

Terrebonne Parish Consolidated Government
Department of Housing and Human Services
LANGUAGE ACCESS PLAN

The Terrebonne Parish Consolidated Government (TPCG) Department of Housing and Human Services (HHS) shall provide meaningful access to equitable, timely, and quality language assistance services to individuals with limited English proficiency in its programs and activities.

It is the policy of HHS to provide timely, meaningful access for persons with limited English proficiency to all agency programs, services, and activities. Individuals who have a limited ability to read, speak, write, or understand English may be entitled to language assistance with respect to a particular type of service, benefit, or encounter.

HHS will inform members of the public that it will provide language assistance services to persons with limited English proficiency free of charge by publishing this Language Access Plan on its website <https://www.tpcg.org/hhs>

HHS's language assistance services are request driven, in which persons with limited English proficiency seeking information about departmental programs and services contact HHS personnel to request interpretation and/or translation services.

HHS shall collect the preferred language data on individuals' requests for services and use the information gathered to determine the frequency of contacts, type of language assistance services needed, and the languages being requested.

To determine the resources available to assist persons with limited English proficiency, HHS explored the most cost-effective means of delivering competent and accurate language services. HHS shall implement the following actions to provide resources needed to assist persons with limited English proficiency.

- Utilizing bilingual staff from HHS and other departments where bilingual skills are needed;
- Provide written translation services to produce non-English language materials; and
- Utilize apps and phone services that translate languages.

HHS shall provide written translations of vital documents and important information to ensure meaningful access and equal opportunity to participate in programs, services, and activities when required. Examples of vital documents include, but are not limited to:

- Contracts, leases and addendums;
- Complaint, consent, release or waiver forms;
- Application forms;
- Letters or notices pertaining to the reduction, denial, or termination of services or programs or that require a response from the person with limited English proficiency; and

- Various forms of outreach materials that include, but are not limited to brochures, posters, flyers and notices.

To ensure meaningful access for current and potential program participants with limited English proficiency seeking information on programs, services, and activities, HHS will post that language assistance services are available at no cost in its lobby in the most non-English speaking languages identified in the LEP.gov mapping analysis, which is currently Spanish (<1%) and French(<1%). Currently less than 3% of the total population of Terrebonne has been identified as persons with limited English proficiency.

Every five years HHS will evaluate and update this Plan, and its policies and procedures to ensure the language access program continues to effectively maintain language accessibility to persons with limited English proficiency. Any updates made within the five-year timeframe will be recorded as an addendum to the Language Assistance Plan and then incorporated at the scheduled evaluation period.