

# **Exhibit 14**

# LIMITED ENGLISH PROFICIENCY PLAN

City and County of Honolulu

Office of Climate Change, Sustainability and Resiliency



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## I. INTRODUCTION

This Limited English Proficiency Plan has been prepared to address the City and County of Honolulu Office of Climate Change, Sustainability and Resiliency's (CCSR) responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42U.S.C.2000d, et seq., and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, titled *Improving Access to Services for Persons with Limited English Proficiency*, indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including CCSR.

## II. PLAN SUMMARY

CCSR has developed this Limited English Proficiency Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to accept services provided. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, the ways which assistance may be provided, staff training and how to notify LEP persons that assistance is available.

In order to prepare this plan, CCSR used the four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served at CCSR.
2. The frequency with which LEP persons come in contact with CCSR services.
3. The nature and importance of services provided by CCSR to the LEP population.
4. The interpretation services available to CCSR and overall cost to provide LEP assistance.

A summary of the results of the four-factor analysis is in Section III.

## III. FOUR-FACTOR ANALYSIS

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

CCSR staff reviewed data on limited English speaking proficiency from the 2016-2020 American Community Survey 5-year estimates. The data indicated 248,170 of the City and County of Honolulu's (City) residents five years and older speak a language other than English. This is approximately 27% of the City's total resident population. Of those individuals, a total of 114,679 speak English "less than very well". This means roughly 12.5% of the City's total resident population speaks English less than very well.

Asian and Pacific Islander languages make up the largest proportion of speakers of a language other than English with 215,718 residents (23.5% of the City's total population); and 109,236 of those individuals speak English less than well (11.9% of the City's total population). Other significant language groups

include 17,683 residents who speak Spanish and 9,926 residents who speak other Indo-European languages.

## **2. The frequency with which LEP persons come in contact with CCSR.**

CCSR staff reviewed the frequency with which staff have, or might have, contact with LEP persons. This includes documenting phone inquiries, emails, office visits or notification at CCSR events. To date, CCSR has had at least 40 LEP persons utilize Interpretation services. This was over an approximate 2-month period and was in response to a specific event.

## **3. The nature and importance of services provided by CCSR to the LEP population.**

Services provided by CCSR most likely to be encountered by LEP individuals are largely informational. Services are related to the Office's areas of work and vary from actionable programs to publications and policies. Access to actionable programs are provided on the CCSR website as links to other agency or private services offered to assist the community in addressing climate change impacts. CCSR publications focus on the City's efforts to increase sustainability and resiliency from climate change impacts either through policy or City actions that may directly or indirectly impact community members. Because of the office's broad program scopes, it is possible CCSR will encounter LEP individuals referred from other City departments or organizations.

## **4. The resources available to CCSR and cost to provide LEP assistance.**

CCSR reviewed its available resources for providing LEP assistance. The City is a participating agency in a National Association of State Procurement Officials (NASPO). NASPO provides on-demand phone interpretation, remote video interpreting and document translation, at no cost to the recipients, 365-days a year, 24-hours a day. Additional no cost services to recipients for oral, written, specialty languages, and sign language are also available to CCSR through City Master Agreements with Helping Hands Hawaii and Language Services Hawaii, LLC. When services are needed and/or a request is received, the CCSR Budget & Operations Specialist coordinates with the City's Equal Opportunity Office (EOO) staff to utilize the NASPO or Master Agreement resources to provide the necessary services. Additionally, the CCSR website provides an embedded translation option revising the content to the selected alternative language.

# **IV. PLAN IMPLEMENTATION**

## **A. Identifying LEP Individuals Who Need Language Assistance**

A person who does not speak English as their primary language and who has a limited ability to read, write, speak or understand English may be a LEP person and entitled to language assistance with respect to CCSR services. Language assistance can include interpretation and/or translation. Interpretation means oral or spoken transfer of a message from one language into another and translation means the written transfer of a message from one language into another.

How CCSR staff may identify an LEP person who needs language assistance:

- Through the CCSR non-discrimination policy provided on the Office's website and event announcements.
- CCSR will post notice of the LEP Plan and the availability of interpretation or translation services free of charge in languages identified as having the largest proportions of LEP persons in the county.
- CCSR staff will be provided with "I Speak" cards to bring to events and assist in identifying the language interpretation needed if the occasion arises. They have been

made available to staff and can also be accessed at <https://health.hawaii.gov/ola/i-speak-language-cards/>

#### **B. Language Assistance Measures**

CCSR has language assistance measures available to LEP persons, including both written and oral. There is also a designated CCSR staff member available to respond to request for services, whether they are in person, by phone or in writing.

- CCSR's website offers an embedded translation option
- When an interpreter or translator is needed and/or requested, CCSR's designated staff will work with City EOO staff to access language assistance services provided by through the NASPO contract or the Master Service Agreements with Helping Hands Hawaii and Language Services Hawaii, LLC.
- Network with other departments and program partners that provide services to LEP persons and seek opportunities to provide information on CCSR programs, publications and policies.

#### **C. Staff Training**

The following training will be provided to CCSR staff:

- Information on the Title VI Policy and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of the "I Speak" cards.
- Documentation of language assistance requests.
- Information on including notification of the LEP plan in event announcements.
- Information on how to handle a potential Title VI/LEP complaint.

#### **D. Translation of Vital Documents**

Due to CCSR's limited public interface in an office setting, a formal LEP Plan outreach procedure is not in place. Currently, the Office's website includes an embedded translation option revising its content to the selected alternative language. Additionally, the website includes information on how to request translation services and a copy of the LEP Plan.

When staff prepares a document or schedules an event for an audience that is expected to include LEP individuals CCSR will take reasonable steps to provide corresponding documents, event notices, and agendas in alternatives languages based on the known LEP population.

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

The following methods will be used to disseminate CCSR's LEP Plan:

- Provide a QR code or link to the CCSR website in event announcements notifying LEP persons of the Plan and how to access language services.
- A description and link to the CCSR LEP Plan on the CCSR website at <https://www.resilientoahu.org/diversity>
- LEP persons may request copies of the LEP Plan translated accordingly via email, phone or mail.

### **V. MONITORING AND UPDATING THE LEP PLAN**

CCSR will update the LEP Plan as required. At a minimum, the plan will be reviewed and updated when data from the most recent US Census is available, or when it is clear that higher concentrations of LEP individuals are present in the CCSR service area. Updates will include the following:

- Determination of the current LEP population in the service area.
- The number of documented LEP person contacts made annually.
- Determination as to whether the need for translation services has changed.
- Determination as to whether local language assistance programs have been effective and sufficient to meet the need.

## VI. FILING DISCRIMINATION COMPLAINTS

Any person who believes they have been discriminated against under Title VI/related statutes they may file a complaint with the City and County of Honolulu or directly with CCSR within 60 days of the date of the alleged discrimination, unless otherwise specified by applicable federal regulations. A downloadable complaint form is provided in English on the CCSR website. Individuals with disabilities or limited English proficiency may request assistance, if needed, with completing the form and during the complaint process. The process to arrange this assistance is described in the CCSR non-discrimination policy.

Complaints may be filed with CCSR via email at [resilientoahu@honolulu.gov](mailto:resilientoahu@honolulu.gov) or by phone at (808) 768-2277 Monday through Friday from 8:00am to 4:00pm. Complaints may be mailed to CCSR or the City and County of Honolulu's Equal Opportunity Office at the following address:

- 1) City and County of Honolulu, Office of Climate Change, Sustainability and Resiliency  
Attention: Budget & Operations Specialist  
650 South King Street, 11th Floor  
Honolulu, HI 96813
- 2) City and County of Honolulu, Equal Opportunity Office  
925 Dillingham Blvd., Suite 180  
Honolulu, HI 96817

Complaints may be filed anonymously. However, a name and method of contact is required to provide updates on the complaint. All complaints received will be reviewed by the Budget & Operations Specialist and City EO Program staff.

Collectively, the Budget & Operations Specialist and City EOO staff will investigate a formal complaint within ten (10) working days of receipt. With the support of City EOO staff, the Budget & Operations Specialist will diligently attempt to respond to a complaint within 60 working days of its receipt. In some cases, investigations and responses may require more time than those described here.

CCSR will not tolerate intimidation, threats, coercion, or discrimination against persons for the purpose of interfering with any right or privilege guaranteed under law or regulations, or because the person has filed a complaint or has testified, assisted, or participated in any way in an investigation, proceeding, or hearing or has opposed any office action or decision.