN ADOPTION**

***Huntingdon County Planning and Development Language Access Plan***

***Adopted:***

11-29-22

**Date**



**Mark Sather**

**Chairman, Huntingdon County Commissioners**

**ATTEST:**

11-29-22

**DATE**



**Heather Fellman**

**Chief Clerk**

**WAVIER OF INTERPRETER/TRANSLATOR SERVICES**

**CLIENT NAME:** \_\_\_\_\_

**CLIENT ADDRESS:** \_\_\_\_\_

\_\_\_\_\_

**CLIENT PHONE NUMBER:** \_\_\_\_\_

**INTERPRETER/TRANSLATOR NAME(S):** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I, \_\_\_\_\_, understand that under federal law, I have the right to have a qualified interpreter/translator provided to me free-of-charge by the HUNTINGDON COUNTY PLANNING AND DEVELOPMENT DEPARTMENT to explain to me, in my native language, information concerning their programs, services and funding available through the Community Development Block Grant entitlement funds. I acknowledge that HUNTINGDON COUNTY PLANNING AND DEVELOPMENT DEPARTMENT explained this right to me in my native language.

I understand that HUNTINGDON COUNTY PLANNING AND DEVELOPMENT DEPARTMENT provides this service free-of-charge for its limited English and non-English speaking clients. I understand that this service may be provided to me by using an in-person qualified interpreter/translator and/or by speaking to a qualified interpreter/translator over the telephone or through another device.

HUNTINGDON COUNTY PLANNING AND DEVELOPMENT DEPARTMENT has encouraged me to use the services of a qualified interpreter/translator provided by the HUNTINGDON COUNTY PLANNING AND DEVELOPMENT DEPARTMENT. I acknowledge that the HUNTINGDON COUNTY PLANNING AND DEVELOPMENT DEPARTMENT explained to me in my native language the importance of having the requested information explained to me by a qualified interpreter/translator in my native language so that I can understand my legal rights and fully

and knowingly participate in all programs, services and funding available through the Community Development Block Grant Entitlement.

I acknowledge that the staff(s) of the HUNTINGDON COUNTY PLANNING AND DEVELOPMENT DEPARTMENT discussed with me the risks of using friends or family members as my interpreters/translators. These risks, as explained to me by the HUNTINGDON COUNTY PLANNING AND DEVELOPMENT DEPARTMENT, include but are not limited to the following:

- Family member or friends may not have the bilingual language skills and technical vocabulary required to interpret/translate information completely and accurately concerning my questions about the programs, services and funding available to me through the Community Development Block Grant Entitlement.
- Family members or friends may not feel bound to uphold the same standards of privacy, confidentiality, ethics, and linguistic accountability as a professional, qualified interpreter/translator; and,
- Issues may arise concerning my questions that may be sensitive and/or difficult to discuss with me through a family member or friend.

However, I have freely, voluntarily, and knowingly decided to use a friend and/or a family member as interpreters/translators concerning the information I requested. I freely, voluntarily, and knowingly decline the interpreter/translator services that the HUNTINGDON COUNTY PLANNING AND DEVELOPMENT DEPARTMENT has offered to provide for me.

I fully understand the risks of using my friends and family members as my interpreters/translators. I freely, voluntarily, and knowingly agree to assume these risks.

I understand that by using friends and family members as my interpreters/translators, confidential information will be disclosed to those friends or family members and I agree that this disclosure can be made.

I understand that by using a friend or family member as my interpreter/translator, my questions for information about the programs, services and funding available through the Community Development Block Grant Entitlement may be delayed if she/he is not present when needed.

I understand that this waiver does not give permission for any interpreter/translator to act as my authorized legal representative.

I understand that at any time, I can change my mind and ask a staff member of the HUNTINGDON COUNTY PLANNING AND DEVELOPMENT DEPARTMENT for an

interpreter/translator to be provided by the HUNTINGDON COUNTY PLANNING AND DEVELOPMENT DEPARTMENT.

I understand that the HUNTINGDON COUNTY PLANNING AND DEVELOPMENT DEPARTMENT may secure a qualified or certified interpreter/translator to observe the interpreter/translator of my choice during the interpreting/translating session to ensure the accuracy of the matter being interpreted/translated.

I have read the above and received a copy.

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Client's Signature \_\_\_\_\_ Date \_\_\_\_\_

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Client's Name (PLEASE PRINT)

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Witness's Signature \_\_\_\_\_ Date \_\_\_\_\_

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Witness's Name (PLEASE PRINT)

This form was translated for the client in \_\_\_\_\_ (Language Used) by \_\_\_\_\_ (Name of Qualified Interpreter/Translator).