



**City of Harrisonburg  
Department of Public Utilities**

**Limited English Proficiency (LEP) Plan**

Prepared By:

City of Harrisonburg Department of Public Utilities

2155 Beery Road

Harrisonburg, VA 22801

## **I. Introduction and Background**

### **A. Purpose of Limited English Proficiency (LEP) Plan**

The purpose of the City of Harrisonburg Department of Public Utilities (PU) LEP Plan is: to (i) enhance awareness of the need and methods to ensure that LEP Persons have meaningful access to federally assisted programs; (ii) ensure implementation of language access; and (iii) comply with the requirements of Title VI of the Civil Rights Act of 1964 and implementing regulations (Title VI), in a consistent and effective manner across programs, services, and activities.

PU's LEP Plan is designed to assist PU staff by providing guidance on Translation, Interpretation, and outreach services for LEP Persons seeking access to PU programs, services or activities, consistent with Title VI.

### **B. Policy Statement**

Public Utilities will ensure that no person on the grounds of race, color, national origin, religion, ancestry, ethnic group identification, creed, sex, disability, mental disability, physical disability, medical condition, genetic information, marital status, veteran's status, or age, is excluded from participation in, denied the benefits of, otherwise subjected to discrimination, or retaliated against under any program, service or activity it administers. PU is committed to taking reasonable steps to provide timely and meaningful access for LEP Persons encountering PU's programs, services, and activities. PU will provide free language assistance to LEP Persons and inform members of the public that language assistance services are available free of charge to LEP Persons.

### **C. Who is Limited English Proficient?**

LEP Persons are individuals who do not speak English as their Primary Language and have a limited ability to read, write, speak, or understand English. LEP Persons include those that speak English less than very well, not well, or not at all, as considered by the U.S. Census Bureau. People can self-identify as LEP. These individuals may be entitled to language assistance in a particular program, service, or activity.

### **D. Public Dissemination of Title VI Information**

PU will inform LEP Persons of the availability of language access services, free of charge, by providing written notice conspicuously in areas of its facilities and on its websites in the most prevalent languages spoken by LEP Persons in Harrisonburg: English and Spanish (as referenced in Appendix A).

The notices will be posted prominently and will be readily visible to the public. PU handbooks, manuals, and pamphlets will describe the requirements of federal nondiscrimination laws, including Title VI and the availability of language assistance, and federal nondiscrimination complaint procedures. Advertisements will state that PU administers equal opportunity programs and indicate that federal law prohibits discrimination. The following is the notice that may be used by PU:

“It is the policy of the Harrisonburg Department of Public Utilities to ensure full compliance with federal nondiscrimination laws in all programs and activities. Public Utilities will not discriminate on the basis of race, color, national origin, religion, ancestry, ethnic group identification, creed, sex (including actual or perceived sexual orientation or gender identity), disability, mental disability, physical disability, medical condition, genetic information, marital status, veteran’s status, or age in any Public Utilities programs, services, or activities. For more information, to request language assistance, or to file a complaint about discrimination or retaliation, contact Micaela Smith at (540) 434-9959; Micaela.Smith@harrisonburgva.gov.”

## II. **AUTHORITY AND GUIDANCE**

Section 601 of Title VI of the Civil Rights Act of 1964 provides that no person “on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” The United States Supreme Court in *Lau v. Nicholls*, 414 U.S. 56 (1974) held that one type of national origin discrimination is discrimination based on a person’s inability to speak, read, write, or understand English.

Title VI and its implementing regulations prohibit recipients of Federal financial assistance from discriminating based on national origin and based on a failure to take reasonable steps to provide meaningful access to recipients’ programs, services and activities to individuals who are LEP. This protection requires that LEP Persons be provided an equal opportunity to benefit from or have access to services.

Under the U.S. Environmental Protection Agency (EPA) Regulation (40 CFR, Parts 5 and 7) and U.S. Department of Transportation (DOT) Regulation (49 C.F.R. 21.111(e)), recipients of EPA and DOT financial assistance are prohibited from taking actions, including permitting actions, that are intentionally discriminatory or have a discriminatory effect based on race, color, or national origin.

## III. **DEFINITIONS**

Bilingual/Multilingual staff or employee – A staff person or employee who has demonstrated proficiency in English and in reading, writing, speaking, or understanding at least one other language.

Interpretation – the act of listening to a communication in one language and orally converting it into another language, while retaining the same meaning.

Limited English Proficient (LEP) Persons – LEP Persons are individuals who do not speak English as their Primary Language and have a limited ability to read, write, speak, or understand English. They include people who report to the U.S. Census that they speak English less than very well, not well, or not at all. These individuals may be entitled to language assistance in a particular program, service, or activity.

Primary Language – the language in which an individual most effectively communicates.

Qualified Interpreter - Qualified Interpreter means an in-house or contracted interpreter who is able to interpret effectively, accurately, and impartially for Limited English Proficient Persons and who meets the qualifications for proficiency and competency established by PU. The Interpreter should be able to interpret both receptively and expressively, using any necessary specialized vocabulary.

Sight Translation – oral rendering of written text into spoken language by an Interpreter without change in meaning based on a visual review of the original text or document.

Translation – the replacement of a word, phrase, or text in one language with an equivalent-meaning word, phrase, or text in another language. Translating documents for LEP Persons to a fourth-grade literacy level ensures the targeted audience understands the information.

Community-based organizations or focus groups can assist with testing translations for language and literacy level appropriateness.

Vital Documents – Paper or electronic written material that (i) contains information that is critical for accessing PU’s programs, services, or activities; (ii) is directly and substantially related to public safety; or (iii) is required by law. Examples of Vital Documents include but are not limited to: (i) applications, consent forms, intake forms, or other forms to participate in a PU program or activity; (ii) written letters or notices pertaining to rights and the reduction, denial, or termination of services or benefits or that require a response, including information about the right to appeal any PU program’s decision; (iii) written tests that do not assess English language competency, but test competency for a particular license or skill for which knowledge of written English is not required; (iv) notices advising LEP Persons of free language assistance; (v) materials explaining PU’s programs, services, or activities; (vi) complaint forms; and (vii) any other written documents that have the potential for determining eligibility for, or access to, services from, or participating in, a PU program, service, or activity.

#### **IV. ANNUAL SELF-ASSESSMENT AND LANGUAGE ACCESS PLAN**

PU will take reasonable steps to ensure LEP Persons have meaningful access to the information and services it provides.

PU will consider the appropriate balance of written translations and oral language assistance and will ensure meaningful access to PU programs, services, and activities.

Each program area will work with PU’s Non-Discrimination Coordinator to ensure reasonable steps are taken to provide high-quality Interpretation and Translation services through individuals who are competent to provide those services at a level of fluency, comprehension, confidentiality, and timeliness appropriate to the specific nature, type, and purpose of the information at issue. PU program areas will collect, review, and share data with the PU’s Non-Discrimination Coordinator annually to determine the appropriate mix of language access services to provide LEP Persons meaningful access to PU’s programs, services, and activities. (See Appendix B)

PU’s Non-Discrimination Coordinator will work with relevant PU staff to provide staff annually updated lists and contact information for available language access resources and provide any

additional training or resources necessary for staff to perform their language access-related duties.

In planning to provide meaningful access to LEP Persons, PU, through the Non-Discrimination Coordinator, will annually conduct a self-assessment and update the language access plan considering four factors with the goal of ensuring coordinated, cost-effective, delivery of high-quality language assistance services:

#### 1. Demographics

PU will annually assess the number or proportion of LEP Persons from a particular language group served or encountered in the surrounding community area.

PU will consider a variety of sources for demographic information, including:

- United States Census Bureau (<http://factfinder.census.gov/>)

For 2024, PU has determined that the most prevalent language spoken by LEP Persons in the communities PU serves is Spanish. (See Appendix A)

#### 2. Frequency of LEP Contact

PU will gather and evaluate data on how often various language groups come in contact with PU and take into consideration how PU programs, activities, and services affect those needs.

For 2023, PU has determined that LEP Persons speaking Spanish most frequently come into contact with PU programs, services, and activities.

#### 3. Nature and Importance of the Services Provided

PU will review the nature and importance of PU's programs, activities, and services provided to that population.

#### 4. Resources

PU will evaluate the resources available to PU and the costs of language services and will endeavor to plan for language services sufficient to provide meaningful access to its programs, services, and activities in a cost-effective manner.

### **V. LANGUAGE ASSISTANCE**

PU will take any reasonable steps necessary to provide LEP Persons meaningful access to all PU services, programs, or activities. Language assistance will be provided for LEP Persons through the Translation of Vital Documents, as well as through oral Interpretation in-person or by telephone.

Language services should be provided at a time and place that avoids the effect of denying meaningful access to the services or benefits of the program, service, or activity. However, in some situations it may be reasonable to ask the LEP Person to return at a specified date and time to allow PU to arrange for Interpreter or Translator services.

Interpreter and Translation services are available to program staff by contacting PU's Non-Discrimination Coordinator:

*Micaela Smith, Non-Discrimination Coordinator  
2155 Beery Road, Harrisonburg, Virginia 22801  
(540) 434-9959  
Micaela.Smith@harrisonburgva.gov*

#### **A. Outreach**

PU will include LEP Persons and LEP communities in its public outreach and engagement strategies and plans by taking steps to target outreach and engagement efforts to reach LEP Persons and communities where appropriate.

#### **B. Providing Notice to LEP Persons**

PU will provide information about free language assistance services by:

- Posting signs in English and Spanish about federal nondiscrimination laws, including Title VI, and the availability of free language assistance services in high-traffic areas where the public is likely to read them, e.g., entry points to facilities, public areas, etc.
- Posting notices on PU's website(s) in English and Spanish about federal nondiscrimination laws, including Title VI, and the availability of free language assistance services.
- Stating in outreach materials (brochures, booklets, pamphlets, and flyers) that language services are available.
- Working with community-based organizations to inform LEP Persons of the language assistance availability.

#### **C. Oral Interpretation**

##### **Bilingual Staffing**

PU will employ Bilingual staff in program areas when feasible, where the percentage of LEP Persons or potential individuals is statistically significant, or where the frequency of contact with such persons will provide for efficient and effective communication. A decision to employ Bilingual staff will be based on a needs assessment with due consideration given to budget constraints and in accordance with the City of Harrisonburg's human resource policies and procedures. PU will evaluate the proficiency of Bilingual staff before approving them for use to provide language services.

##### **Interpretation**

LEP Persons are not obligated to provide their own interpreter, although some may prefer to do so, after being informed of the availability of free language assistance. In some program areas and projects, it may be important for legal or safety reasons to provide a PU provided Qualified Interpreter rather than use a LEP Person's interpreter (e.g., a family member or friend).

PU will ensure that it uses Qualified Interpreters, meaning they are able to interpret effectively, accurately, and impartially for individuals with limited English skills. A Qualified Interpreter will be:

- Proficient in and have the ability to communicate accurately in both English and in the other language, as well as employ the appropriate mode of interpreting (e.g., consecutive, simultaneous, summarization, or Sight Translation).
- Understand and adhere to his/her role as interpreter without deviating into a role as counselor, legal advisor, or another inappropriate role.

PU employees should utilize the City's interpretation phone line by calling the Harrisonburg-Rockingham Emergency Communications Center's non-emergency number, 540-434-4436.

#### **D. Translation of Written Documents Developed by PU Programs, Services, or Activities**

PU will arrange for Translation of Vital Documents developed by PU by Qualified Translators when necessary to ensure meaningful access by LEP Persons. PU will translate new Vital Documents into at least Spanish and any other languages identified as appropriate by PU LEP Plan at the same time or shortly after publication of the document in English. PU will translate existing Vital Documents on an ongoing basis prioritized based on the LEP population percentage, the importance of the document(s), and the importance of the program, service, or activity. PU staff leading programs, services, or activities that develop or disseminate new Vital Documents must contact PU's Non-Discrimination Coordinator to arrange timely Translation.

Upon request from an LEP Person for a translated Vital Document into a language that has not already been prepared, PU staff will contact PU's Non-Discrimination Coordinator to arrange translation of the document if it can be reasonably accomplished on a timely basis. If Translation cannot be reasonably accomplished on a timely basis, the Civil Rights Compliance Coordinator or program staff will take reasonable steps to provide Sight Translation or other meaningful communication of the document as appropriate.

The City of Harrisonburg works with various partners and contractors for Translation services. PU employees needing translation services should contact the City's Deputy City Manager, Amy Snider, [amy.snider@harrisonburgva.gov](mailto:amy.snider@harrisonburgva.gov).

## **VI. HOW WE ASSIST LEP PERSONS**

## **A. Interaction with Walk-In LEP Persons**

PU will take reasonable steps to provide language assistance as needed for in- person contact with LEP Persons. Language Identification Flashcard invite LEP Persons to identify their language needs to program staff. The Federal government has made these cards available at <https://www.lep.gov/ISpeakCards2004.pdf>. PU will ensure all relevant staff have access to these cards (see Appendix D) for use with the Walk-In LEP Persons procedures below:

1. The PU employee will attempt to communicate in English first to determine if the individual can understand English sufficiently to be fully understood.
2. If the individual cannot understand or effectively communicate in English, the PU employee will determine the language he or she is speaking. If the PU employee recognizes the language the LEP Person is speaking but does not speak that language, skip to Step 4.
3. If the PU employee cannot recognize the language the individual is speaking, show him/her the Language Identification Flashcard so the LEP Person can point to his/her language.
4. The PU employee will call the Harrisonburg-Rockingham Emergency Communications Center at (540) 434-4436 to be connected to the interpretation line and take the appropriate actions to receive interpretation services.
5. The PU employee will make every effort to give the LEP Person the same level of service as an English-speaking customer.

## **B. Phone calls from LEP Persons**

PU will take steps to respond in a timely and effective manner to LEP Persons who call seeking information or assistance. PU will utilize the following steps assisting phone-in LEP Persons:

1. The PU employee will attempt to communicate in English first to determine if the individual can understand English sufficiently to be fully understood.
2. If the individual cannot understand or effectively communicate in English, the PU employee will call the Harrisonburg-Rockingham Emergency Communications Center at (540) 434-4436 and staff will connect the employee to the City's interpretation service.
3. The PU employee will make every effort to give the LEP Person the same level of service as an English-speaking customer.

## **C. Advance Requests for In-Person Interpretation**

PU is committed to using Qualified Interpreters upon advance request for in- person appointments and public meetings. In general, PU asks that LEP Persons give five (5) business days advance notice of a request for Interpretation. However, if such advance notice is not received, PU employees will attempt to arrange Interpretation through PU's Non-Discrimination Coordinator. If an in-person Qualified Interpreter is not available, PU employees will take reasonable steps to arrange communication through video Interpretation, through PU Public Access and Accommodations Line at (510) 627-1337, or through other means.

## **D. Written Translation Services**



When Translation of a Vital Document is requested by an LEP Person into a language in which translation has not already been provided, PU staff will:

- Attempt to determine the LEP Person's Primary Language, using "I Speak" cards, <https://www.lep.gov/ISpeakCards2004.pdf> (Appendix D).
- Contact PU's Non-Discrimination Coordinator to arrange timely Translation of the document into the requested language.
- If the document cannot be translated into the requested language on a timely basis, PU's Non-Discrimination Coordinator or program staff will take reasonable steps to provide Sight Translation or other meaningful communication of the document as appropriate.

When a PU program writes a Vital Document to a particular LEP Person:

- Program staff will draft the document in English.
- Program staff will identify the Primary Language of the LEP Person.
- Program staff will request PU's Non-Discrimination Coordinator to arrange timely Translation of the document into the requested language.
- Program staff will send the document in both English and as translated to the LEP Person and will retain copies of both versions.
- Program staff will make every effort to give the LEP Person the same level of service as an English-speaking customer.

## **VII. TECHNICAL ASSISTANCE AND TRAINING**

### **A. Training**

PU will provide employees annual training on Title VI, PU's language access obligations, how to obtain language assistance services, how to work with Qualified Interpreters and translators, and how to properly handle a complaint alleging discrimination under federal nondiscrimination laws, including Title VI.

All managers and supervisors will be trained even if they do not interact regularly with LEP Persons, to ensure that they are fully aware of and understand what LEP is, so they can ensure its implementation by staff.

### **B. Technical Assistance**

PU's Non-Discrimination Coordinator is responsible for providing managers and staff with technical assistance. This includes advising about LEP requirements and implementation and assisting in developing program area procedures to ensure compliance.

## **VIII. MONITORING AND CONTINUAL ASSESSMENT**

Managers and supervisors are responsible for ensuring that meaningful services to LEP Persons are provided in their respective program areas. PU's LEP Plan must be incorporated by

reference into the appropriate program procedure manuals to ensure that employees are aware of their obligations for compliance.

PU's Non-Discrimination Coordinator will monitor programs on an ongoing basis to ensure LEP requirements are fulfilled and report annually on the accomplishments related to LEP activities to relevant City staff and as required to federal agencies. In monitoring compliance, an assessment will be made whether the program area's procedures allow LEP Persons to overcome language barriers and participate in a meaningful way in the program, activities, and services. The program area's appropriate use of methods and options detailed in this LEP Plan will demonstrate their intent to comply with LEP requirements and Title VI.

A vital resource in this evaluation process will be the procedures developed to identify LEP Persons who need language assistance. As Interpretation/Translation assistance is provided for an individual seeking non-Spanish language assistance, the services will be documented by program staff completing the LEP Reporting Form (see Appendix E). Once the form is completed, it will be sent to PU's Non-Discrimination Coordinator. Information from this form will be included in the annual self-assessment, LEP Plan, and reports.

Programs will maintain documentation, including:

- Nature of the service (walk-in, telephone, or translation of a document).
- Means by which assistance was rendered (program area or district volunteer, local volunteer, etc.).
- Language translated or interpreted.
- Race and national origin of LEP Person.
- Subject matter or services rendered.
- Date, time (start to finish).

## **IX. CONCLUSION**

Providing meaningful access to LEP Persons to PU's programs, services, and activities is an important effort that will help PU to achieve its mission of providing high-quality and timely services to all persons.

## APPENDIX A: LEP NEEDS ASSESSMENT – THE FOUR-FACTOR ANALYSIS

**Factor 1 – Demography:** Identifies the number or proportion of LEP Persons served and the languages spoken in the service area.

City of Harrisonburg Population Estimates					
	White alone	Black or African American alone	American Indian or Alaska Native alone	Asian alone	Hispanic or Latino
<b>City of Harrisonburg Total Population Estimate: 51,082</b>	32,590	3,831	204	1,635	10,625
<b>Data Source:</b> US Census population estimates, July 1, 2023					

Of the City’s population, approximately 49,304 residents are aged five years or older. An estimated 26.8% of the City’s five-years-or-older population speaks a language other than English in their homes, although they may also speak English outside the home. An estimated 13.1% or 13,295 of the five-years-or-older population speaks English less than very well. Consequently, the likelihood that Public Utilities employees will encounter an LEP Person while providing City services is approximately 26.8%, while the likelihood that PU employees will encounter an LEP Person is approximately 13.1%.

Languages Spoken in the City of Harrisonburg		
English Proficiency	Estimate	Percentage
Harrisonburg Population 5 Years and Older	49,304	--
Residents Who Only Speak English	36,111	73.2%
Residents Who Speak Language Other than English	13,295	26.8%
People Who Speak English Less Than Very Well	6,459	13.1%
Non-English Languages Spoken In-Home	Estimate	Percentage
Spanish	8,557	17.4%
Other Indo-European Languages	2,193	4.4%
Asian and Pacific Islander Languages	1,000	2.0%
Other Unspecified Languages	1,443	2.9%
<b>Data Source:</b> 2022 ACS 5-Year Estimates for American Community Survey – Language Spoken at Home		

**Factor 2: Frequency** identifies the frequency staff encounters LEP persons.

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” and may be entitled to language assistance with respect to a particular type of service, benefit, or encounter.

Surveys of HPU Customer Care Representatives, Billing Management Specialists, and other PU staff were used to determine that the procedures currently in place for serving LEP individuals are sufficient for PU in serving LEP persons. PU has an increasingly diverse team of customer care personnel – HPU Customer Care Representatives, Billing Management Specialists, and the Account Management Supervisor are all bilingual proficient in English and Spanish. The City of Harrisonburg recognizes the value of having bi-lingual or multi-lingual employees by having an incentive program that tests their proficiency. A passing score of the language proficiency test entitles that employee to an hourly wage increase.

The HPU customer care staff report daily interactions with LEP residents. Staff review documents and departmental brochures quarterly to ensure the language is up to date in both English and Spanish. PU staff can access the City’s interpretation phone line by calling the Harrisonburg-Rockingham Emergency Communications Center’s non-emergency number, 540-434-4436. Other interpretation or translation services would be contracted through the City Manager’s Office, as necessary. In an ongoing effort to meet the present and future needs of the community, PU staff will continue to identify the needs of LEP individuals in its service area.

On average PU customer care staff reported interacting with LEP residents at varying frequencies, with some staff reporting only three or four interactions per day while others indicated 75% of their interactions were with LEP residents. While most of these interactions were with Spanish-speaking residents and were appropriately handled by PU staff, PU customer care staff reported calling the City’s interpretation line for assistance serving a non-Spanish speaking LEP resident an average of 3.8 times in the last six months. One hundred percent of HPU staff reported that the tools and procedures PU has in places allow LEP persons to overcome language barriers and participate in PU’s services in a meaningful way.

**Factor 3: The Importance to LEP Persons of our programs, activities and services:**

Harrisonburg Department of Public Utilities considers water and sewer services to be an essential service for all people living in our service area. Our goal is to continue to communicate with Human Service Organizations and Community Programs in our area to identify any LEP person’s inability to effectively utilize water and sewer services.

**Factor 4: The Resources Available to HDPT and Cost to Deliver LEP Program:**

The Harrisonburg Department of Public Utilities is a small urban recipient with a limited budget. Using community resources and technological advances available, with limited staff, PU has been able to meet the needs of LEP persons in the City of Harrisonburg. The department uses interpretation services regularly.

## **APPENDIX B: SAFE HARBOR PROVISION**

The following actions will be considered strong evidence of compliance with the EPA's written-translation requirements:

- a) The EPA recipient provides written translations of vital documents for each eligible LEP language group that constitutes five percent or includes 1,000 members, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. Translation of other documents, if needed, can be provided orally; or
- b) If there are fewer than 50 persons in a language group that reaches the five percent trigger in (a), the recipient does not translate vital written materials but provides written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. For example, community coordinators should, where appropriate, ensure that permits or environmental impact statements have been explained to persons in communities in close proximity to manufacturing facilities.

## **APPENDIX C: LANGUAGE ASSISTANCE MEASURES**

Language assistance measures currently used and planned to be used:

- Continue to produce documents in Spanish in accordance with the Safe Harbor Provision including the Title VI Notice to the Public which is posted in the PU building and on the PU website.
- Public Notices
- Provide instructions to customer care staff and other PU staff who regularly interact with the public on how to respond to an LEP customer as needed (new hire, departmental meetings).
- Should a resident need language assistance, the customer care staff are trained to contact non-emergency ECC for interpretation services. The ECC dispatcher will connect the resident with a translator to assist with communication. The City of Harrisonburg uses VOIANCE for interpretation services. Interpretation services are available 24/7. A listing of languages is available at the Public Utilities front desk where the public is assisted by customer service.

APPENDIX D: LANGUAGE IDENTIFICATION FLASHCARDS

<p><b>2004 Census Test</b></p>	<p><small>United States</small> <b>Census 2010</b></p> <p>LANGUAGE IDENTIFICATION FLASHCARD</p>	
<input type="checkbox"/>	<p>ⲁⲓⲞⲓⲛⲓ ⲙⲉⲗⲉⲛ ⲉⲃⲣⲉⲥⲏⲛⲉ ⲙⲉⲗⲉⲛ ⲉⲃⲣⲉⲥⲏⲛⲉ</p>	<p>1. Arabic</p>
<input type="checkbox"/>	<p>Իրանում կեցողների և Իրանից եկած քուրդերի, իսկ Իրանում կամ Իրանից եկած հայերին:</p>	<p>2. Armenian</p>
<input type="checkbox"/>	<p>যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।</p>	<p>3. Bengali</p>
<input type="checkbox"/>	<p>ប្រសិនបើអ្នកស្រាវជ្រាវ/ប្រើប្រាស់... នៃភាសាខ្មែរ។</p>	<p>4. Cambodian</p>
<input type="checkbox"/>	<p>Moña i kabhoen ya yangin ñangngas/ manaitai pat ñangngas/ kumentos Chamorro.</p>	<p>5. Chamorro</p>
<input type="checkbox"/>	<p>如果你能读中文或讲中文，请选择此框。</p>	<p>6. Simplified Chinese</p>
<input type="checkbox"/>	<p>如果你能讀中文或講中文，請選擇此框。</p>	<p>7. Traditional Chinese</p>
<input type="checkbox"/>	<p>Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.</p>	<p>8. Croatian</p>
<input type="checkbox"/>	<p>Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.</p>	<p>9. Czech</p>
<input type="checkbox"/>	<p>Kruis dit vakje aan als u Nederlands kunt lezen of spreken.</p>	<p>10. Dutch</p>
<input type="checkbox"/>	<p>Mark this box if you read or speak English.</p>	<p>11. English</p>
<input type="checkbox"/>	<p>اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.</p>	<p>12. Farsi</p>

<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 kazyé 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 thiaj 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"/>	Markaan daytoy nga kahon no makabasa wemo makasarka 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"/>	ໂຕ້ອາວຸດສ້າງຊີວິດ ຖືກອົບອຸ່ນຊຶ່ງອາວຸດສ້າງອາວຸດ.	24. Laotian
<input type="checkbox"/>	Prosimy o-gaznaczenie tego kwadrata, jeżeli posługuje się (pan/pani) językiem polskim. اگر کلمات و جملات فارسی را می‌توانید بخوانید یا بنویسید، لطفاً این مربع را علامت‌گذاری کنید.	25. Polish



<input type="checkbox"/>	Assinale este quadrado se você lê ou fala português.	26. Portuguese
<input type="checkbox"/>	Însemnați această căsuță dacă citiți sau vorbiți românește.	27. Romanian
<input type="checkbox"/>	Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
<input type="checkbox"/>	Обележите овај квадратнић уколико читате или говорите српски језик.	29. Serbian
<input type="checkbox"/>	Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
<input type="checkbox"/>	Marque esta casilla si lee o habla español.	31. Spanish
<input type="checkbox"/>	Markahan itong kwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
<input type="checkbox"/>	ทำเครื่องหมายในช่องสี่เหลี่ยมนี้ถ้าคุณอ่านหรือพูดภาษาไทย.	33. Thai
<input type="checkbox"/>	Māaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
<input type="checkbox"/>	Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	35. Ukranian
<input type="checkbox"/>	اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
<input type="checkbox"/>	Xin đánh dấu vào ô này nếu bạn đọc và biết nói tiếng Việt Ngữ.	37. Vietnamese
<input type="checkbox"/>	אָר חוואַנדן וַ נושטן פאַרסי בלד هستיד, אין מרעב ראַ עלאַמט ברענד.	38. Yiddish

**APPENDIX E: PUBLIC UTILITIES LEP REPORTING FORM**

**TITLE VI PLAN  
LIMITED ENGLISH PROFICIENCY (LEP) REPORTING FORM**

DATE: \_\_\_\_\_  
 NAME: \_\_\_\_\_  
 PROGRAM AREA: \_\_\_\_\_  
 DATE OF REQUEST: \_\_\_\_\_ DATE OF SERVICE: \_\_\_\_\_

**HOW DID THE LEP PERSON CONTACT YOU?**

WALK-IN:  ONLINE:   
 TELEPHONE:  IN WRITING:

**LANGUAGE** \_\_\_\_\_

<b>TYPE OF SERVICE</b>	<b>REQUESTED</b>	<b>PROVIDED</b>
WALK-IN INTERPRETATION:	<input type="checkbox"/>	<input type="checkbox"/>
TELEPHONE INTERPRETATION:	<input type="checkbox"/>	<input type="checkbox"/>
ADVANCE REQUEST IN-PERSON INTERPETATION:	<input type="checkbox"/>	<input type="checkbox"/>
TRANSLATION OF DOCUMENT:	<input type="checkbox"/>	<input type="checkbox"/>

**TYPE OF INTERACTION/DOCUMENT**

UNSCHEDULED MEETING:  SCHEDULED MEETING:   
 TELEPHONE REQUEST:  ONLINE REQUEST/SUBMISSION:   
 PUBLIC MEETING/EVENT:  APPLICATION OR FORM:   
 LETTER:  COMPLAINT:   
 BROCHURE/PAMPHLET/HANDOUT:   
 OTHER (PLEASE SPECIFY): \_\_\_\_\_

**LANGUAGE SERVICE WAS PROVIDED BY:**

DEPARTMENT VOLUNTEER  MULTILINGUAL EMPLOYEE   
 TELEPHONE INTERPRETER  IN-PERSON CONTRACT INTERPRETER   
 CONTRACT TRANSLATOR  OTHER (PLEASE SPECIFY) \_\_\_\_\_

PLEASE SEND COMPLETED FORM TO:  
 Micaela Smith, Non-Discrimination Coordinator  
 City of Harrisonburg Department of Public Utilities  
 2155 Beery Rd, Harrisonburg, VA 22801  
 (540) 434-9959 [Micaela.Smith@harrisonburgva.gov](mailto:Micaela.Smith@harrisonburgva.gov)