



PINELLAS COUNTY’S LIMITED ENGLISH PROFICIENCY (“LEP”) PLAN

OVERVIEW:

Limited English Proficiency (LEP) is a term used to describe individuals who do not speak English as their primary language, and who have a limited ability to read, write, speak, or understand English. In order to continue to receive federal funds, recipient jurisdictions must provide services to LEP individuals, must maintain an LEP Plan which is continuously monitored, and must certify to various entities of the federal government from which they receive funding compliance with LEP obligations.

The following matrix illustrates the law and policies relating to obligations owed to LEP individuals:

LEGAL AUTHORITY FOR LEP COMPLIANCE

Title VI of the Civil Rights Act of 1964

- Federal Law
- Enacted in 1964
- Considers all persons
- Contains monitoring and oversight requirements
- Factor criteria is required, no numerical/percentage thresholds
- Provides protection on the basis of race, color, and national origin
- Focuses on eliminating discrimination in federally funded programs

LEP Executive Order 13166

- Federal Policy for Executive Branch
- Signed in August 2000
- Considers eligible population
- Contains monitoring and oversight requirements
- Factor criteria is required, no numerical/percentage thresholds
- Provides protection on the basis of national origin
- Focuses on providing LEP persons meaningful access to services using ‘four factor’ analysis

The US Department of Justice (DOJ) and various federal agencies have developed guidance concerning the responsibility of recipients of federal funds to LEP individuals. The guidance is provided to ensure individuals in the United States are not excluded from participation in federal government assisted programs and activities simply because they face challenges communicating in English.

The intent of Pinellas County’s LEP Plan is to ensure meaningful access¹ to services provided or funded by Pinellas County where substantial numbers of residents in Pinellas County do not speak or read English proficiently. The production of multilingual publications and documents, and/or interpretation at meetings or events, will be provided to the degree funding permits based on current laws and regulations.

¹ Meaningful access is defined as “...access that is not restricted, delayed, or inferior as compared to programs or activities provided to English proficient individuals.”

A. DETERMINING THE NEED TO PROVIDE LEP ASSISTANCE:

As a condition of funding, Pinellas County Appointing Authorities which receive federal funds² must take reasonable steps to ensure meaningful access to the information and services it provides to LEP individuals³. There are four factors to be considered in determining 'reasonable steps'⁴:

1. The number and proportion of LEP individuals in the eligible service area;
2. The frequency with which LEP individuals come in contact with the program;
3. The importance of the service provided by the program; and
4. The resources available to each Appointing Authority and overall cost.

Federal guidance suggests recipients have substantial flexibility in determining what language assistance is appropriate based on a local assessment of these four factors.

1. The number and proportion of LEP person in the eligible service area

One important step towards understanding the profile of individuals that could participate in programs, services, and information of Pinellas County government is a review of Census data.

2015 Census data is attached as Exhibit A, and suggests that Spanish is the predominant language of LEP individuals within Pinellas County, with these persons constituting over 50,000 persons, or 6.4% of Pinellas County's Population. Further review of 2015 Census data⁵ suggests the next most predominant languages for Pinellas County residents not English proficient are those who speak "Other Indo-European"⁶, and "Asian and Pacific Island" languages⁷.

² Whether directly, or as a "pass-through" to other recipients/sub-grantees.

³ Implementation, administration and compliance to an LEP Plan across Pinellas County government's eleven (11) Appointing Authorities for which the Pinellas County Office of Human Rights has civil rights compliance responsibilities is complicated by the fact that all Appointing Authorities may not be recipients of federal funds, may have other, independent obligations for LEP compliance (e.g. the Supervisor of Elections), may already have an LEP plan in place (e.g. Forward Pinellas), or because application of the "four factor" analysis described below may yield differing results amongst the Appointing Authorities.

Notwithstanding these complexities, the Pinellas County Office of Human Rights endeavors to ensure Pinellas County's compliance with federal law where the obligation exists, and to set aspirational guidance for those Appointing Authorities where a legal obligation concomitant with the receipt of federal funds may not exist, but the Appointing Authority wishes to remove impediments to programs, services, and information to LEP individuals to serve all who interact with their offices.

⁴ Federal Register/ Volume 70, Number 239/ Wednesday, December 14, 2005/ Notices.

⁵ See, again, Exhibit A.

⁶ With such persons constituting 5% of Pinellas County's population.

⁷ With such persons constituting 2.4% of Pinellas County's Population.

Those languages which fall under the categories “Other Indo-European” and “Asian and Pacific Island” languages are found at Exhibit B, which indicates in Pinellas County the predominant “Other Indo-European” languages spoken by LEP individuals are Greek⁸, French⁹, German¹⁰ and Serbo-Croatian¹¹, and the predominant “Asian and Pacific Island” languages spoken by LEP individuals are Vietnamese¹² and Tagalog¹³.

In summary, Census data suggests Spanish is the predominant language spoken by LEP individuals within Pinellas County, and this prong of the “four-factor analysis” would suggest availability of Spanish language resources, with continued monitoring of Census data relating to Greek, French, and Vietnamese.

2. The frequency with which LEP persons come in contact with the program

The next factor to analyze is the frequency with which persons who speak languages other than English interact with agencies of Pinellas County government. To help gauge this metric, preliminary surveys of interactions with LEP individuals have been solicited across Appointing Authorities¹⁴.

As LEP compliance is an ongoing obligation of recipient of federal funds, however, future surveys will also be solicited from Appointing Authorities, and other tools will be used to monitor interactions with LEP individuals as well¹⁵.

We also reviewed requests for translation services in the Sixth Judicial Circuit (of which Pinellas County is part). As may be expected, these requests reinforce the data revealed by the Census - Spanish is the language spoken by the majority of LEP individuals who interact with county government, with 3,614 requests for Spanish translation services¹⁶.

Anecdotal evidence gleaned through conversations between staff at the Pinellas County Office of Human Rights and colleagues across Appointing Authorities also suggests requests for language assistance predominantly comes from LEP individuals who speak Spanish.

⁸ Representing 5,694 residents (see, again, Exhibit B).

⁹ Representing 5,355 residents (see, again, Exhibit B).

¹⁰ Representing 4,800 residents (see, again, Exhibit B).

¹¹ Representing 4,622 residents (see, again, Exhibit B).

¹² Representing 5,661 residents (see, again, Exhibit B).

¹³ Representing 3,152 residents (see, again, Exhibit B).

¹⁴ The results of which are found in Exhibit C.

¹⁵ See further information in this regard below.

¹⁶ See Exhibit D.

Moreover, the Pinellas County Office of Human Rights has received requests for language assistance in Spanish, American Sign Language (ASL), and Vietnamese. Of these, requests for assistance from LEP persons who speak Spanish far exceeds requests for ASL or Vietnamese by several orders of magnitude.

In light of the forgoing, we believe this prong of the “four-factor” analysis also militates in favor of making Pinellas County services available in Spanish, with continued monitoring for Vietnamese¹⁷.

3. The importance of the service provided by the program

While all Appointing Authorities provide *valuable* services, many Appointing Authorities do not include any services or programs that are *essential* – i.e. they relate to immediate or emergency assistance, emergency medical treatment, or services for basic needs (like food or shelter). The majority of *essential* services provided by Pinellas County government fall under operations of the Board of County Commissioners and the County Administrator. Perhaps most notable in this regard are emergency management services, and emergency medical services, which truly connote circumstances of life and death.

Federal guidance suggests that meaningful participation in the electoral and legal systems - responsibility for which falls across the Clerk of Court, Supervisor of Elections, and Sixth Judicial Circuit¹⁸ - are also essential services for LEP individuals.

“Next-level” important programs, services, information and documentation are geared towards the maintenance of home, health and sustenance (and applications to programs and services related thereto), and these, too, mostly fall under the purview of the Board of County Commissioners and the County Administrator¹⁹.

As the wide span of services offered by the Appointing Authorities makes it impossible to assess in this document the importance of each, the Pinellas County Office of Human Rights will continue working with each Appointing Authority to identify “important services” under the “four factor” analysis²⁰.

¹⁷ Requests for assistance in ASL are dealt with as requests for reasonable accommodation under the Americans with Disabilities Act, as amended. As to further monitoring, see below.

¹⁸ The Sixth Judicial System has a system in place for translation services, and the Supervisor of Elections is undertaking efforts to provide services – most importantly voter registration forms and electoral ballots – in Spanish.

¹⁹ Most such services are provided through Pinellas County Human Services.

²⁰ In working with each Appointing Authority on LEP compliance, the Office of Human Rights will monitor the “four factors” to provide ongoing guidance. Generally speaking, the more important a service is identified as being, the stronger the obligation to provide services **and** “vital” documents in an alternative language will be.

See also Exhibit E for an illustration of how PCOHR will work with Appointing Authorities on LEP compliance.

4. The resources available to each Appointing Authority and overall cost.

Proper analysis of this prong of the “four factor” analysis should address both the available resources and overall costs to each Appointing Authority in providing services in languages other than English.

As to resources, each Appointing Authority has their own financial resources to draw upon for LEP compliance, and differing abilities to augment revenue opportunities.

Additionally, future State of Florida ballot referenda may limit the assessed value of real property subject to *ad valorem* taxes – Pinellas County’s most significant source of revenue²¹.

Resources other than financial are also considered. Here, too, each Appointing Authority will have differing **human** resources available to provide services to LEP individuals²².

As it relates to costs, analysis of this prong requires exploring those measures which can be taken to mitigate costs associated with provision of services to LEP individuals. For instance, all Appointing Authorities can achieve economies of scale by collectively sourcing vendors for the provision of live, telephonic, and video translation services²³.

Technology improvements also continuously drive down the cost of provision of translation services, and for non-vital communications designed to impart general information, use of tablet or smart phone based applications may prove sufficient.

Balancing all these considerations, at present it is believed the Appointing Authorities have sufficient resources for the provision of services in Spanish to LEP individuals.

B. MEETING THE NEED TO PROVIDE LEP SERVICES

Once Appointing Authorities with LEP obligations have identified “important services” in consultation with the Pinellas County Office of Human Rights²⁴, they will then need to

²¹ An initiative to amend the State of Florida’s State Constitutional Homestead Exemption is slated to be on the November 6, 2018, general election ballot.

²² Appointing Authorities with larger workforces are likely to have a larger pool of linguistic talent upon which to draw to provide services to LEP persons. Alternatively, the nature of services provided by some Appointing Authorities may more naturally lead to a workforce comprised of multi-lingual staff (e.g., though small in absolute numbers (ten (10) employees), thirty (30%) percent of the Pinellas County Office of Human Rights is fluent or conversational in Spanish).

²³ An ancillary benefit in having a single provider for such services is the relative ease in obtaining metrics relating to the second prong of the “four factor” analysis – frequency with which LEP persons come in to contact with a Pinellas County program. For more in this regard, see below.

²⁴ See, again, Exhibit E.

have resources available to serve LEP individuals. Resources to be employed will include (but will not be limited to):

- Providing assistance from readily available and present staff who speak the language requested;
- Availing of assistance from other staff who speak the language requested who can be made available²⁵;
- Use of translation services by persons accompanying LEP individuals seeking access to services (to the extent authorized by the LEP individual seeking access to the service, and in consideration of the complexity of the information to be communicated);
- Use of translation applications/programs available on-line, or on tablets or “smart phones”²⁶;
- Partnerships with community and faith based resources²⁷;
- Use of “I speak” flash-cards as employed by the Census Bureau²⁸; and
- Use of “Language Line” type telephonic or internet based translation services.

The appropriateness of using any of the above resources will, of course, depend upon the context and importance of services LEP individuals seek from Pinellas County. We believe that the use of a “Language Line” type service will be of particular benefit for several reasons, including (but not limited to):

- In conjunction with the “I speak” flashcard, immediate identification of language(s) otherwise undiscernible to staff;

²⁵ In this regard, the Pinellas County Office of Human Rights will work with Human Resources to update and maintain a list of languages spoken by persons across Appointing Authorities.

²⁶ Such as “Google Translate”, with recognition of the concerns use of such programs engender as detailed in federal guidance found at <https://www.digitalgov.gov/2012/10/01/automated-translation-good-solution-or-not/>. While Pinellas County recognizes the concerns found at this guidance, we also recognize that use of such programs can be dependent on the importance of the information to be conveyed, as well as the continued improvements made to such programs since the issuance of the above guidance on October 1, 2012.

²⁷ Recent examples of successful employment of this practice includes County Administration’s partnership with the Hispanic Outreach Center, in Clearwater, to convey hurricane recovery information and services to Spanish speaking persons at several locations, and at several events, in the wake of Hurricane Irma.

²⁸ A copy of which is attached hereto as Exhibit F.

- Immediate initial assessment of the reason an LEP individual seeks Pinellas County service;
- Provision of un-delayed information/assistance, with future provision of services in the language spoken by the LEP individual, as warranted; and
- Tracking frequency of interactions with LEP individuals to continuously assess the “four factors” which relate to provision of LEP services²⁹.

It is important to underscore that providing services to LEP persons does not mandate immediate translation of all documentation and information in all languages spoken by LEP individuals seeking service. Rather, relevant federal guidance is clear that readily available translated documentation and information is only required of “vital” documents for those languages identified through application of the “four factor” analysis (which, as indicated above, suggests Spanish to presently be the sole language for translation).

Federal guidance also sets forth examples of what constitutes “vital” documents³⁰, which includes (but is not limited to):

- Administrative complaints, release, or waiver forms;
- Claim or application forms³¹;
- Letters of findings;
- Public outreach or educational materials (including web-based material);
- Letters or notices pertaining to statutes of limitations, referrals to other federal agencies, a decision to decline to investigate a case or matter, or closure of an investigation, case or matter;
- Written notices of rights, denial, loss, or decreases in benefits or services;

²⁹ The Pinellas County Office of Human Rights, in conjunction with Pinellas County’s Purchasing Department, has initiated conversations with a provider of such services which will allow for tracking and quarterly reporting of language requests to continuously monitor frequency of interactions with each Appointing Authority by LEP individuals.

³⁰ See, e.g., the United States Department of Justice’s LEP Plan available at: <https://www.justice.gov/sites/default/files/open/legacy/2012/05/07/language-access-plan.pdf>.

³¹ By way of examples, a “claim or application form” for the Property Appraiser can include applications for “homestead” exemption; a “claim or application form” for the Tax Collector can include applications for a Driver’s License or a Concealed Weapons Permit; and a “claim or application form” for Human Services, under County Administration, may include an application for benefits under programs made available to the public (all of which, of course, may be subject to applicable eligibility criteria).

- Forms or written material related to individual rights;
- Notices of community meetings or other case-related community outreach;
- Notices regarding the availability of language assistance services provided by the component at no cost to LEP individuals; and
- Certain consent orders, decrees, Memoranda of Agreement, or other types of pleadings or litigation materials, within the discretion of the Appointing Authority (or subordinate department).

As there are no uniform standards which will be applicable to all Appointing Authorities, the Pinellas County Office of Human Rights will also assist each Appointing Authority identify “vital” documents³². In so doing, initial efforts will focus on providing summary information of available services for in-person inquiries, and improved accessibility of on-line information as to services available for remote access. Identification of “vital” documents will occur in parallel with these efforts.

C. SAFE HARBOR PROVISIONS

Federal law provides a “safe harbor” stipulation so recipients of federal funding can ensure compliance with their obligation to provide written translations in languages other than English with greater certainty.

A “safe harbor” means that if a recipient has created a plan for the provision of written translations under a specific set of circumstances, this will be considered strong evidence of compliance with written translations obligations under Title VI.

Strong evidence of compliance with the recipient’s written translation obligations under ‘safe harbor’ includes providing written translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000 persons, whichever is less of eligible persons to be served or likely to be affected or encountered. Translation of other documents, if needed, can be provided orally.

The “safe harbor” provision applies to the translation of written documents only. It does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable to provide.

Working with liaisons to each Appointing Authority, the Pinellas County Office of Human Rights will consult on the advisability of availing of these “safe harbor” provisions.

³² Using the same process as outlined in Exhibit E.

D. OTHER CONSIDERATIONS

In conjunction with this LEP compliance plan, the Pinellas County Office of Human Rights will work with liaisons to each Appointing Authority to ensure dissemination of the LEP compliance plan in Spanish, as well as in languages individually requested.

Dissemination will include, at a minimum, posting of this plan, in English and Spanish, on the website for the Pinellas County Office of Human Rights, and distribution of hard copies to Appointing Authorities and community and faith based organizations³³.

In short, all reasonable efforts will be made towards effective dissemination of information relating to the rights of LEP individuals under this LEP compliance plan.

A draft of this LEP compliance plan will also be provided to Pinellas County's Human Rights Board for their review and approval. Initial review will be conducted at the meeting of the Human Rights Board on November 15, 2017.

A draft of this LEP compliance plan will also be submitted to the Pinellas County Attorney's Office for their review for legal sufficiency.

Upon final approval of this LEP compliance plan by the Human Rights Board and County Attorney's Office, the LEP compliance plan will be distributed and discussed with all Appointing Authorities at a meeting of the same as soon as practical.

E. COMPLAINT PROCESS

Pinellas County already has a "Title VI Policy and Grievance Procedure" in place³⁴. This policy will be made available on-line in Spanish. Additionally, hard copies of this policy, in English and Spanish, will be provided to liaisons to the Appointing Authorities for availability for further dissemination upon request.

F. FURTHER INFORMATION

Questions, concerns, or comments relating to this LEP compliance plan may be directed to:

Paul Valenti, Director
Pinellas County Office of Human Rights
400 S Fort Harrison Avenue, Clearwater, FL 33756
E-mail: pvalenti@co.pinellas.fl.us
Telephone: (727) 464-4880
Fax: (727) 464-3567

³³ This will include, upon immediate availability of the same in Spanish, distribution to the Hispanic Outreach Center.

³⁴ Pinellas County's Title VI Policy and Grievance Procedure can be accessed at <http://www.pinellascounty.org/Humanrights/pdf/Title-VI-Policy-and-Grievance-Procedure.pdf>.

Exhibit

A

Subject	Pinellas County, Florida											
	Total		Percent		Percent of specified language speakers							
	Estimate	Margin of Error	Estimate	Margin of Error	Speak English only or speak English "very well"		Percent speak English only or speak English "very well"		Speak English less than "very well"		Percent speak English less than "very well"	
					Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	917,409	+/-182	(X)	(X)	871,965	+/-4,552	95.0%	+/-0.5	45,444	+/-4,547	5.0%	+/-0.5
Speak only English	785,727	+/-6,646	85.6%	+/-0.7	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	131,682	+/-6,608	14.4%	+/-0.7	86,238	+/-5,408	65.5%	+/-2.8	45,444	+/-4,547	34.5%	+/-2.8
SPEAK A LANGUAGE OTHER THAN ENGLISH												
Spanish	58,329	+/-4,369	6.4%	+/-0.5	37,516	+/-3,535	64.3%	+/-4.6	20,813	+/-3,268	35.7%	+/-4.6
5 to 17 years old	10,160	+/-1,394	1.1%	+/-0.2	7,389	+/-1,300	72.7%	+/-8.9	2,771	+/-1,003	27.3%	+/-8.9
18 to 64 years old	40,411	+/-3,612	4.4%	+/-0.4	26,264	+/-2,873	65.0%	+/-4.9	14,147	+/-2,461	35.0%	+/-4.9
65 years old and over	7,758	+/-798	0.8%	+/-0.1	3,863	+/-770	49.8%	+/-8.5	3,895	+/-765	50.2%	+/-8.5
Other Indo-European languages	45,790	+/-4,777	5.0%	+/-0.5	31,219	+/-3,955	68.2%	+/-4.1	14,571	+/-2,247	31.8%	+/-4.1
5 to 17 years old	4,152	+/-1,311	0.5%	+/-0.1	3,211	+/-1,151	77.3%	+/-13.6	941	+/-632	22.7%	+/-13.6
18 to 64 years old	27,906	+/-3,880	3.0%	+/-0.4	19,731	+/-3,333	70.7%	+/-5.5	8,175	+/-1,746	29.3%	+/-5.5
65 years old and over	13,732	+/-2,210	1.5%	+/-0.2	8,277	+/-1,517	60.3%	+/-6.8	5,455	+/-1,368	39.7%	+/-6.8
Asian and Pacific Island languages	21,654	+/-2,750	2.4%	+/-0.3	13,422	+/-2,551	62.0%	+/-6.3	8,232	+/-1,351	38.0%	+/-6.3
5 to 17 years old	2,502	+/-1,076	0.3%	+/-0.1	2,247	+/-1,079	89.8%	+/-10.0	255	+/-226	10.2%	+/-10.0
18 to 64 years old	15,401	+/-1,954	1.7%	+/-0.2	9,846	+/-1,773	63.9%	+/-6.8	5,555	+/-1,147	36.1%	+/-6.8
65 years old and over	3,751	+/-570	0.4%	+/-0.1	1,329	+/-519	35.4%	+/-11.6	2,422	+/-497	64.6%	+/-11.6
Other languages	5,909	+/-2,251	0.6%	+/-0.2	4,081	+/-1,630	69.1%	+/-16.9	1,828	+/-1,338	30.9%	+/-16.9
5 to 17 years old	1,338	+/-1,005	0.1%	+/-0.1	1,338	+/-1,005	100.0%	+/-14.0	0	+/-221	0.0%	+/-14.0
18 to 64 years old	3,710	+/-1,678	0.4%	+/-0.2	2,144	+/-801	57.8%	+/-21.6	1,566	+/-1,317	42.2%	+/-21.6
65 years old and over	861	+/-350	0.1%	+/-0.1	599	+/-294	69.6%	+/-23.9	262	+/-242	30.4%	+/-23.9
CITIZENS 18 YEARS AND OVER												
All citizens 18 years old and over	761,660	+/-3,590	(X)	(X)	735,158	+/-4,604	96.5%	+/-0.4	26,502	+/-2,710	3.5%	+/-0.4
Speak only English	673,139	+/-6,025	88.4%	+/-0.6	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	88,521	+/-4,928	11.6%	+/-0.6	62,019	+/-4,562	70.1%	+/-2.8	26,502	+/-2,710	29.9%	+/-2.8
Spanish	38,715	+/-3,314	5.1%	+/-0.4	27,723	+/-3,173	71.6%	+/-4.5	10,992	+/-1,799	28.4%	+/-4.5
Other languages	49,806	+/-4,103	6.5%	+/-0.5	34,296	+/-3,309	68.9%	+/-3.3	15,510	+/-2,082	31.1%	+/-3.3

Source: U.S. Census Bureau, 2016 American Community Survey 1-Year Estimates

Exhibit

B

Languages in Pinellas County, Florida (County)

Language Spoken At Home #1

Percentage of the total population living in households in which a given language is spoken at home.

Scope: population of Florida and Pinellas County

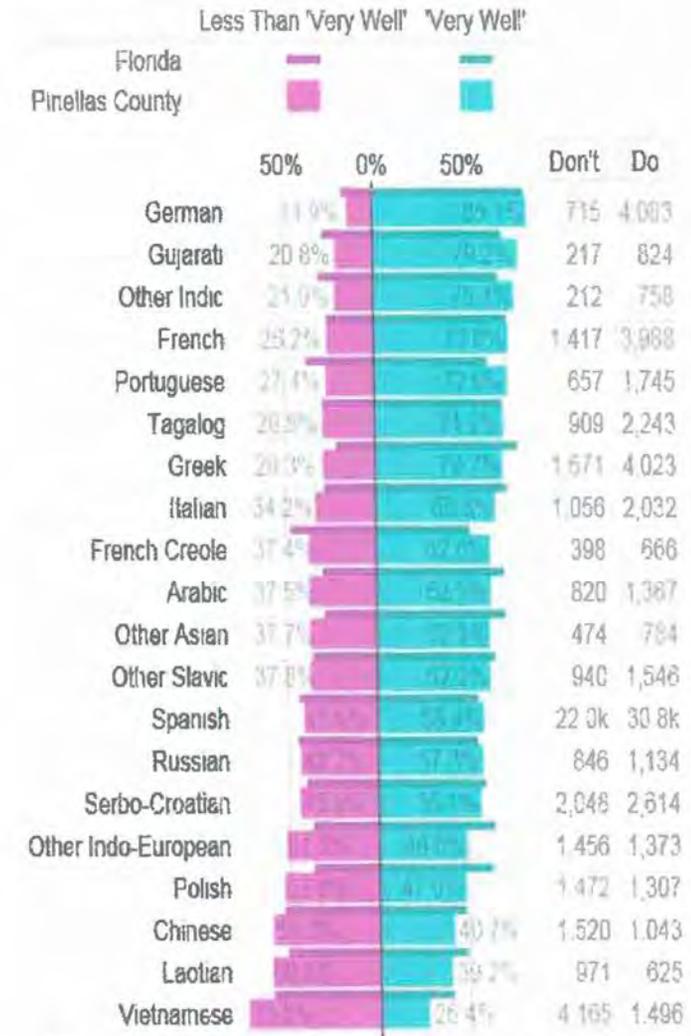


Count: number of people speaking given language at home

Speaking English 'Very Well' #2

Percentage of people living in households in which a given language is spoken at home.

Scope: population of Florida and Pinellas County



Don't: number of people that don't speak English 'very well'

Do: number of people that do speak English 'very well'

Exhibit

C

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: County Administrator

Department: Airport

Name of Person Completing Form: Thomas R. Jewsbury

Email of Person Completing Form: Jewsbury@fly2pie.com

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input type="checkbox"/> Electronically (e.g. email or website) <input type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):</p>
<p>3. How does your department identify LEP individuals?</p>	<p><input checked="" type="checkbox"/> Assume limited English proficiency if communication seems impaired <input type="checkbox"/> Respond to individual request for language assistance services <input checked="" type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input checked="" type="checkbox"/> Use of "I Speak" language cards or posters <input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: BCC

Department: Animal Services

Name of Person Completing Form: Sandra Singletary

Email of Person Completing Form: SSingletary@pinellascounty.org

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input checked="" type="checkbox"/> Electronically (e.g. email or website) <input checked="" type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):</p>
<p>3. How does your department identify LEP individuals?</p>	<p><input checked="" type="checkbox"/> Assume limited English proficiency if communication seems impaired <input type="checkbox"/> Respond to individual request for language assistance services <input checked="" type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input checked="" type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

**Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist**

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: Board of County Commissioners

Department: Convention and Visitors Bureau

Name of Person Completing Form: Teri Tuxhorn

Email of Person Completing Form: Teri@visitspc.com

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p> <p><small>*Our Latin Sales Dept. corresponds regularly in Spanish and Portuguese. We also have marketing and PR reps in China and Europe.</small></p>	<p><input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input checked="" type="checkbox"/> Electronically (e.g. email or website) <input checked="" type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):</p>
<p>3. How does your department identify LEP individuals?</p>	<p><input checked="" type="checkbox"/> Assume limited English proficiency if communication seems impaired <input checked="" type="checkbox"/> Respond to individual request for language assistance services <input checked="" type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on:</p> <p>a. The number of LEP individuals that you serve?</p> <p>b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>The CVB has websites in German, Spanish and Portuguese languages.</p>

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: Board of County Commissioners

Department: Development Review Services

Name of Person Completing Form: Blake Lyon

Email of Person Completing Form: blyon@pinellascounty.org

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input checked="" type="checkbox"/> Electronically (e.g. email or website) <input checked="" type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):</p>
<p>3. How does your department identify LEP individuals?</p>	<p><input checked="" type="checkbox"/> Assume limited English proficiency if communication seems impaired <input checked="" type="checkbox"/> Respond to individual request for language assistance services <input checked="" type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input checked="" type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

**Pinellas County Office of Human Rights
Limited English Proficient (LEP) Individuals
Preliminary Checklist**

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: SCC

Department: EMS + FIRE ADMINISTRATION

Name of Person Completing Form: CRAIG HARE, DIRECTOR

Email of Person Completing Form: CHARE@PINELLASCOUNTY.ORG

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input checked="" type="checkbox"/> Electronically (e.g. email or website) <input checked="" type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):</p>
<p>3. How does your department identify LEP individuals?</p>	<p><input checked="" type="checkbox"/> Assume limited English proficiency if communication seems impaired <input checked="" type="checkbox"/> Respond to individual request for language assistance services <input checked="" type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input checked="" type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input checked="" type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p align="center"><i>RARE OCCURRENCE</i></p> <p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: BCC

Department: Human Services

Name of Person Completing Form: Lourdes Benedict

Email of Person Completing Form: Lbenedict@pinellascounty.org

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input checked="" type="checkbox"/> Electronically (e.g. email or website) <input checked="" type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):</p>
<p>3. How does your department identify LEP individuals?</p>	<p><input checked="" type="checkbox"/> Assume limited English proficiency if communication seems impaired <input checked="" type="checkbox"/> Respond to individual request for language assistance services <input checked="" type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input checked="" type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input checked="" type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@pinellas.org

Appointing Authority: Board of County Commissioners

Department: Marketing & Communications

Name of Person Completing Form: Barbra Hernández

Email of Person Completing Form: bhernandez@pinellascounty.org

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input checked="" type="checkbox"/> Electronically (e.g. email or website) <input checked="" type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):</p>
<p>3. How does your department identify LEP individuals?</p>	<p><input checked="" type="checkbox"/> Assume limited English proficiency if communication seems impaired <input checked="" type="checkbox"/> Respond to individual request for language assistance services <input checked="" type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input checked="" type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input checked="" type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>

Spanish, Vietnamese

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: BCC / County Administrator

Department: Office of Management + Budget

Name of Person Completing Form: Bill Berger

Email of Person Completing Form: bberger@pinellascounty.org

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input checked="" type="checkbox"/> Electronically (e.g. email or website) <input checked="" type="checkbox"/> Via correspondence <input checked="" type="checkbox"/> Other (Please specify): <u>Website</u></p>
<p>3. How does your department identify LEP individuals?</p>	<p><input type="checkbox"/> Assume limited English proficiency if communication seems impaired <input type="checkbox"/> Respond to individual request for language assistance services <input type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input checked="" type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

**Pinellas County Office of Human Rights
Limited English Proficient (LEP) Individuals
Preliminary Checklist**

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: BCC

Department: Parks & Conservation Resources

Name of Person Completing Form: P. Cozzie

Email of Person Completing Form: pcozzie@pinellascounty.org

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input checked="" type="checkbox"/> Electronically (e.g. email or website) <input type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):</p>
<p>3. How does your department identify LEP individuals?</p>	<p><input checked="" type="checkbox"/> Assume limited English proficiency if communication seems impaired <input checked="" type="checkbox"/> Respond to individual request for language assistance services <input checked="" type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input checked="" type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: BACC

Department: Public Works

Name of Person Completing Form: Angela Powell

Email of Person Completing Form: apowell@pinellascounty.org

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input checked="" type="checkbox"/> Electronically (e.g. email or website) <input type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):</p>
<p>3. How does your department identify LEP individuals?</p>	<p><input type="checkbox"/> Assume limited English proficiency if communication seems impaired <input checked="" type="checkbox"/> Respond to individual request for language assistance services <input type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: County Administrator

Department: Purchasing

Name of Person Completing Form: Joe Laurio

Email of Person Completing Form: j.laurio@pinellascounty.org

1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Please describe the manner in which your department interacts with the public or LEP individuals:	<input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input checked="" type="checkbox"/> Electronically (e.g. email or website) <input checked="" type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):
3. How does your department identify LEP individuals?	<input checked="" type="checkbox"/> Assume limited English proficiency if communication seems impaired <input type="checkbox"/> Respond to individual request for language assistance services <input type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):
4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?	a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: County Administrator

Department: Regional 9-1-1

Name of Person Completing Form: Chuck Freeman

Email of Person Completing Form: cfreeman@pinellascounty.org

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input type="checkbox"/> Electronically (e.g. email or website) <input type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):</p>
<p>3. How does your department identify LEP individuals?</p>	<p><input type="checkbox"/> Assume limited English proficiency if communication seems impaired <input checked="" type="checkbox"/> Respond to individual request for language assistance services <input checked="" type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input checked="" type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No b. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: BCC

Department: REM

Name of Person Completing Form: Andrew W. Pupke

Email of Person Completing Form: apupke@pinellascounty.org

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input checked="" type="checkbox"/> Electronically (e.g. email or website) <input type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):</p>
<p>3. How does your department identify LEP individuals?</p>	<p><input checked="" type="checkbox"/> Assume limited English proficiency if communication seems impaired <input checked="" type="checkbox"/> Respond to individual request for language assistance services <input type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: BCC

Department: Risk Management

Name of Person Completing Form: Virginia E. Holscher, Director

Email of Person Completing Form: vholscher@pinellascounty.org

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p style="text-align: center;"><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p>We assist employee/claimants with their Workers Compensation injury. We work with County employees when they are involved in auto accidents. We assist the public with liability claims against the County. We deal with vendors for contracts and special events.</p>
<p>3. How does your department identify LEP individuals?</p>	<p>If they state they cannot understand us.</p>
<p>4. Does your department have a process to collect data on:</p> <p style="padding-left: 20px;">a. The number of LEP individuals that you serve?</p> <p style="padding-left: 20px;">b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: BCC

Department: Utilities - Engineering

Name of Person Completing Form: Kevin Becotte

Email of Person Completing Form: kbecotte@pinellascounty.org

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p style="text-align: center;"><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input checked="" type="checkbox"/> Electronically (e.g. email or website) <input checked="" type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):</p>
<p>3. How does your department identify LEP individuals?</p>	<p><input type="checkbox"/> Assume limited English proficiency if communication seems impaired <input type="checkbox"/> Respond to individual request for language assistance services <input type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input checked="" type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: BCC

Department: Utilities - Maintenance

Name of Person Completing Form: Alan Bollerbacher

Email of Person Completing Form: abollerba@pinellascounty.org

1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No				
2. Please describe the manner in which your department interacts with the public or LEP individuals:	<input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input type="checkbox"/> Electronically (e.g. email or website) <input type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):				
3. How does your department identify LEP individuals?	<input checked="" type="checkbox"/> Assume limited English proficiency if communication seems impaired <input type="checkbox"/> Respond to individual request for language assistance services <input checked="" type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):				
4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;">a. <input type="checkbox"/> Yes</td> <td style="width: 50%; border: none;"><input checked="" type="checkbox"/> No</td> </tr> <tr> <td style="border: none;">b. <input type="checkbox"/> Yes</td> <td style="border: none;"><input checked="" type="checkbox"/> No</td> </tr> </table>	a. <input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	b. <input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
a. <input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No				
b. <input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No				

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: BCC

Department: Utilities - Plant Operations

Name of Person Completing Form: James Dulaney

Email of Person Completing Form: jdulaney@pinellascounty.org

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input type="checkbox"/> Electronically (e.g. email or website) <input checked="" type="checkbox"/> Via correspondence <input checked="" type="checkbox"/> Other (Please specify): Education Program Tours - South Cross Bayou AWRF</p>
<p>3. How does your department identify LEP individuals?</p>	<p><input checked="" type="checkbox"/> Assume limited English proficiency if communication seems impaired <input type="checkbox"/> Respond to individual request for language assistance services <input checked="" type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: BCC

Department: Utilities - Water Quality Division

Name of Person Completing Form: Michelle Milford

Email of Person Completing Form: mmilford@pinellascounty.org

1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Please describe the manner in which your department interacts with the public or LEP individuals:	<input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input type="checkbox"/> Electronically (e.g. email or website) <input checked="" type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):
3. How does your department identify LEP individuals?	<input checked="" type="checkbox"/> Assume limited English proficiency if communication seems impaired <input type="checkbox"/> Respond to individual request for language assistance services <input checked="" type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):
4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?	a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: Pinellas County Clerk of the Circuit Court and Comptroller

Department: Board Records Department

Name of Person Completing Form: Norman D. Loy

Email of Person Completing Form: nloy@mypinellasclerk.org

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input checked="" type="checkbox"/> Electronically (e.g. email or website) <input checked="" type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):</p>
<p>3. How does your department identify LEP individuals?</p>	<p><input type="checkbox"/> Assume limited English proficiency if communication seems impaired <input checked="" type="checkbox"/> Respond to individual request for language assistance services <input checked="" type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input checked="" type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input checked="" type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: Ken Burke, Clerk of the Circuit Court and Comptroller

Department: Civil Court Records

Name of Person Completing Form: Rod Tabler

Email of Person Completing Form: rtaboer@mypinellasclerk.org

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input type="checkbox"/> Electronically (e.g. email or website) <input type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):</p>
<p>3. How does your department identify LEP individuals?</p>	<p><input checked="" type="checkbox"/> Assume limited English proficiency if communication seems impaired <input checked="" type="checkbox"/> Respond to individual request for language assistance services <input checked="" type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: Clerk of the Circuit Court and Comptroller

Department: Clerk's Accounting

Name of Person Completing Form: Brett Allmond

Email of Person Completing Form: ballmond@pinellascounty.org

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input checked="" type="checkbox"/> Electronically (e.g. email or website) <input type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):</p>
<p>3. How does your department identify LEP individuals?</p>	<p><input type="checkbox"/> Assume limited English proficiency if communication seems impaired <input type="checkbox"/> Respond to individual request for language assistance services <input type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input checked="" type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: Clerk of the Circuit Court and Comptroller
 Department: Clerk's Administration / Court and Operational
 Name of Person Completing Form: Teresa DeLido
 Email of Person Completing Form: tdeLido@myPinellasClerk.org

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input checked="" type="checkbox"/> Electronically (e.g. email or website) <input checked="" type="checkbox"/> Via correspondence <input checked="" type="checkbox"/> Other (Please specify): <u>TDD</u></p>
<p>3. How does your department identify LEP individuals?</p>	<p><input checked="" type="checkbox"/> Assume limited English proficiency if communication seems impaired <input checked="" type="checkbox"/> Respond to individual request for language assistance services <input checked="" type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input checked="" type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input checked="" type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: Clerk of the Circuit Court & Comptroller

Department: Clerk's Customer Information Center

Name of Person Completing Form: Velyn Anderson

Email of Person Completing Form: VAAnderson@mypinellasclerk.org

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input type="checkbox"/> Electronically (e.g. email or website) <input type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):</p>
<p>3. How does your department identify LEP individuals?</p>	<p><input checked="" type="checkbox"/> Assume limited English proficiency if communication seems impaired <input type="checkbox"/> Respond to individual request for language assistance services <input type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: Clerk of the Circuit Court and Comptroller

Department: Clerk's Printing and Mail Services

Name of Person Completing Form: Steve Stuardowski

Email of Person Completing Form: stuardowski@mypinellasclerk.org

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input type="checkbox"/> In-Person <input type="checkbox"/> Telephonically <input type="checkbox"/> Electronically (e.g. email or website) <input type="checkbox"/> Via correspondence <input checked="" type="checkbox"/> Other (Please specify): <u>N/A</u></p>
<p>3. How does your department identify LEP individuals?</p>	<p><input type="checkbox"/> Assume limited English proficiency if communication seems impaired <input type="checkbox"/> Respond to individual request for language assistance services <input type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input checked="" type="checkbox"/> Other (Please specify): <u>N/A</u></p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: Clerk of Court and Comptroller

Department: Court Assistance

Name of Person Completing Form: Cynthia Haumann

Email of Person Completing Form: chaumann@pinellasclerk.org

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input checked="" type="checkbox"/> Electronically (e.g. email or website) <input type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):</p>
<p>3. How does your department identify LEP individuals?</p>	<p><input type="checkbox"/> Assume limited English proficiency if communication seems impaired <input checked="" type="checkbox"/> Respond to individual request for language assistance services <input type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: Pinellas County Clerk of the Circuit Court & Comptroller

Department: Criminal Court Customer Service

Name of Person Completing Form: William Burgess

Email of Person Completing Form: wburgess@pinellasclerk.org

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input type="checkbox"/> Electronically (e.g. email or website) <input type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):</p>
<p>3. How does your department identify LEP individuals?</p>	<p><input checked="" type="checkbox"/> Assume limited English proficiency if communication seems impaired <input checked="" type="checkbox"/> Respond to individual request for language assistance services <input checked="" type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input checked="" type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: Clerk of the Court and Comptroller

Department: CCC: Criminal Court Records

Name of Person Completing Form: Jeffrey Tomeo, Asst Manager

Email of Person Completing Form: jatomeo@mypinellasclerk.org

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input checked="" type="checkbox"/> Electronically (e.g. email or website) <input checked="" type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):</p>
<p>3. How does your department identify LEP individuals?</p>	<p><input checked="" type="checkbox"/> Assume limited English proficiency if communication seems impaired <input checked="" type="checkbox"/> Respond to individual request for language assistance services <input checked="" type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

Pinellas County Office of Human Rights Limited
English Proficient (LEP) Individuals Preliminary
Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: **Ken Burke, Clerk of the Circuit Court and Comptroller**

Department: **Division of Inspector General**

Name of Person Completing Form: **Hector Collazo**

Email of Person Completing Form: **hcollazo@pinellascounty.org**

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p style="text-align: center;">Yes No Occasionally</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input type="checkbox"/> In-Person X Telephonically <input type="checkbox"/> Electronically (e.g. email or website) <input type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):</p>
<p>3. How does your department identify LEP individuals?</p>	<p><input type="checkbox"/> Assume limited English proficiency if communication seems impaired <input type="checkbox"/> Respond to individual request for language assistance services <input type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals X Other (Please specify):we refer to Hector who speaks some Spanish</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes X No b. <input type="checkbox"/> Yes X No</p>

**Pinellas County Office of Human Rights
Limited English Proficient (LEP) Individuals
Preliminary Checklist**

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Clerk of the Court

Appointing Authority: _____

Department: Probate Court Records

Name of Person Completing Form: Jerome D. Jordan

Email of Person Completing Form: jdjordan@pinellascounty.org

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input checked="" type="checkbox"/> Electronically (e.g. email or website) <input checked="" type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):</p>
<p>3. How does your department identify LEP individuals?</p>	<p><input checked="" type="checkbox"/> Assume limited English proficiency if communication seems impaired <input checked="" type="checkbox"/> Respond to individual request for language assistance services <input checked="" type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input checked="" type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

**Pinellas County Office of Human Rights
Limited English Proficient (LEP) Individuals
Preliminary Checklist**

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: Clerk of The Circuit Court & Comptroller

Department: Clerks Technology

Name of Person Completing Form: Rakash Patel

Email of Person Completing Form: rpatel@mypinellasclerk.org

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input type="checkbox"/> In-Person <input type="checkbox"/> Telephonically <input type="checkbox"/> Electronically (e.g. email or website) <input type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):</p>
<p>3. How does your department identify LEP individuals?</p>	<p><input type="checkbox"/> Assume limited English proficiency if communication seems impaired <input type="checkbox"/> Respond to individual request for language assistance services <input type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: Ken Burke

Department: Jury Service

Name of Person Completing Form: Sharon Winckler

Email of Person Completing Form: swinckler@mypinellasclerk.org

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input checked="" type="checkbox"/> Electronically (e.g. email or website) <input checked="" type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):</p>
<p>3. How does your department identify LEP individuals?</p>	<p><input checked="" type="checkbox"/> Assume limited English proficiency if communication seems impaired <input checked="" type="checkbox"/> Respond to individual request for language assistance services <input checked="" type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: Clerk of the Circuit Court & Comptroller

Department: North County Branch Office

Name of Person Completing Form: Chad Totten

Email of Person Completing Form: ctotten@mypinellasclerk.org

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input checked="" type="checkbox"/> In-Person <input type="checkbox"/> Telephonically <input type="checkbox"/> Electronically (e.g. email or website) <input type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):</p>
<p>3. How does your department identify LEP individuals?</p>	<p><input checked="" type="checkbox"/> Assume limited English proficiency if communication seems impaired <input checked="" type="checkbox"/> Respond to individual request for language assistance services <input type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: Clerk of the Circuit Court Comptroller

Department: Recording Services/Official Records

Name of Person Completing Form: Nancy Dickman

Email of Person Completing Form: ndickman@my pinellasclerk.org

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input type="checkbox"/> Electronically (e.g. email or website) <input type="checkbox"/> Via correspondence Other (Please specify):</p>
<p>3. How does your department identify LEP individuals?</p>	<p><input checked="" type="checkbox"/> Assume limited English proficiency if communication seems impaired <input checked="" type="checkbox"/> Respond to individual request for language assistance services <input checked="" type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input checked="" type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: Clerk of the Circuit Court and Comptroller

Department: RECORDS MANAGEMENT

Name of Person Completing Form: SANDRA TULLER

Email of Person Completing Form: stuller@my.pinellasclerk.org

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input checked="" type="checkbox"/> Electronically (e.g. email or website) <input checked="" type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):</p>
<p>3. How does your department identify LEP individuals?</p>	<p><input type="checkbox"/> Assume limited English proficiency if communication seems impaired <input type="checkbox"/> Respond to individual request for language assistance services <input type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input checked="" type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input checked="" type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: Ken Burke, Clerk of the Circuit Court & Comptroller

Department: St. Petersburg Branch

Name of Person Completing Form: Wanda Bryant

Email of Person Completing Form: wbryant@mypinellasclerk.org

1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Please describe the manner in which your department interacts with the public or LEP individuals:	<input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input type="checkbox"/> Electronically (e.g. email or website) <input checked="" type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):
3. How does your department identify LEP individuals?	<input checked="" type="checkbox"/> Assume limited English proficiency if communication seems impaired <input checked="" type="checkbox"/> Respond to individual request for language assistance services <input checked="" type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input checked="" type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):
4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?	a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: Office of Ken Burke, Clerk of the Circuit Court & Comptroller

Department: Tyrone Branch

Name of Person Completing Form: Vanessa Collins

Email of Person Completing Form: vcollins@myPinellasclerk.org

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input checked="" type="checkbox"/> In-Person <input type="checkbox"/> Telephonically <input checked="" type="checkbox"/> Electronically (e.g. email or website) <input type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):</p>
<p>3. How does your department identify LEP individuals?</p>	<p><input checked="" type="checkbox"/> Assume limited English proficiency if communication seems impaired <input type="checkbox"/> Respond to individual request for language assistance services <input type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: Property Appraiser

Department: _____

Name of Person Completing Form: Erin Moore

Email of Person Completing Form: emoore@pcpao.org

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input checked="" type="checkbox"/> Electronically (e.g. email or website) <input checked="" type="checkbox"/> Via correspondence <input checked="" type="checkbox"/> Other (Please specify): <i>BROCHURES</i></p>
<p>3. How does your department identify LEP individuals?</p>	<p><input checked="" type="checkbox"/> Assume limited English proficiency if communication seems impaired <input checked="" type="checkbox"/> Respond to individual request for language assistance services <input checked="" type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input type="checkbox"/> Other (Please specify):</p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

Pinellas County Office of Human Rights
 Limited English Proficient (LEP) Individuals
 Preliminary Checklist

Please complete and return to Paul Valenti at pvalenti@co.pinellas.fl.us

Appointing Authority: Charles W. Thomas

Department: Tax Collector

Name of Person Completing Form: Rose DiGennaro

Email of Person Completing Form: rdigennaro@taxcollect.com

<p>1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Please describe the manner in which your department interacts with the public or LEP individuals:</p>	<p><input checked="" type="checkbox"/> In-Person <input checked="" type="checkbox"/> Telephonically <input checked="" type="checkbox"/> Electronically (e.g. email or website) <input checked="" type="checkbox"/> Via correspondence <input type="checkbox"/> Other (Please specify):</p>
<p>3. How does your department identify LEP individuals?</p>	<p><input checked="" type="checkbox"/> Assume limited English proficiency if communication seems impaired <input type="checkbox"/> Respond to individual request for language assistance services <input checked="" type="checkbox"/> Self-identification by the non-English speaker of LEP individual <input checked="" type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person <input type="checkbox"/> Use of "I Speak" language cards or posters <input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints) <input type="checkbox"/> We have not identified non-English speakers or LEP individuals <input checked="" type="checkbox"/> Other (Please specify): <u>Customers bring interpreters with them</u></p>
<p>4. Does your department have a process to collect data on: a. The number of LEP individuals that you serve? b. The primary languages spoken by LEP individuals that you serve?</p>	<p>a. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No b. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

Exhibit

D

Requests for Translation Services – Sixth Judicial Circuit

Month - Year	Number of Events and Duration								Translations
	Spanish		Haitian-Creole		Other		Sign		# of pages
	Events	Duration	Events	Duration	Events	Duration	Events	Duration	
Oct-16	271	150:07	2	4:54	21	31:08	12	36:26	0
Nov-16	304	175:44	3	5:10	39	71:23	14	55:39	0
Dec-16	240	123:55	2	5:35	30	42:26	12	52:10	0
Jan-17	325	194:04	1	3:30	27	53:07	13	38:30	2
Feb-17	195	131:32	0	0	2	3:15	12	47:15	0
Mar-17	414	283:30	5	10:05	59	93:59	5	18:45	0
Apr-17	348	216:34	1	2:00	46	77:26	25	94:35	2
May-17	301	245:43	4	10:02	32	60:48	11	48:49	0
Jun-17	356	268:13	3	5:45	35	65:35	11	29:06	0
Jul-17	279	179:40	1	2:20	26	42:10	8	15:40	0
Aug-17	331	282:32	3	3:54	32	53:13	16	44:59	0
Sep-17	250	151:38	2	3:35	35	48:56	47	148:03	0
Total	3614	2403:12	27	56:50	384	643:26	186	629:57	4

Exhibit

E

Appointing Authorities

Appoint Liaisons
to PCOHR

OHR Consults on “Four Factor” Analysis,
“Important Information” and “Vital
Documents” for LEP Compliance

OHR Provides Training to
Liaisons from Appointing
Authorities - Especially on
Protocols for Language Line

Liaisons from Appointing Authorities Train Staff

Data Obtained for
Continued “Four
Factor” Analysis

OHR Continues “Four Factor” Analysis,
Provides Updates on Languages for
which “Vital Information” of “Important
Services” are Mandated.

Exhibit

F

LANGUAGE IDENTIFICATION FLASHCARD

ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.

1. Arabic

Խնդրում ենք նշում կատարելք այս քառակուսում,
եթե խոսում կամ կարդում եք հայերեն:

2. Armenian

যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্স দাগ দিন।

3. Bengali

ឈ្លូមបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។

4. Cambodian

Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.

5. Chamorro

如果你能读中文或讲中文，请选择此框。

6. Simplified Chinese

如果你能讀中文或講中文，請選擇此框。

7. Traditional Chinese

Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.

8. Croatian

Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.

9. Czech

Kruis dit vakje aan als u Nederlands kunt lezen of spreken.

10. Dutch

Mark this box if you read or speak English.

11. English

اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.

12. Farsi

- | | | |
|--------------------------|--|-----------------------|
| <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 kazyè 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 thiab hais lus Hmoob. | 18. Hmong |
| <input type="checkbox"/> | Jelölje meg ezt a kockát, ha megérta vagy beszéli a magyar nyelvet. | 19. Hungarian |
| <input type="checkbox"/> | Markaam daytoy nga kahon no makabasa wenno makasaoka 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"/> | ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ. | 24. Laotian |
| <input type="checkbox"/> | Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim. | 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 квадратик 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 kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog. | 32. Tagalog |
| <input type="checkbox"/> | ให้กาเครื่องหมายลงในช่องดำผ่านถ่านหรือชุกภาษาไทย. | 33. Thai |
| <input type="checkbox"/> | Maaka '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. Ukrainian |
| <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 quý vị biết đọc và nói được Việt Ngữ. | 37. Vietnamese |
| <input type="checkbox"/> | באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש. | 38. Yiddish |