

The City of Oil City

Language Access Plan

Updated: 10/8/2020

City of Oil City

Language Access Plan

Section I. Purpose

This Language Access Plan (LAP) is the plan for the City of Oil City to ensure meaningful access to services for persons with Limited English Proficiency (LEP) or deaf or hard-of-hearing individuals, in compliance with Title VI of the Civil Rights Act of 1964. A limited English proficient person is a person who does not speak English as his or her primary language, and who has a limited ability to read, write, speak, or understand English, and, therefore may be unable to understand and meaningfully participate in surveys or receive services. Although deaf and hard-of-hearing individuals are covered under the Americans with Disabilities Act (ADA) rather than Title VI of the Civil Rights Act, they have been included in this plan insofar as they relate to language accommodation.

The purpose of the plan is to provide a framework for the provision of timely and effective language assistance to LEP persons and to deaf and hard-of-hearing persons with whom members of the Community Development staff come in contact.

The City of Oil City has appointed a Language Access Coordinator for the City:

Name: Kelly Amos
Title: Community Development Director

to be a contact person for the public concerning this plan and its implementation. The Language Access Coordinator may be contacted through:

Address: 21 Seneca Street
Oil City, PA 16301
Phone #: (814) 678-3018
Fax #: (814) 678-3086
Email: kamos@oilcity.org

Section II. Needs Assessment

The City of Oil City will make every effort to provide service to all LEP and deaf or hard-of-hearing persons in the city's service area.

A. City Data

The Department of Community and Economic Development (DCED) provided the PA Census tabulation for persons that speak English "Less than Well," for determining the City's LEP populations. From the current tabulation, there are no instances in which this document indicates the 1,000 or 5% thresholds for an identified language. Consequently, there is no current requirement to publish all materials and notices in an additional language.

However, due to the nature of activities to be completed utilizing Community Development Block Grant (CDBG) funds, certain individuals may require LAP accommodations. Such activities include conducting income surveys and the delivery of a direct assistance program in the form of subsistence payments. In these instances, identification of LEP persons at item B below will be utilized as needed.

The following list shows the non-English languages, including American Sign Language ("ASL"), most frequently spoken in this city, based on census data compiled by the Penn State Data Center:

1. Spanish
2. German
3. Other West Germanic languages
4. French
5. Polish

B. Identification of LEP Persons

Community Development staff will use the following methods to identify LEP persons:

- "I speak" card
- "I speak" poster
- Other: Contact from Agencies dealing with LEP persons; contact from bilingual family/friends of LEP persons

Section III. Language Assistance Resources

A. Interpreters

The City will offer assistance to LEP and deaf or hard-of-hearing persons during those times of personal contact associated with federally-funded activities by providing foreign language interpreters as required by Title VI of the federal Civil Rights Act, and by DCED and HUD regulations.

Interpreter request forms are available via the Community Development Department, 21 Seneca Street, Oil City, PA 16301.

The Pennsylvania Interpreter Certification Program ("ICP") maintains a statewide roster of certified, otherwise qualified, and registered interpreters, of which a program roster is available to the public online.

The City will give preference to the appointment of a certified interpreter, unless a certified interpreter is not available.

The City may appoint otherwise qualified interpreters when certified interpreters are unavailable. Otherwise qualified interpreters should be selected from the statewide roster. If the City is unable to locate a certified, otherwise qualified, or registered interpreter on the statewide roster, then the City of Oil City will contact DCED staff for guidance.

B. Other Language Services

One of the most challenging situations facing staff is when they encounter LEP persons without an interpreter present. LEP persons may come in contact with staff via:

- In person contact (Example: Direct intake for services or LMI surveys)
- Telephone
- Bilingual family members/friends

Once staff have identified LEP individuals utilizing the resources identified in II(B), staff will provide one or more of the following language assistance services in the situations listed directly above:

- Telephonic Interpretation Service (Language Line)
- Video Remote Interpreting
- Bilingual employees
- Internet Translation Services

C. Forms & Documents

1. Statewide – The PA Department of Community & Economic Development makes select translated forms available to Community Development Block Grant practitioners on its website.
2. City of Oil City – the City recognizes the importance of translating vital forms and documents so that LEP individuals have equal access to services. Forms requested by LEP persons will be obtained from DCED’s “Form Bank” if and when available. If the City determines that additional documents need to be translated which are not available through a DCED Form Bank, the documents identified will be translated as soon as possible.

D. Other Provisions

If the City determines that it is necessary to make additional information available in languages other than English, the City will take the necessary steps to accomplish that goal as soon as possible.

Section IV. Training

The City of Oil City will work to ensure that Community Development staff are trained on LEP policy and procedure. Staff will attend DCED training to assist them to: identify and respond to LEP persons, increase awareness of the types of language services available, guide when and how to access those services, and effectively use language services. New employees, especially those who will have regular contact with the public, will be required to attend such DCED-provided language access training.

Section V. Public Notification and Evaluation of Language Access Plan

A. Language Access Plan Approval and Notification

The City of Oil City will post its LAP on its public website and/or City public notification area within City Hall and will make copies of the LAP available upon request.

The City of Oil City consulted with Venango County in creating its LAP.

B. Evaluation and Review of the LAP

The City will review this LAP annually to assess whether the LAP needs updating. The LAP will remain in effect unless modified or updated. Review of the following areas may indicate a need to update the LAP:

- Increase in the number of LEP and deaf or hard-of-hearing persons requesting interpreters or language assistance
- Funding is made available for the enhancement or addition of language services
- Current language needs determine additional services or translated materials should be provided
- Feedback from LEP, deaf or hard-of-hearing communities, and stakeholders within the City determine more services are needed
- Feedback from trainings provided by DCED indicate policy changes and/or additional services are needed
- Viability of identified language services and resources are outdated
- Problem areas and corrective action strategies are re-evaluated
- Updated census data indicates an increase in LEP individuals

The Language Access Coordinator for the City of Oil City will ensure this plan is followed, advise the City on potential updates to this plan, and coordinate provision of language access services for the City as they arise.

Any revisions to the language access plan will be communicated to all City personnel, and an updated version of the plan will be posted on the City website and in public notification areas in City Hall.

Section VI. Grievance Procedure

Any LEP, deaf or hard-of-hearing individual has the right to file a complaint with the City of Oil City when he or she believes that the City did not provide the necessary LEP or sign language services. The Language Access Coordinator shall take reasonable steps to inform LEP and deaf or hard-of-hearing CDBG service users about the availability of complaint forms.

The Language Access Coordinator shall:

- Utilize the City of Oil City Language Access Plan Complaint Procedure and Grievance Form (copy attached).
- Publish and make the complaint process and form readily available.
- Post the complaint process prominently in the City facilities and on the City website.

All complaints regarding the LAP should be forwarded to:

Name: Kelly Amos
Community Development Director

Address: 21 Seneca Street
Oil City, PA 16301

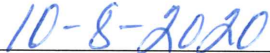
Phone #: (814) 678-3018
Fax #: (814) 678-3086
Email Address: kamos@oilcity.org

The Language Access Coordinator or his/her designee will investigate any complaints that allege noncompliance with this LAP. If the investigation results in a finding of compliance, the Coordinator will inform the LEP individual in writing of this determination, including the basis for determination. If the investigation results in a finding of noncompliance, the Coordinator will inform the LEP person of the noncompliance in a letter that outlines the steps that will be taken to correct the noncompliance.

Language Access Plan Completed By: The Community Development Director

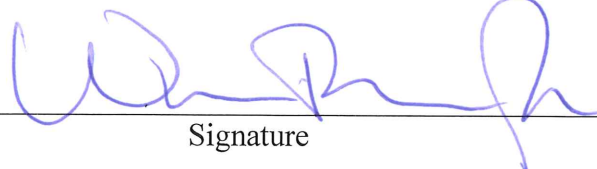


Signature



Date

Approval of Language Access Plan by the City of Oil City:



Signature

October 8, 2020

Date

Mayor

Title



City of Oil City Language Access Plan Interpreter Request Form

Applicant Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____

Email: _____

Requested By: _____

Relationship to Applicant: _____

Preferred Contact Method: _____

An interpreter is needed in the following language:

☐ Español (Spanish)

☐ Français (French)

☐ ASL

☐ Deutsche (German)

☐ Polski (Polish)

☐ Other _____

Request Date: _____ Time: _____

Signature

Date

Please allow up to 10 business days to process this request

City of Oil City
Language Access Plan
Complaint Procedure and Grievance Form

The City of Oil City is committed to providing services to all members of the community it serves, regardless of their ability to speak English, in compliance with Title VI of the Civil Rights Act of 1964, PA Act 172 of 2006, and the Regulations Governing Court Interpreters implemented by the Pennsylvania Supreme Court. If you feel you have been denied services because of the language you speak, please complete this form and send it to the Language Access Coordinator:

Kelly Amos
Language Access Coordinator
21 Seneca Street
Oil City, PA 16301
Phone: (814) 678-3018 Fax: (814) 678-3086
Email: kamos@oilcity.org

The following information is necessary to assist us in processing your complaint. Should you require assistance in completing this form, please contact Oil City's Language Access Coordinator.

1. Name: _____
Address: _____
City, State, Zip Code: _____
Daytime Phone: _____ Evening Phone: _____
2. In what language do you prefer to communicate: _____
3. If you are filing on behalf of another person, please include your name, address, phone number and relation to the complainant:
Name: _____
Address: _____
Phone: _____
Email: _____
Relationship to Complainant: _____

4. Please provide the following information about where and when your rights to language access were not met.

Date: _____ Time: _____

Did you request language assistance? ☐ Yes ☐ No

At what facility did this take place: _____

Describe in your own words, in what way you believe that your rights to language access were not met and whom you believe was responsible. Please use the back of this form or additional pages as needed.

5. Is there any solution you believe may remedy the problem?

Grievant Signature

Date

Please send completed form to:

City of Oil City
Community Development Department
Language Access Coordinator
21 Seneca Street
Oil City, PA 16301
Phone: (814) 678-3018