



Language Access Plan

Brownsville Navigation District

Language Access Plan

Language Access Plan Summary:

The District has developed this LAP Plan to help identify reasonable steps for providing language assistance to persons with Limited English Proficiency who wish to access services provided. As defined Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available. In developing this plan, the District used the four-factor LEP analysis, which considers the following factors:

1. Number or Proportion of LEP Persons: The number and proportion of LEP individuals who may be served by the District.
2. Frequency of Contact: How often LEP individuals come into contact with the services offered by the District.
3. Nature and Importance of Services: The nature and significance of the services provided to the LEP population.
4. Interpretation Services and Cost: The availability of interpretation services and the overall cost associated with providing LEP assistance

Four Factor Analysis:

The Four Factor Analysis is a method used to assess the needs for language assistance services for Limited English Proficiency (LEP) individuals. It evaluates the number or proportion of LEP persons within the District's jurisdiction, the frequency of contact with LEP persons, the nature and importance of the services provided, and the resources available versus the costs. This analysis guides organizations in effectively planning and implementing necessary language assistance services.

1. **The number or proportion of LEP persons in the service area who may be served or are likely to require Brownsville Navigation District services.**

According to the 2011-2015 American Community Survey (ACS) 5-year Estimates, the languages spoken in Brownsville, for the population of residents 5 years and over, include the following:

Language	Number of Speakers	% of Total
Population 5 years and over	165,531.00	100.00%
Spanish or Spanish Creole	141,198.00	85.30%
Speak only English	22,447.00	13.56%
Other	1,831.00	1.11%

2. **The frequency with which LEP persons require the Brownsville Navigation District services.**

Spanish and English are the predominant languages spoken in the City. However, City residents represent a wide-ranging list of national origins and languages. Although we do not collect average statistics across all Port services, we are prepared to serve people through multiple language solutions. They include District staff who are fluent in Spanish, contracted interpreters, and translated written materials.

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3. The nature and importance of services provided by the Brownsville Navigation District to the LEP population.

The Port recognizes that 86.41% on the population speaks a language other than English at home with the majority being Spanish speaking. The Port is prepared to offer assistance like ensuring that bi- and multi-lingual staff are available to assist with translation; we can provide translated written materials of vital documents; and when applicable contract to certified interpreters.

4. The resources available to the Brownsville Navigation District and overall costs to provide LEP Assistance.

While the Port aims to provide on-call interpretation services, the costs for these services shall produce little effect to the Port budget and operations. The Port is staffed with multi-lingual staff who can services most of the request made by Spanish speaking stakeholders. The Port can also provide document translation by request.

Language Assistance

A person who does not speak English as their primary language and who has a limited ability to read, write, speak, or understand English may be a limited English Proficient (LEP) person and may be entitled to language assistance with respect to District services. Language assistance can include interpretation and translation, which is respectively defined as the written or oral transfer of a message from one language into another.

Identifying an LEP person who needs language assistance:

- Providing District staff with language identification cards to assist in identifying the language interpretation services needed if the occasion arises.
- Periodically surveying District staff regarding their interaction with LEP persons during the previous period (e.g., quarterly, semi-annually, and annually).
- Posting notice of the LAP Plan and the availability of interpretation or translation services in languages LEP persons would understand.
- Greeting participants at the District sponsored informational meetings and events. Conversational interaction with participants can help determine LEP needs for future events. Translation may not be available at every event but can be identified as a need at future events.

Language Assistance Measures:

The District staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating English. The Following resources will be available to accommodate LEP persons:

- **Spanish**
 - Volunteer Spanish language interpreters will be provided within a reasonable time period upon request.
- **All Other Languages**
 - Language interpretation for other languages will be accessible through telephone or internet interpretation services.

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Staff Training

Staff will be trained on how to respond to individuals with limited English proficiency and how to track these engagements in the following ways.

- Notified to track requests for translated documents, number of documents translated, interpretation requests, and tracking complaints.
- Train on the Port's Title VI initiatives.
- Describe the translation services that can be offered to the public.
- Processing or referring a Title VI complaint.

Vital Documents

The Port of Brownsville is committed to providing verbal and written document translation services to the public. Vital documents include documents that contain critical information regarding access to programs services and benefits, and the consequences of misunderstanding a document are significant to individuals with limited-English proficiency.

Monitoring and Updating the LAP Plan

The District will update the LAP Plan as required to reflect changes in the community's demographics and needs. At a minimum, the plan will be reviewed and updated with the availability of new data from the U.S. Census or when a higher concentration of LEP individuals is identified within the District's jurisdiction. Updates will include:

- Determination of the current LEP population in the service area.
- Recording the number of documented LEP person contacts experienced annually to assess the frequency and nature of language assistance requests.
- Evaluating how the needs of LEP persons have been addressed, including the effectiveness of the implemented language assistance services.
- Assessing whether the need for translation services has changed.
- Evaluating the effectiveness and sufficiency of local language assistance programs in meeting the needs of LEP individuals.
- Determination of the adequacy of the District's financial resources to fund language assistance resources.
- Determination of the District's full compliance with the goals of the LAP Plan.
- Determination of the District's processing of LEP complaints.

Dissemination:

The District will post signs in the District office public areas informing LEP persons of the LAP Plan and how to access language services.