

## LANGUAGE ASSISTANCE PLAN

To meet the needs of persons seeking assistance from North East Community Action Corporation (NECAC) and to communicate more effectively with individuals who have limited English proficiency (LEP, NECAC has developed and implemented the following plan:

**1. Understanding how LEP individuals interact with NECAC:**

NECAC will look at the different ways the Agency interacts with the public including, but not limited to: Program Applications; Outreach Centers; Public Meetings, Written materials, etc.

**2. Identifying and Assessing LEP Communities:**

NECAC has reviewed available data from federal, state and local governments as well as any community data to determine the number of LEP persons from each language group

**3. Providing Language Assistance Services:**

NECAC has language assistance services through Language Link to provide interpretation services in the following languages determined to be the greatest need: Arabic; Armenian; Cambodian; Chinese; Croatian; Czech; Farsi; Russian; Spanish; Ukranian; Vietnamese. In addition, Language Link can also provide translation services for all vital written documents

**4. Training of Staff on Policies and Procedures:**

Training will be provided to all staff who have the potential to interact or communicate with LEP individuals. Each staff has the contact information for Language Link to access and provide the necessary language assistance services once it is determined there is a need for those services. Staff can work with Language Link for not only language assistance; request document translations and track the use of language assistance services

**5. Providing notice of Language Assistance Services:**

NECAC posts on the Agency website the Language Assistance Plan along with the "I Speak Language Identification Card". This card is available to staff working directly with clients

**6. Monitoring, Evaluating and Updating the Language Access Policy Directives, Plans and Procedures:**

NECAC will work with staff on how often they use language assistance services and if they believe that the current serviced are meeting the needs of the LEP communities in the service area. NECAC will stay current on community demographics and needs as well as looking at other services to ensure improved access for LEP individuals

# I Speak

Language Identification Card

|                          |                                                                              |                     |
|--------------------------|------------------------------------------------------------------------------|---------------------|
| <input type="checkbox"/> | ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.                        | Arabic              |
| <input type="checkbox"/> | Խոսողում եմ և կարող եմ հասկանալ, եթե խոսում կամ կարդում եք հայերեն:          | Armenian            |
| <input type="checkbox"/> | যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।                       | Bengali             |
| <input type="checkbox"/> | ឈ្មួចញាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។                         | Cambodian           |
| <input type="checkbox"/> | Motka i kahhon ya yangin ûntûngnu' manaitai par ûntûngnu' kumentos Chamorro. | Chamorro            |
| <input type="checkbox"/> | 如果你能读中文或讲中文，请选择此框。                                                           | Chinese Simplified  |
| <input type="checkbox"/> | 如果你能讀中文或講中文，請選擇此框。                                                           | Chinese Traditional |
| <input type="checkbox"/> | Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.              | Croatian            |
| <input type="checkbox"/> | Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.                       | Czech               |
| <input type="checkbox"/> | Kruis dit vakje aan als u Nederlands kunt lezen of spreken.                  | Dutch               |
| <input type="checkbox"/> | Mark this box if you read or speak English.                                  | English             |
| <input type="checkbox"/> | اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.                 | Farsi               |

|                                                                                                               |                |
|---------------------------------------------------------------------------------------------------------------|----------------|
| <input type="checkbox"/> Cocher ici si vous lisez ou parlez le français.                                      | French         |
| <input type="checkbox"/> Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.                | German         |
| <input type="checkbox"/> Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.                            | Greek          |
| <input type="checkbox"/> Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.                                | Haitian Creole |
| <input type="checkbox"/> अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।                       | Hindi          |
| <input type="checkbox"/> Kos lub voj no yog koj paub twm thiab hais lus Hmoob.                                | Hmong          |
| <input type="checkbox"/> Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet.                  | Hungarian      |
| <input type="checkbox"/> Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.                    | Ilocano        |
| <input type="checkbox"/> Marchi questa casella se legge o parla italiano.                                     | 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。                                                         | Japanese       |
| <input type="checkbox"/> 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.                                                       | Korean         |
| <input type="checkbox"/> ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.                                           | Laotian        |
| <input type="checkbox"/> Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim. | Polish         |

This document is available on-line at [www.translationperfect.com/ispeak](http://www.translationperfect.com/ispeak)

|                          |                                                                                |            |
|--------------------------|--------------------------------------------------------------------------------|------------|
| <input type="checkbox"/> | Assinale este quadrado se você lê ou fala português.                           | Portuguese |
| <input type="checkbox"/> | Însemnați această casuță dacă citiți sau vorbiți românește.                    | Romanian   |
| <input type="checkbox"/> | Пометьте этот квадратик, если вы читаете или говорите по-русски.               | Russian    |
| <input type="checkbox"/> | Обележите овај квадратик уколико читате или говорите српски језик.             | Serbian    |
| <input type="checkbox"/> | Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.             | Slovak     |
| <input type="checkbox"/> | Marque esta casilla si lee o habla español.                                    | Spanish    |
| <input type="checkbox"/> | Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog. | Tagalog    |
| <input type="checkbox"/> | ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.                             | Thai       |
| <input type="checkbox"/> | Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.                        | Tongan     |
| <input type="checkbox"/> | Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.         | Ukrainian  |
| <input type="checkbox"/> | اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔                     | Urdu       |
| <input type="checkbox"/> | Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.               | Vietnamese |
| <input type="checkbox"/> | באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.                            | Yiddish    |