



# *St. Bernard Parish Council*

8201 West Judge Perez Drive Chalmette, Louisiana, 70043  
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[www.sbpj.net](http://www.sbpj.net)

**#17**

**Kerri Callais**  
Councilmember  
at Large

**Richard "Richie" Lewis**  
Councilmember  
at Large

**Gillis McCloskey**  
Councilmember  
District A

**Nathan Gorbaty**  
Councilmember  
District B

**Howard Luna**  
Councilmember  
District C

**Wanda Alcon**  
Councilmember  
District D

**Manuel "Monty"  
Montelongo III**  
Councilmember  
District E

**Roxanne Adams**  
Clerk of Council

EXTRACT OF THE OFFICIAL PROCEEDINGS OF THE COUNCIL OF THE PARISH OF ST. BERNARD, STATE OF LOUISIANA, TAKEN AT A REGULAR MEETING HELD IN THE COUNCIL CHAMBERS OF THE ST. BERNARD PARISH GOVERNMENT COMPLEX, 8201 WEST JUDGE PEREZ DRIVE, CHALMETTE, LOUISIANA ON TUESDAY, MAY 7, 2019 AT SEVEN O'CLOCK P.M.

On motion of Mr. McCloskey, seconded by Mr. Montelongo, it was moved to **adopt** the following resolution:

## **RESOLUTION SBPC #1943-05-19**

A RESOLUTION ADOPTING THE LANGUAGE ACCESS PLAN FOR ST. BERNARD PARISH GOVERNMENT.

**WHEREAS**, the Civil Rights Act of 1964 (Title VI, 42 U.S.C. 2000(d), Executive Order 13166 (August, 2000), and other federal and state agencies, including the Louisiana Office of Community Development, and the U.S. Department of Health and Human Services Guidance Memorandum, "Policy Guidance on the Prohibition Against National Origin Discrimination As It Affects Persons with Limited English Proficiency", require local agencies to provide meaningful access to local government programs and services; and

**WHEREAS**, Louisiana Office of Community Development requires compliance with specific guidelines under this program for the receipt of funding through their agency including Community Development Block Grants, Disaster Recovery Funds, Local Government Assistance Program Grants and Community Water Enrichment Grants; and

**WHEREAS**, St. Bernard Parish previously approved a Language Access Policy and that policy has been implemented successfully for programs operated by the Parish's Department of Housing and Redevelopment for many years; and

**WHEREAS**, a draft of this policy has been reviewed by Department heads and select project managers implementing federal grant programs and providing services to the public.

**NOW THEREFORE BE IT RESOLVED**, the St. Bernard Parish Council, does hereby adopt *the Language Access Plan for St. Bernard Parish Government* as attached.

**BE IT FURTHER RESOLVED**, the St. Bernard Parish Council does hereby authorize the Parish President to distribute the attached plan, as adopted, to appropriate federal and state granting agencies as may be requested or required.



# *St. Bernard Parish Council*

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Extract #17 continued  
May 7, 2019

**Kerri Callais**  
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**Richard "Richie" Lewis**  
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*Clerk of Council*

The above and foregoing having been submitted to a vote, the vote thereupon resulted as follows:

**YEAS:**            McCloskey, Luna, Alcon, Montelongo, Callais

**NAYS:**            None

**ABSENT:**        Gorbaty

The Council Chair, Mr. Lewis, cast his vote as **YEA**.

And the motion was declared **adopted** on the 7<sup>th</sup> day of May, 2019.

## CERTIFICATE

I HEREBY CERTIFY that the above and foregoing is a true and correct copy of a motion adopted at a Regular Meeting of the Council of the Parish of St. Bernard, held at May 7, 2019.

Witness my hand and the seal  
of the Parish of St. Bernard on  
this 7<sup>th</sup> day of May, 2019

ROXANNE ADAMS  
CLERK OF COUNCIL





# *St. Bernard Parish Government*

*8201 West Judge Perez Drive*

*Chalmette, Louisiana 70043*

*278-4227*

*278-4330 (fax)*

## MEMORANDUM

TO: St. Bernard Parish Council

COPY: President Guy McInnis  
Ronnie Alonzo, CAO

FROM: Deborah Jan Fagan, Grants Consultant

DATE: April 29, 2019

RE: **Draft Language Access Plan for Adoption**

The attached Language Access Plan for St. Bernard Parish Government is presented to you for adoption. Adoption of this policy, following the specific process outlined by the State Office of Community Development, is required by several federal grant programs. The goal of the policy is to make sure language is not a barrier to the public receiving proper government services.

The policy and implementation procedure outlined in the plan are modeled after the current policy of our Housing and Redevelopment Department. That policy has been in place for several years and is working well.

The Grants Department has taken the lead in coordinating this effort since it pertains to all federal grant programs.

If there are any questions or you require any additional information, please feel free to contact me at [dfagan@sbpg.net](mailto:dfagan@sbpg.net)

Thank you for your time and attention to this matter.



# *St. Bernard Parish Government*

## **ST. BERNARD PARISH GOVERNMENT LANGUAGE ACCESS PLAN**



**Draft  
April 25, 2019**

# ST. BERNARD PARISH GOVERNMENT LANGUAGE ACCESS PLAN FOR LIMITED ENGLISH PROFICIENCY PERSONS

## A. INTRODUCTION AND BACKGROUND

The Civil Rights Act of 1964 (Title VI, 42 U.S.C. 2000(d) and Executive Order 13166 (August, 2000), and other federal and state agencies, including the Louisiana Office of Community Development and the U.S. Department of Health and Human Services Guidance Memorandum, "Policy Guidance on the Prohibition Against National Origin Discrimination As It Affects Persons with Limited English Proficiency", require local agencies to provide meaningful access to local government programs and services. Furthermore, the Louisiana Office of Community Development requires compliance with specific guidelines under this program for the receipt of grant funding including Community Development Block Grant funds, Disaster Recovery Funds, Local Government Assistance Program grants and Community Water Enrichment Grants.

St. Bernard Parish is adopting this policy to meet these requirements and most importantly, demonstrate its commitment to provide interpreter services, or an American Sign Language Interpreter, or Telephonic Device for the Deaf (TDD) and Louisiana Relay Service number (\*711) as needed.

St. Bernard Parish has a current policy for Limited English Proficiency (LEP) persons adopted by the Parish's Department of Housing and Redevelopment. The procedures in this policy are based on that program that has successfully served the Parish for many years. Under this LAP, the policy and procedures are expanded to include all St. Bernard Parish Government grant programs.

## B. DESCRIPTION OF COVERED PROGRAMS

Below listed is the federal and state grant programs currently being administered by St. Bernard Parish Government for fiscal year 2017 (latest available data):

### Louisiana Community Development Block Grant Program (CDBG)

The CDBG Program is a federally funded program under the U.S. Department of Housing and Urban Development which provides grants to local governments for the development of viable communities by providing assistance to create living environments and economic opportunities targeted to low and moderate income populations. St. Bernard Parish has grants under the following categories:

- CDBG-Disaster Recovery Program
- CDBG- Disaster Recovery Resiliency Program (St. Bernard Integrated Water Resource Management Plan)
- CDBG traditional program for non-entitlement communities.
- Louisiana Land Trust Program



### Disaster Recovery Grants

The U.S. Department of Homeland Security allocates disaster recovery public assistance funding for local governments as provided following a Presidential Major Disaster Declaration events. The grants provide funding to address infrastructure, capital improvements, economic development, and planning assistance. St. Bernard Parish currently has disaster recovery grant funding under the following programs:

- Disaster Grant - Hurricanes Katrina
- Disaster Grant – Hurricane Rita
- Disaster Grant – Hurricane Isaac
- Disaster Grant – Hurricane Gustave
- Disaster Grant – Hurricane Nate
- Disaster Grant – Hurricane Harvey
- Disaster Grant – Hurricane Irma

### Hazard Mitigation Grant Program (HMGP)

The purpose of HMGP is to help communities implement hazard mitigation measures following a Presidential Major Disaster Declaration. The goal of HMGP is to enact mitigation measures that reduce the risk of loss of life and property from future disasters.

### State Homeland Security Program

This program is funded by the U.S. Department of Homeland Security, Federal Emergency Management Agency, in order to provide support that achieves national preparedness goals. Funding addresses a variety of preparedness activities including planning, organization, equipment purchases, training, exercises, management and administration. St. Bernard Parish Government currently has the following program grants:

- State Homeland Security Program 2015
- State Homeland Security Program 2016
- State Homeland Security Program 2017

### Emergency Management Performance Grant

The purpose of this program is to provide grants to support a system of emergency preparedness and a comprehensive all-hazards emergency preparedness system nationwide. St. Bernard Parish Government currently has the following program grants:

- Emergency Management Performance – 2016
- Emergency Management Performance – 2017

### Cities Readiness Initiative

CDC's Cities Readiness Initiative is a federal grant program under the U.S. Department of Health and Human Services. The program aims to enhance preparedness of large cities in responding to large public health emergencies requiring life-saving medicines and medical supplies. St. Bernard Parish Government currently has the following program grants:

- Cities Readiness Initiative – 2017

### Workforce Innovation and Opportunity Act (WIOA)

This act encompasses a number of programs to strengthen the U.S. workforce development system through innovation, alignment and improvement related to employment, training, and education programs in order to promote national economic growth. These grants are funded from multiple federal agencies which include, for St. Bernard Parish Government, the U. S. Department of Labor and the U.S. Department of Health and Human Services. WIOA grants target specific groups and programs and St. Bernard Parish has grants for the following:

- WIOA Adult program
- WIOA Youth Activities Program
- WIOA Displaced Workers Program
- WIOA Dislocated Workers-Job Driven NEG
- WIOA Strategies to Empower People program.

### Low Income Home Energy Assistance Program (LIHEAP)

The U.S. Department of Health and Human Services' Low Income Home Energy Assistance Program helps keep families safe and healthy through initiatives that assist families with energy costs. St. Bernard Parish Government participates in this annually funded program.

### Community Services Block Grant

The U.S. Department of Health and Human Services Community Services Block Grant (CSBG) provides funds to alleviate the causes and conditions of poverty in communities. CSBG funding supports projects that reduce poverty and address the needs of low-income individuals. St. Bernard Parish Government participates in this annual program.

### Coastal Zone Management

Coastal Zone Management grant funds are provided under the U.S. Department of Commerce provides financial assistance to develop and maintain approved coastal zone management programs. St. Bernard Parish Government participates in this annual program which supports staff and local coastal zone permitting functions.

### Section 8 Housing Choice Vouchers

The housing choice voucher program is funded by the U.S. Department of Housing and Urban Development. It provides rental assistance that is based on the tenant's qualifications for lower income qualified families. The choice voucher program provides increased flexibility for families to find housing in the private marketplace. St. Bernard Parish Government administers this annual grant program for Parish residents.

### Community Development Capacity Grant

This U.S. Department of Housing and Urban Development grant program provides funding assistance to local agencies to develop the capacity to undertake community development and affordable housing projects and programs. St. Bernard Parish Government participates in this program to help develop the planning capacity of the Parish's Community Development Department.

### Surface Transportation Program

The Surface Transportation Program provides federal funding through the U.S. Department of Transportation's Federal Highway Administration to improve the surface transportation system,



primarily roadways, for the public safety. St. Bernard Parish currently has two surface transportation grants including:

- Submerged Roads
- Jackson-Pakenham Roadway Restoration

#### Federal Transit Formula Grant

This U.S. Department of Transportation Federal Transit Agency grant program provides funding to transit agencies through a statutory formula to replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities. This program supports the operation of St. Bernard Parish Government's transit department.

#### Coastal Impact Assistance Program.

The Coastal Impact Assistance Program provides federal grants to oil producing states for conservation, protection, or restoration of coastal areas. For this U.S. Department of Commerce program, grant funds must be used to directly benefit renewable natural resource through as conservation, mitigation and restoration. St. Bernard Parish Government has the following current grant:

- Coastal Impact Assistance Program – Lake Lery Marsh Creation

#### Drinking Water Revolving Loan Fund

The Drinking Water State Revolving Fund program is a federal-state partnership to help ensure safe drinking water. Authorized under the Safe Drinking Water Act, the program provides financial support to water systems and is administered by the U.S. Environmental Protection Agency. St. Bernard Parish Government has the following current grants under this program:

- Drinking Water Revolving Loan Fund #1
- Drinking Water Revolving Loan Fund #2

#### Lake Pontchartrain Basin Restoration Program

Grants awarded under this program are authorized by the Clean Water Act and the Lake Pontchartrain Basin Restoration Act. Administered by the U.S. Environmental Protection Agency, projects are approved by the Lake Pontchartrain Basin Foundation in partnership with the University of New Orleans. St. Bernard Parish Government has one grant under this project.

#### Clean Water State Revolving Fund

This U.S. Environmental Protection Act grant program, established by the Clean Water Act, provides financial assistance program for a wide range of water infrastructure projects and allows flexibility to meet the agency's highest priority water quality needs.

#### Delta Regional Authority States' Economic Development Assistance Program

The Delta Regional Authority is a unique federal-state partnership authorized by Congress under the Delta Regional Authority Act to improve regional economic opportunity, build communities, and improve the lives of the people in an 8-state region that covers 252 counties and parishes. The main investment tool used by the Delta Regional Authority is the States' Economic Development Assistance Program (SEDAP), which provides direct investment into community-



based and regional projects that address the Authority’s congressionally mandated funding priorities. St. Bernard Parish Government has the following grant under this program:

- St. Bernard Parish Digital Infrastructure Project

### C. FOUR-FACTOR ANALYSIS

The Louisiana Office of Community Development has directed that a specified Four-factor Analysis be performed in evaluating the need for special services for Limited English Proficiency (LEP) people and grant recipients should conduct such analysis for all programs.

The analysis includes the following elements:

- I. The number or proportion of LEP persons likely to be encountered or eligible to be served under grant programs
- II. The frequency with which LEP persons come into contact with grant programs
- III. The nature and importance of the program, activity or services provided under the grant program in relation to how it might impact LEP persons
- IV. Resources available and costs to the recipient

The methodology was developed and undertaken following the guidance and assessment tools outlined in the Language Access Assessment and Planning Tool for Federally Conducted and Federally Assisted Programs produced by the Federal Coordination and Compliance Section, Civil Rights Division of the U.S. Department of Justice (May, 2011)

#### I. Number of LEP Persons

The analysis of the number of LEP persons likely to be encountered or eligible to be served under grant programs in St. Bernard Parish is shown below. The analysis is based on data from the *U.S. Census Bureau American Community Survey, Quick Facts, Quick Facts for St. Bernard Parish* (July, 2018) and the *U.S. Department of Education Civil Rights Data Collection, LEA Summary of Selected Facts*, (2015 Survey Year)..

Key facts from the above data:

Total Population of St. Bernard Parish:	46,721 (July, 2018)
Total Population less than 5 years old:	3,411
Total Population greater than 5 years old	43,310

Population That Speaks Language Other Than English in Home	LEP Number	LEP Percentage of Total St. Bernard Parish Population
4,461	152	.003

Based on the above data, St. Bernard Parish Government concludes that it is unlikely our programs or activities will encounter LEP persons. However, proper steps should be taken to accommodate LEP persons should the need arise.

## II. Frequency of LEP Contacts

Supervisors, managers and program staff were contacted to determine the number and type of LEP persons encountered in their programs. The following response was given for each program.

### Louisiana Community Development Block Grant Program

Program staff does not have any record of encounters with LEP persons.

### Disaster Recovery Grants

Program staff does not have any record of encounters with LEP persons.

### Hazard Mitigations Grant Program

Program staff does not have any record of encounters with LEP persons.

### State Homeland Security Program

Program staff does not have any record of encounters with LEP persons.

### Emergency Management Performance Grant

Program staff does not have any record of encounters with LEP persons.

### Cities Readiness Initiative

Program staff does not have any record of encounters with LEP persons.

### Workforce Innovation and Opportunity Act

Program staff does not have any record of encounters with LEP persons.

### Low Income Home Energy Assistance Program

Program staff does not have any record of encounters with LEP persons.

### Community Services Block Grant

Program staff does not have any record of encounters with LEP persons.

### Coastal Zone Management

Program staff does not have any record of encounters with LEP persons.

### Section 8 Housing Choice Vouchers

Program staff does not have any record of encounters with LEP persons.

### Community Development Capacity Grant

Program staff does not have any record of encounters with LEP persons.

### Surface Transportation Program

Program staff does not have any record of encounters with LEP persons.

### Federal Transit Formula Grants

Program staff does not have any record of encounters with LEP persons.

### Coastal Impact Assistance Program

Program staff does not have any record of encounters with LEP persons.



#### Drinking Water Revolving Loan Fund

Program staff does not have any record of encounters with LEP persons.

#### Lake Pontchartrain Basin Restoration Program

Program staff does not have any record of encounters with LEP persons.

#### Clean Water State Revolving Fund

Program staff does not have any record of encounters with LEP persons.

#### Delta Regional Authority States' Economic Development Assistance Program

Program staff does not have any record of encounters with LEP persons.

### III. Nature and Importance of the Program and Potential Impact on LEP persons

#### Louisiana Community Development Block Grant Program

This program frequently deals primarily with infrastructure projects but there could be contact with LEP persons in the performance of this work and encounters with adjacent property owners. LEP persons could be encountered in the collection of data to prepare CDBG grant applications or other documentation. St. Bernard Parish Government adopts and follows a Citizen Participation Plan for each CDBG program as required by program regulations. The program will refer to this LAP plan document and policy directives as necessary to ensure proper communication is provided in carrying out all program activities.

#### Disaster Recovery Grants

This program frequently deals with infrastructure projects but there could be contact with LEP persons in the performance of this work and encounters with adjacent property owners. St. Bernard Parish Government adopts and follows a Citizen Participation Plan for each Disaster Recovery Program grant as required by program regulations. The program will refer to this LAP plan document and policy directives as necessary to ensure proper communication is provided in carrying out all program activities.

#### Hazard Mitigations Grant Program

This program frequently deals with infrastructure projects but there could be contact with LEP persons in the performance of this work and encounters with adjacent property owners. The program could also include direct benefits to citizens in implementation of select hazard mitigation measures (for example, home elevation grants). The program will refer to this LAP plan document and policy directives as necessary to ensure proper communication is provided in carrying out all program activities.

#### State Homeland Security Program

This program involves administrative, equipment, training and education activities for Parish staff and departments. There are no direct benefits delivered and therefore, it is unlikely that LEP persons will be encountered. Should that need arise, the program will refer to this LAP plan document and policy directives to ensure proper communication is provided in carrying out all program activities.

#### Emergency Management Performance Grant

This program involves administrative, equipment, training and education activities for Parish staff and departments. There are no direct benefits delivered and therefore, it is unlikely that LEP persons will be encountered. Should that need arise, the program will refer to this LAP plan document and policy directives to ensure proper communication is provided in carrying out all program activities.

#### Cities Readiness Initiative

This program primarily involves planning and administrative activities but could provide direct benefits to the public should those plans be implemented. If LEP persons are encountered in such a case, the program staff will refer to this LAP plan document and policy directives to ensure proper communication is provided in these emergency situations.

#### Workforce Innovation and Opportunity Act

These programs involve direct benefits to the public and there is potential for contact with LEP persons in carrying out all aspects of the program including promotion, application and administration. While the data and previous program experience indicate it is unlikely the program will encounter LEP persons, the program staff will refer to this LAP plan document and policy directives to ensure proper communication is provided.

#### Low Income Home Energy Assistance Program

This program involves direct benefits to the public and there is potential for contact with LEP persons in carrying out all aspects of the program including promotion, application and administration. While the data and previous program experience indicate it is unlikely the program will encounter LEP persons, the program staff will refer to this LAP plan document and policy directives to ensure proper communication is provided.

#### Community Services Block Grant

This program involves direct benefits to the public and there is potential for contact with LEP persons in carrying out all aspects of the program including promotion, application and administration. While the data and previous program experience indicate it is unlikely the program will encounter LEP persons, the program staff will refer to this LAP plan document and policy directives to ensure proper communication is provided.

#### Coastal Zone Management

This program involves direct benefits to the public and there is potential for contact with LEP persons in carrying out all aspects of the program including promotion, application and administration. While the data and previous program experience indicate it is unlikely the program will encounter LEP persons, the program staff will refer to this LAP plan document and policy directives to ensure proper communication is provided.

#### Section 8 Housing Choice Vouchers

This program involves direct benefits to the public and there is potential for contact with LEP persons in carrying out all aspects of the program including promotion, application and administration. While the data and previous program experience indicate it is unlikely the program will encounter LEP persons, the program staff will refer to this LAP plan document and policy directives to ensure proper communication is provided.



#### Community Development Capacity Grant

This program involves planning, training and administrative activities for Parish Community Development staff. There are no direct benefits delivered and therefore, it is unlikely that LEP persons will be encountered. Should that need arise, the program will refer to this LAP plan document and policy directives to ensure proper communication is provided in carrying out all program activities.

#### Surface Transportation Program

This program frequently deals with infrastructure projects but there could be contact with LEP persons in the performance of this work and encounters with adjacent property owners. The program is not likely to include direct benefits to citizens. Should the need arise the program will refer to this LAP plan document and policy directives as necessary to ensure proper communication is provided in carrying out all program activities.

#### Federal Transit Formula Grants

This program involves direct benefits to the public and there is potential for contact with LEP persons in carrying out all aspects of the program including promotion, application and administration. While the data and previous experience indicate it is unlikely the program will encounter LEP persons, the program staff will refer to this LAP plan document and policy directives to ensure proper communication is provided.

#### Coastal Impact Assistance Program

This program frequently deals with infrastructure projects but there could be contact with LEP persons in the performance of this work and encounters with adjacent property owners. The program is not likely to include direct benefits to citizens. Should the need arise the program will refer to this LAP plan document and policy directives as necessary to ensure proper communication is provided in carrying out all program activities.

#### Drinking Water Revolving Loan Fund

This program frequently deals with infrastructure projects but there could be contact with LEP persons in the performance of this work and encounters with adjacent property owners. The program is not likely to include direct benefits to citizens. Should the need arise the program will refer to this LAP plan document and policy directives as necessary to ensure proper communication is provided in carrying out all program activities.

#### Lake Pontchartrain Basin Restoration Program

This program involves planning and administrative activities for various Parish Developments. There are no direct benefits delivered to the public and therefore, it is unlikely that LEP persons will be encountered. Should that need arise, the program will refer to this LAP plan document and policy directives to ensure proper communication is provided in carrying out all program activities.

#### Clean Water State Revolving Fund

This program frequently deals with infrastructure projects but there could be contact with LEP persons in the performance of this work and encounters with adjacent property owners. The program is not likely to include direct benefits to citizens. Should the need arise the program will refer to this LAP plan document and policy directives as necessary to ensure proper communication is provided in carrying out all program activities.

#### Delta Regional Authority States' Economic Development Assistance Program

This program involves planning and administrative activities for various Parish Developments. There are no direct benefits delivered to the public and therefore, it is unlikely that LEP persons will be encountered. Should that need arise, the program will refer to this LAP plan document and policy directives to ensure proper communication is provided in carrying out all program activities.

#### IV. Resources Available and Costs to the Recipient

The resources St. Bernard Parish Government is dedicating to this activity are described below in Section D outlining the policy and the procedures for the parish. There are no costs to the recipients for any of these services.

### **D. ACTION PLAN: POLICY AND PROCEDURES OF ST. BERNARD PARISH GOVERNMENT**

#### Policy

It is the policy of St. Bernard Parish Government, including current and prospective clients and their family members, to afford a meaningful opportunity to apply for, receive or participant in, or benefit from the services and programs offered by St. Bernard Parish Government.

The procedures outlined below will reasonably ensure the necessary steps are taken that will afford LEP persons or those with impaired hearing, receive effective notice, written material or other communication concerning benefits and services.

#### Interpreter Services

- I. The interpreter service provides interpreters for all non-English speaking clients who need or request language assistance. Interpreters are available on the premises (bilingual staff) or are accessible by telephone.
- II. The Louisiana Commission for the Deaf provides American Sign Language interpreting services. This service is accessible through an American Sign Language Interpreter and/or the Telephone Devices for the Deaf (TDD)
- III. A client or citizen may, after being informed of the availability of the Interpreter Service, choose to use a family member or friend instead.

#### Procedures

St. Bernard Parish Government designates the Equal Opportunity (EO) Coordinator as the staff responsible for implementing methods of effective communication with LEP Persons. That staff member at the current time is John Rahaim.

The EO Coordinator will maintain, and routinely update a list of all bilingual services, organizations and staff members who are available to provide bilingual services and develop written instructions on how to gain access to these services (e.g., contact person, telephone numbers, addresses, languages available, and hours available) and conditions under which the person(s) are available.

The EO Coordinator will provide training of staff, particularly staff likely to have contact with LEP persons, with respect to St. Bernard Parish Government's obligation to provide language



assistance and assistance to hearing impaired individuals. Staff should understand the policy and become capable of carrying it out. Training shall be conducted periodically.

The EO Coordinator will conduct regular monitoring of the Language Assistance Program to ensure that LEP persons can meaningfully access St. Bernard Parish Government programs, services and activities.

- A. To request a foreign language interpreter during regular working hours:
  - 1. Call 504-278-4200
  - 2. For three-way conferences, call extension 504-278-4468
  - 3. Whenever possible, call in advance to request service
  - 4. The receptionist documents the time, department, requestor's phone number, name, locations and language requested.

#### Interpreter/Translation and Deaf Services

This program provides services at no cost to all staff, clients, citizens and their relatives. These services include interpreting and translation of documents or correspondence pertinent to service the client and program.

The interpreter program is staffed by professional interpreters as well as bilingual employees and community volunteers. The Language Line Services currently offering interpreting service in 90 languages.

#### *Spanish and Other Languages*

Appointments recommended for most languages;

Mon.-Fri. 8 am – 5 pm                      Appointment Call: 504-278-4200

#### *Deaf Services Program*

St. Bernard Parish Government offers ASL interpretation as well as special assistance to hearing impaired individuals through the services of a contractor with the Louisiana Commission for the Deaf.

To request service:

Mon.-Fri. 8 am – 5 pm                      Appointments Call: 504-278-4200  
504-278-4462

#### *Written Translations*

Available for English/Spanish only

For more information, call: 504-278-4200

## **E. APPROVAL**

The LAP plan and its policies and procedures are effective immediately upon adoption by the St. Bernard Council.

Adoption Date: May 7, 2019

Last Update/Revision: May 7, 2019