

Franklin Township, New Jersey

**Township of Franklin
Language Access Plan for the
Community Development Block Grant Program (CDBG)**

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Introduction

The Township of Franklin in compliance with the requirements established under Executive Order 13166 has developed a limited English Proficiency Plan. It is the intent of this Township to comply with Title VI of the Civil Rights Act of 1964 which protects individuals from discrimination on the basis of race, color, or national origin in programs that receive federal assistance. In certain situations, failure to ensure persons who have limited English proficiency can effectively participate in or benefit from federally assisted programs may violate Title VI's prohibition against national origin discrimination.

Persons who, as a result of national origin, do not speak English as their primary language and who have limited ability to speak, read, write or understand English may be entitled to language assistance under Title VI to receive a particular service or benefit of encounter.

This document updates the Township's Language Access Plan for the Community Development Block Grant Program.

Definitions

Limited English Proficiency person: Any person who does not speak English as their primary language and who has a limited ability to read, write, speak, or understand English. Such person or persons shall be entitled to language assistance at no cost to themselves with respect to a particular type of service, benefit, or encounter. This is based upon assessment of a client.

Indo-European Languages: The languages included in this definition for Census purposes includes; French, Haitian, Italian, Portuguese, German, Yiddish, Pennsylvania Dutch or other West Germanic languages, Greek, Russian, Polish, Serb-Croatian,

Ukrainian, or other Slavic languages, Armenian, Persian, Gujarati, Hindi, Urdu, Punjabi, Bengali, Nepali, Marathi or other Indic languages.

Asian and Pacific Island languages: The languages included in this definition includes Chinese (Mandarin, Cantonese), Japanese, Korean, Hmong, Vietnamese, Khmer, Thai, Lao, or other Tai-Kadai languages, other languages of Asia, Tagalog, Ilocano, Samoan, Hawaiian, or other Austronesian languages.

Four Factor Analyses

The Township is required to conduct a four factor analyses to determine which measures the Township must undertake to assure program compliance for the Community Development Block Grant Program. The following factors were applied to update the Township's analyses.

Factor 1

“For most recipients, the target audience is defined in geographic rather than programmatic terms. In many cases, even if the overall number or proportion of LEP in the local area is low, the actual number of LEP persons served by the program may be high. Recipients of HUD funds are required by existing regulations to outreach, educate and affirmatively market the availability of housing and housing related-services to eligible persons in the geographic area that are least likely to apply for and/or receive the benefit of the program without such outreach and education activities and/or affirmative marketing” (72 FR 2748).

Factor 2

“Frequency of contact should be considered in light of the specific program or geographic area being served. Some education programs or complaint processing may only require a single or limited interaction with each LEP individual served. In contrast, housing, counseling and housing supportive services programs require ongoing communication. In the former case, the type and extent of LEP services may be of shorter

duration, even for a greater number of LEP persons, than in the latter case. Therefore, decisions must be made accordingly” (72 FR 2748).

Factor 3

“Importance of Service/Information/Program/Activity- Given the critical role housing plays in quality of life, housing and complementary housing services rank high on the critical/non-critical continuum. However, this does not mean that all services and activities provided by recipients of HUD funding must be equally accessible in languages other than English. For example, while clearly important to the quality of life in the community, certain recreational programs provided by a HUD-funded recipient may not require the same level of interpretive services as does the recipient’s underlying housing service. Nevertheless, the need for language services to these programs should be considered in applying the four-factor analysis”. (72 FR 2748).

Factor 4:

“Costs vs. Resources and Benefit. The final factor that must be taken into account is the cost of providing various services balanced against the resources available to the HUD-funded recipient providing the service” (FR 2748) Financial considerations include the type of program. “There are some programs that services would be provided in some way to any client that requires them. In important programs or activities (e.g. tenant selection, fair housing complaint intake, conflict resolution, etc.) that require one-on-one contact, oral and written translations would be provided consistent with the four-factor analysis used earlier. Recipients could have competent bi- or multilingual; employees, community translators, or interpreters to communicate with LEP persons in languages prevalent in the community. In some instances, a recipient may have to contract or negotiate with other agencies for language services for LEP persons” (FR 72 2748).

The Analyses

Franklin Township is a diverse community of 62,431 residents according to the American Community Survey of 2018. The number of residents who speak “English only” or speak

English very well is 56,496 or 90.7% of the residents. At least 20,309 of our residents also speak another language at home which is representative of 32.7% of the population. The first factor we will examine is who will need Language Assistance and qualifies as a beneficiary of the Community Development Block Grant Program.

1. Identification of LEP Individuals/Families

The Department of Housing and Urban Development (HUD) requires the written translation of all required forms for certain linguistic group of clients, based on their demographic representation in the area being served. The criteria are cited below:

Size of Language Group	Recommend provision of written language assistance
1,000 or more in the eligible population in the market area or among current beneficiaries	Translated vital documents
More than 5% of the eligible population or beneficiaries and more than 50 in number	Translated vital documents
More than 5% of the eligible population or beneficiaries and 50 or less in number	Translated written notice of right to receive free oral interpretation of documents.
5% or less of the eligible population or beneficiaries and less than 1,000 in number	No written translation is required.

The table which follows contains the 2018 ACS Data for non-English languages in Franklin Township.

Ethnicities with non-English languages Age 5 and over	Population Age 5 and over	Percentage of FTWP 5+
Asian Indian	6,741	11.9%
Chinese	1,931	3.41%
Filipino	2,623	4.64%
Japanese	60	0.106%
Korean	820	1.45%
Other Asian	1,100	1.94%
Other Races	1,938	3.43%
American Indian and Alaska Native	1,114	1.97%
Hispanic or Latino	7,007	12.40%

The following table represents the language groups who speak their native languages at home and speak English less than well.

Ethnicity of Households in Franklin Twp.	Speaks English less than very well	Percentage of Households
Asian and Pacific Islander	596	23.1%
Spanish	135	5.4%
Other Indo European	52	3.0%
Other Languages	62	6.3%

2018 ACS 5-Year estimate U.S. Census Data

The number families that do not speak English well and who are more than 50 in number are Hispanic or Latino, Asian and Pacific Islander, and Other Indo European languages. The category of “other languages” does not identify how many and what language the households are composed.

2. The Frequency of LEP contact with the Program

The Township of Franklin's primary objectives to be achieved with the assistance of its Block Grant funds is to improve the housing conditions of low and moderate income homeowner households in the Township. This is done through the rehabilitation of older income eligible homes located throughout the Township.

Other objectives are to increase the supply of affordable housing and to increase the supply of supportive housing. The Township allocates funding for these activities from its affordable housing trust fund. This funding source when combined with the Block Grant funds helps the Township meet its affordable housing goals.

The Township also utilizes the Block grant funds to meet its non-housing community development objectives. These priorities include providing financial support to agencies that deliver services to low-income individuals and families, stabilizing low-income neighborhoods with infrastructure improvements and providing public improvements in low/moderate income areas that encourage economic investment.

3. Language Assistance Measures

The Township considers the following documents vital; notice of public hearings, the Citizen Participation Plan, substantial amendments to the Consolidated Plan. The Action Plan, Consolidated Plan, CAPER and any other documents determined by the Department of Housing and Urban Development to be vital to the program.

The Township of Franklin currently advertises its program as follows:

1. The Courier News (Local)
2. Township quarterly newsletter
3. Desi Talk- Indian (Asian) newspaper
4. Latinos Unidos de Nueva Jersey- Hispanic/Latino

In addition in accordance with its citizen participation program hearings on the program are held at least twice a year. These hearings are conducted during the regular Township

Council meeting which is broadcast on the local television access station for Franklin Township.

The Township has installed a language translator on the webpage capable of translating into over 100 languages for a reader browsing the Township webpage. This will increase access to general information regarding all Township activities to all webpage visitors. It also will translate all linked programmatic documents considered vital for CDBG purposes.

This is a suitable means of providing access as the ACS Data 2018 found that 94.5% of residents have computers and 90.9 % have broadband access. In addition, the Township provides web access to all persons via in-house WIFI at the Township Hall located at 475 DeMott Lane, and free computer access to all Township residents at the Township Library also located at 475 DeMott Lane.

Oral Interpretation Services

The Township has contracted with the IU Group (Interpreters Unlimited) to provide on demand oral interpretation services via telephone on an as needed basis for inquiries into the Community Development Block Grant Program and services. This service will be available upon request through the Township of Franklin Clerk's office.

Township staff will adhere to the following guidelines when using an interpreter:

- Explain to the interpreter the purpose of the communication and provide a description of the information to be conveyed;
- Provide brief explanations of technical terms that may come up during the communication
- Avoid using acronyms such as HUD, CDBG, etc.
- Speak in short sentences;
- Express one idea at a time and allow the information to be interpreted prior to continuing;
- Check in with the interpreter to make sure he/she understands what staff is attempting to communicate;

- Enunciate words;
- Avoid contractions;
- Address the LEP resident and not the interpreter during the conversation

Residents who have limited English proficiency may choose to bring an informal interpreter with them to assist in communication, including but not limited to the LEP resident's family members, friends, legal guardians, or social services case manager. In those instances, staff will:

- Inform LEP persons who bring an informal interpreter with them that free language interpretation is available;
- Choose a formal interpreter instead of an informal interpreter, if the circumstances and subject matter of the interaction indicate that formal interpretation is needed to protect the resident's rights and interests; and
- Avoid relying on minors as informal interpreters unless there is an extreme need and no competent interpreters are available.

Written Translation Services

The Township will provide a translated written notice of residents' rights to an oral interpretation of vital Community Development documents. We will use the website translator by linking all vital documents on the Community Development webpage as they are publicly posted.

Staff Training Regarding LEP Policies and Procedures

Staff who needs training on LEP information and access will include Township Clerk staff and Planning Staff to insure proper implementation and protection of LEP rights.

Providing Notice of Free Language Services to LEP Residents

A statement regarding free language assistance services will be noted in all public notices.

Monitoring and Updates

This plan will be reviewed and updated every 3 years or more if new demographic data warrants change.