



**OREGON
DEPARTMENT OF
AGRICULTURE**

Protect. Promote. Prosper.

Food Safety Animal Health
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Oregon.gov/ODA

Date: 8/28/2023

Oregon Department of Agriculture-State Meat Inspection
LIMITED ENGLISH PROFICIENCY (LEP) PLAN

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Guidance/Resources

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INTRODUCTION

Most individuals living in the United States read, write, speak, and understand English. There are many individuals, however, for whom English is not their primary language. According to the 2022 US Census, American Community Survey (ACS) data, Oregon has a Hispanic population of approximately 14.4% in 2021.

The 2017 ACS data shows that among those 5 years and older in Oregon, 5.5%, or 215,262 individuals, reported that they spoke English less than “very well.” The 2021 ACS data also documented that 15.3% of Oregon’s population speaks a language other than English at home.

DEFINITIONS/KEY TERMS

Agency - The departmental program with delegated authority to deliver programs, activities, benefits, and services.

Certified Interpreter – An individual who has passed an examination administered by a knowledgeable authority.

Discrimination – The unfavorable treatment or consideration of, or making a distinction in favor of or against, a person based on the group, class, or category to which that person belongs rather than on individual merit.

Federally Assisted Program – All programs and operations of entities that receive assistance from the Federal government.

Interpretation – Listening to communication in one language and orally converting it to another language while retaining the same meaning.

Language Access – Efforts to make programs and services accessible to individuals who are not proficient in English.

Language Assistance Services – Interpretation or translation services that assist Limited English Proficient individuals in understanding or communicating in another language.

Limited English Proficiency Person – An individual wherein English is not his/her primary language and who has a limited ability to speak, write, or understand English.

Translation – The process of transferring ideas expressed in written form from one language to another.

Translator – A person who converts language into an alternative form of communication, so it is understandable to persons who communicate differently.

Vital Document – Paper or electronic written material that contains information that is critical for accessing a program or activity, or is required by law, such as consent forms, applications, and notices of rights.



PURPOSE OF THE LEP PLAN

The Oregon Department of Agriculture (ODA), State Meat Inspection Program, as a recipient of funding from the United States Department of Agriculture-Food Safety Inspection Service (USDA-FSIS), must assure that Limited English Proficient (LEP) people have meaningful language assistance by reasonable means when using ODA services, or services provided by recipients of federal funds through ODA. Funding assistance from USDA-FSIS requires a plan for providing this meaningful access in accordance with Title VI of the Civil Rights Act of 1964 and implementing regulations.

This plan was developed to provide guidelines and resources that will ensure that ODA is fulfilling its commitment to the LEP public. ODA will keep a copy of the Limited English Proficiency (LEP) Plan on file and also attach a copy to its website.

AUTHORITY

Executive Order (EO) 13166 – Improving Access to Services for Persons with Limited English Proficiency, August 2000 is directed at implementing the protections afforded by Title VI of the Civil Rights Act of 1964 and related regulations. Accordingly, it prohibits recipients of federal financial assistance from discriminating based on national origin by failing to provide meaningful access to services to individuals who are LEP. This protection requires that LEP persons be provided an equal opportunity to benefit from or have access to services that are normally provided in English.

The Oregon Legislative Policy and Research Office (LPRO) also maintains a map of LEP and ADA persons within the state. The LPRO site can be reached by clicking the following link:

<https://storymaps.arcgis.com/stories/903785a4869e4cb8a34b4c22320658c6>

Number or Proportion of People

Analysis of 2021 U.S. Census Bureau American Community Survey (ACS) data for the State of Oregon identifies that Oregon has a total population of 4,035,825 person. Of this total, Hispanic is identified as the largest minority group in Oregon, with 14.4% identifying as Hispanic.

The data also documents that of all languages, approximately 6.7% of residents identify as requiring some manner of LEP assistance.

See US Census Chart for Oregon: B16001.

<https://data.census.gov/table?q=B16001+&g=040XX00US41&tid=ACSDT1Y2021.B16001>

Available Resources and Cost

ODA strives to provide immediate translation services if requested. Providing translators on the premises may be appropriate in some circumstances however, written translation, access to centralized interpreter language lines, or mobilizing staff to provide services maybe appropriate in other situations. “Reasonable steps” may cease to be reasonable where available resources and the costs imposed substantially exceed the benefits in light of the factors outlined in the U.S. Department of Justice (DOJ), LEP Guidance.

Along with all State agencies, ODA has its external internet site available on the State of Oregon site. The State internet allows a user to access agency web content in 26 different languages. Web-based LEP solutions can provide LEP individuals access to vital information and provide a resource to access contacts or other resources within an agency.



Oral Language Assistance

The Oregon Department of Agriculture (ODA) is committed to providing LEP persons with oral language assistance at public service counters or when telephone contact is appropriate. Such assistance may take the form of bilingual staff, contracting with an outside interpreter service or the use of voluntary community interpreters who are skilled and competent in interpreting.

ODA maintains the employment of bilingual staff in the agency and its programs, when feasible, where the percentage of LEP customers or potential customers is statistically significant, or where the frequency of contact with such persons will provide for efficient and effective communication.

There are two main ways to provide language services: 1) oral interpretation either in person or via telephone interpretation services; 2) written translation services.

ODA utilizes a “Tiered” system to provide language services.

TIER 1: In-house services- ODA has designated persons on staff that are proficient in translating both oral and written material from English to Spanish. When services are needed, ODA will utilize tier 1 staff if available to perform the translation services.

TIER 2: Outside services- ODA also has a fee for service procurement agreement with IRCO-International Language Bank, for tier 2 translation services. Their website can be reached at www.IRCO.org

Notification of Availability of Language Assistance Services

LEP persons have the right to free language assistance in their spoken language. Divisions, agencies and programs are responsible for informing the public of this right. Language identification cards or posting signs in public areas are methods that can be used to provide notice (see the printable “I Speak Booklet” attached in Appendix B. Published and distributed notices of public involvement activities and events should have information available on how LEP individuals can obtain translated material or how they can request an interpreter at the event. This should always be applied if LEP analysis shows that LEP populations are stakeholders in the subject matter that will be presented.

A notice in Spanish regarding Title VI, ADA, and LEP policy and information on how to access services is available in Appendix C. This notice in English and Spanish is posted in the main lobby or other areas of ODA facilities that are accessible to the public, and which are likely to have LEP traffic.

A resource is provided in Appendix D for suggested language to use for Title VI and ADA notices in publications and communications. This notice language is available in English and Spanish.

Translation of Written Materials

It is appropriate to have written materials that are routinely provided in English to applicants, customers, and the general public translated into language that are regularly encountered. The translation of vital documents into languages other than English is particularly important where a significant number or percentage of customers served or who are eligible to be served have limited English proficiency. Written materials include electronic documents and websites. “Vital Documents” are documents that convey information that critically affects the ability of the recipient/customer to make decisions about his/or her participation in the program. Examples of vital documents include, but are not limited to: applications, public notices, consent forms, letters containing important information regarding participation in a program, eligibility rules, notices pertaining to the reduction, denial or termination of services or benefits, right to appeal, notices advising of the availability of language assistance, and outreach and community education materials. It is recommended that programs develop criteria for deciding which documents are vital thereby subject to translation.



Translating documents to a fourth (4th) grade literacy level ensures the targeted audience understands the information. Community based organizations or focus groups can assist with testing translations for language and literacy level appropriateness.

Responding to a Complaint

It is always necessary to notify the appropriate senior manager if an issue over LEP services has occurred. The senior manager's first responsibility is to attempt to provide the need and services in the most expedient manner. ODA's Title VI Program Manager Mr. Rusty Rock, shall be apprised of the issue as soon as possible and consulted with to determine the effectiveness of the response and what potential next steps need to be taken. A formal Title VI complaint involves a well-defined complaint process that needs to be adhered to and requires the involvement of the Office of Civil Rights. If the complaint meets the criteria and definition of what is defined as discrimination, then the complaint needs to be forwarded to the appropriate federal agency for investigation as required by law.

US Department of Justice Limited English Proficiency Website:

<https://www.lep.gov/>

US Department of Justice Civil Rights Division:

<https://www.justice.gov/crt>

U.S. Department of Justice Clarifying Memorandum, dated October 26, 2001:

<https://www.lep.gov/sites/lep/files/resources/Oct26memorandum.pdf>

Please contact:

ODA Food Safety Animal Health, Program Director Mr. Rusty Rock

635 Capitol St NE, Salem, OR 97301-2532

503-986-4720

Foodsafety@oda.oregon.gov

TTY 711

Internet Relay: <http://www.ODA.Oregon.gov>

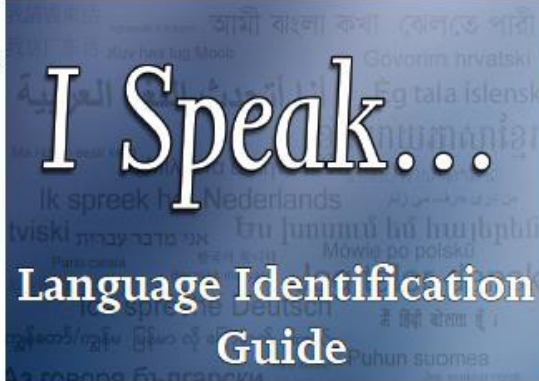
PHONE (503) 986-4720


FAX (503) 986-4729



APPENDIX B: I SPEAK Poster

United States Census 2000 Language Identification Booklet (Appendix B): <https://www.lep.gov/sites/lep/files/media/document/2020-02/crcl-i-speak-booklet.pdf>




<p>A</p> <p>Amharic አኔ አማርኛ ነው ምናልባትው</p> <p>Arabic أنا أتحدث اللغة العربية</p> <p>Armenian Ես խոսում եմ հայերեն</p> <hr/> <p>B</p> <p>Bengali আমি বাংলা কথা বলতে পারি</p> <p>Bosnian Ja govorim bosanski</p> <p>Bulgarian Аз говоря български</p> <p>Burmese ကျွန်တော်/ကျွန်း ငြိမ်း ချီ ချိတတော် ဝါတော်</p> <hr/> <p>C</p> <p>Cambodian ខ្ញុំនិយាយភាសាខ្មែរ</p> <p>Canonese 我講廣東話 (Traditional) 我讲广东话 (Simplified)</p> <p>Catalan Parlo català</p> <p>Croatian Govorim hrvatski</p> <p>Czech Mluvím česky</p> <hr/> <p>D</p> <p>Danish Jeg taler dansk</p> <p> Dari من دری حرف می زنم</p> <p> Dutch Ik spreek het Nederlands</p> <hr/> <p>E</p> <p>Estonian Ma räägin eesti keelt</p> <hr/> <p>F</p> <p>Finnish Puhun suomea</p> <p>French Je parle français</p> <hr/> <p>G</p> <p>German Ich spreche Deutsch</p> <p>Greek Μιλώ το ελληνικά</p> <p>Gujarati હું ગુજરાતી બોલું છું</p> <hr/> <p>H</p> <p>Haitian Creole M pale kretyòl ayisyen</p> <p>Hebrew אני מדבר עברית</p> <p>Hindi मैं हिन्दी बोलता हूँ।</p> <p>Hmong Kuv has lug Moob</p> <p>Hungarian Beszélök magyarul</p>	<p>I</p> <p>Icelandic Ég tala íslensku</p> <p>Illocano Apuocak ti Ilokano</p> <p>Indonesian saya bisa berbahasa Indonesia</p> <p>Italian Parlo italiano</p> <hr/> <p>J</p> <p>Japanese 私は日本語を話す</p> <hr/> <p>K</p> <p>Kachchiquel Quin cha guio ki chi bal' ruim' ni</p> <p>Korean 한국어 합니다</p> <p>Kurdish man Kurdiî zanim</p> <p>Kurmanji man Kurmanjî zanim</p> <hr/> <p>L</p> <p>Lao ຂ້ອຍປາກົວາລາວ</p> <p>Latvian Es runāju latviski</p> <p>Lithuanian Aš kalbu lietuviškai</p>	<p>M</p> <p>Mam Bin chiyoia naj kiyoil mam</p> <p>Mandarin 我講國語 (Traditional) 我讲国语/普通话 (Simplified)</p> <p>Mon ဒဲးပုၚ်အဂၢၢ်ဃာ်</p> <hr/> <p>N</p> <p>Norwegian Jeg snakker norsk</p> <hr/> <p>P</p> <p>Persian من فارسی صحبت می کنم</p> <p>Polish Mówię po polsku</p> <p>Portuguese Eu falo português do Brasil (for Brazil) Eu falo português de Portugal (for Portugal)</p> <p>Punjabi ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ/ਬੋਲਦੀ ਹਾਂ।</p>	<p>Q</p> <p>Qanjobal Ayin ti chi wal q' anjob' al</p> <p>Quiche In kinch' aw' k' uim' ch' e' quiche</p> <hr/> <p>R</p> <p>Romanian Vorbesc românește</p> <p>Russian Я говорю по-русски</p> <hr/> <p>S</p> <p>Serbian Ja govorim srpski</p> <p>Sign Language </p> <hr/> <p>Slovak Hovorím po slovensky</p> <p>Slovenian Govorim slovensko</p> <p>Somali Waxaan ku hadlaa af-Soomaalí</p> <p>Spanish Yo hablo español</p> <p>Swahili Ninaongea Kiswahili</p> <p>Swedish Jag talar svenska</p> <hr/> <p>T</p> <p>Tagalog Maraming akong mag-Tagalog</p> <p>Tamil நான் தமிழ் பேசுவேன்</p> <p>Thai พูดภาษาไทย</p> <p>Turkish Türkçe konuşurum</p> <hr/> <p>U</p> <p>Ukrainian Я розмовляю українською мовою</p> <p>Urdu میں اردو بولتا ہوں</p> <hr/> <p>V</p> <p>Vietnamese Tôi nói tiếng Việt</p> <hr/> <p>W</p> <p>Welsh Dwi'n siarad</p> <hr/> <p>X</p> <p>Xhosa Ndiichitha iXhosa</p> <hr/> <p>Y</p> <p>Yiddish איך רעד יידיש</p> <p>Yoruba Mo nso Yoruba</p> <hr/> <p>Z</p> <p>Zulu Ngiyabizuhuma iZulu</p>
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Executive Order 13186 requires DHS to take reasonable steps to provide meaningful access to its programs and activities for persons with limited English proficiency and - as also required by Title VI of the Civil Rights Act of 1964 - to ensure that recipients of federal financial assistance do the same.

I Speak is provided by the Department of Homeland Security Office for Civil Rights and Civil Liberties' (CRCL). Other resources at www.lep.gov

Contact the DHS Office for Civil Rights and Civil Liberties' CRCL Institute at CRCLTraining@dhs.gov for digital copies of this poster or a "I Speak" booklet.

Download copies of the DHS LEP plan and guidance to recipients of financial assistance at www.dhs.gov/crcl



www.dhs.gov/crcl



APPENDIX C:
YOUR RIGHTS UNDER TITLE VI OF THE CIVIL RIGHTS ACT

The Oregon Department of Agriculture (ODA) complies with Title VI and the other federal nondiscrimination statutes, which prohibit discrimination based on race, color, national origin, age, disability, sex, income level, or Limited English Proficiency in ODA's programs, activities, services, operations, delivery of benefits, or opportunities to participate. To provide equitable access, ODA provides accessibility aids, translation, and interpretation services for all public events and vital documents free of charge upon request.

These services can be obtained by providing reasonable advance notice.

- Need assistance or information?
- Require translation of another ODA publication?
- Require interpretation for an ODA event or activity?
- Requesting an aid to improve accessibility to a public event?
- Believe you've been discriminated against?

Please contact:

ODA Food Safety Animal Health, Program Director Mr. Rusty Rock
635 Capitol St NE, Salem, OR 97301-2532
503-986-4720

Foodsafety@oda.oregon.gov

TTY 711

Internet Relay: <http://www.ODA.Oregon.gov>

PHONE (503) 986-4720

FAX (503) 986-4729



APPENDIX D

Title VI and ADA Notice for Publications

TITLE VI STATEMENT

Title VI Notice to Public

It is the Oregon Department of Agriculture's (ODAs) policy to assure that no person shall, on the grounds of race, color, national origin, age, disability, sex, income level or Limited English Proficiency as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its federally funded programs and activities. Any person who believes their Title VI protection has been violated, may file a complaint with ODA's Food Safety Animal Health Program. For Title VI complaint forms and advice, please contact the Program Director at (503) 986-4720.

Aviso al Público sobre el Título VI

Es el procedimiento del departamento de Oregón de Agricultura (ODA) a asegurar que ninguna persona, sobre la base de raza, color, nacionalidad, edad, discapacidad, sexo, nivel de ingresos o dominio limitado del idioma inglés en la manera prevista por el Título VI del acto de las derechas civiles de 1964, ser excluido de la participación adentro de, ser negado las ventajas de, o ser discriminada de otra manera bajo cualquiera de sus programas y actividades que son financiados por el gobierno federal. Cualquier persona que crea que se ha violado su protección del Título VI, puede presentar una queja ante el Programa de Salud Animal para la Seguridad Alimentaria de la ODA. Para obtener información y formularios de quejas del Título VI, comuníquese con el Director del programa al (503) 986-4720.

Full description for public meeting notices:

English

Americans with Disabilities Act (ADA) Information

Individuals requiring reasonable accommodations through the Americans with Disabilities Act (ADA), may request written materials in alternate formats, sign language interpreters, physical accessibility accommodations, or other reasonable accommodations by contacting the ODA, Food Safety Animal Health Program Director at 503-986-4720. Persons who are deaf or hard of hearing may contact the event sponsor through the Oregon's Relay Service at 7-1-1.

Spanish

Información sobre la Ley de Estadounidenses con Discapacidades (ADA, por sus siglas en inglés)

Las personas que requieran adaptaciones razonables a través de la Ley de Estadounidenses con Discapacidades (ADA), pueden solicitar materiales escritos en formas alternativos, intérpretes de lenguaje de señas, adaptaciones de accesibilidad física u otras adaptaciones razonables, comunicáse con el Director del Programa de Seguridad Alimentaria y Salud Animal de la ODA al 503-986-4720. Las personas sordas o con problemas de audición pueden comunicarse con el patrocinador del evento a través del Servicio de retransmisión de Oregón al 7-1-1.

For Publications distributed through ODA that are administrative and publications for the general public:



Americans with Disabilities Act (ADA) Information.

Materials can be provided in alternative formats: large print, Braille, recorded, or on computer for people with disabilities by calling the ODA Food Safety Animal Health Office at 503-986-4720. Persons who are deaf or hard of hearing may contact the HR Office through the Oregon Relay Service at 7-1-1.

