

[Limited English Proficiency (LEP): For persons who, as a result of national origin, do not speak English as their primary language and who have a limited ability to speak, read, write, or understand. For purposes of Title VI and the LEP Guidance, persons may be entitled to language assistance with respect to a particular service, benefit, or encounter.]

# 4-Factor Analysis & Language Assistance Plan

Community Development Block  
Grant (CDBG) Program

Township of Cherry Hill  
Department of Community Development

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## INTRODUCTION

The Township of Cherry has developed this Language Assistance Plan (LAP) in accordance with *Executive Order 13166 - Improving Access to Services for Persons with Limited English Proficiency* and the U.S. Department of Housing and Urban Development's (HUD's) *Final LEP Guidance* documentation.

*The Township of Cherry Hill is committed to providing equal opportunity in all programs and services to ensure full compliance with all civil rights laws, including Title VI of the 1964 Civil Rights Act, which requires non-discrimination on the basis of national origin.*

Title VI of the Civil Rights Act of 1964 protects individuals from discrimination based on a person's race, color, or national origin. Title VI applies to programs or activities receiving federal financial assistance from HUD, such as the Community Development Block Grant (CDBG) program. 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 in order to receive a particular service, benefit, or encounter.

Accordingly, the Township is required to take reasonable steps to ensure meaningful access to the CDBG program for Limited English Proficiency (LEP) persons. This document memorializes the Township's four-factor analysis and Language Access Plan (LAP).

## WHAT IS A FOUR-FACTOR ANALYSIS?

HUD utilizes a four-factor analysis to provide a framework that balances the need to ensure meaningful access by LEP persons to critical services, while not imposing undue financial burdens on small businesses, small local governments, or small nonprofit organizations. The "reasonableness" standard is intended to be flexible and fact-dependent. The four-factor analysis considers:

- 1) The number or proportion of LEP persons served or likely to be encountered in the eligible service population (i.e., if the persons received adequate education and outreach and the recipient provided sufficient language services);
- 2) The frequency with which LEP persons come into contact with the program;
- 3) The nature and importance of the program, activity, or service provided by the program; and
- 4) The resources available and costs to the recipient.

## TOWNSHIP OF CHERRY HILL'S FOUR-FACTOR ANALYSIS

The following Four-Factor Analysis will serve as the guide for determining which language assistance measures the Township of Cherry Hill's Department of Community Development and subrecipients will undertake to guarantee access to the Township's Community Development Block Grant (CDBG) program by LEP persons.

- 1) Number or proportion of LEP persons served or encountered in the eligible service population (served or encountered includes those persons who would be served by the recipient if the person received education and outreach and the recipient provided sufficient language services).

The US Census Bureau's American Community Survey (ACS) has two classifications of how well people speak English. These classifications include "very well" and "less than very well." For the purposes of this analysis, an "LEP Threshold Population" will be defined as any one group constituting at least 5% of the Township's total population, or 1,000 people within the Township (whichever is less), that speaks English "less than very well." **Appendix A** shows the languages spoken at home for all persons five years old and older, providing the proportions of persons who speak English "very well" and "less than very well," as a percentage of total population.

As indicated in **Appendix A**, the data suggests that a majority (77.4%) of the Township's population "Speak Only English," where 22.6% of the population speaks languages other than English. Of these other languages spoken at home, only Spanish or Spanish Creole and Chinese

2) The frequency with which the LEP persons come into contact with the program.

The Township (and/or its subrecipients) provide senior bus service, non-profit assistance (food pantry support), infrastructure improvements, housing for low and moderate income persons, owner-occupied housing rehabilitation and repair, and domestic violence counseling services. Therefore, residents are likely to have considerable, direct contact with programs and staff.

3) The nature and importance of the program, activity, or service provided by the program.

The Township considers mobility and transit to be an important and essential service for our seniors and disabled residents, who would otherwise have limited access for errands and doctors appointments. Additionally, the Township's housing programs are important to ensuring that residents live in decent, affordable, and safe housing. Lastly, support services, such as food pantry and domestic violence counseling, is important to the basic health, safety, and welfare of Cherry Hill residents.

4) The resources available and costs to the recipient.

The Township has taken an inventory of internal capacity and assessed available services that Cherry Hill could utilize for outreach and translation efforts.

The Township currently uses several resources. For instance, the Township's website serves as the main source of potential contact with residents; the website utilizes a Google translate feature that allows users to translate any page or document on the site into other languages. For example, the Senior Bus registration form is available in a multitude of language. See bus registration in Chinese below.

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Cherry Hill community, it was determined that this data represents a more comprehensive understanding of the predominant languages spoken at home in the community.

## Definition of Terms

**Effective Communication** – effective communication occurs when staff have taken necessary steps to make sure that a person who is LEP is given adequate information in his/her language to understand the services, benefits or the requirements for services or benefits offered by Cherry Hill.

**Interpretation** – Interpretation means the oral or spoken transfer of a message from one language into another language.

**Limited English Proficiency** – A person with limited English proficiency or "LEP" is not able to speak, read, write or understand the English language well enough to allow him/her to interact effectively with staff.

**Meaningful Access** – To ensure meaningful access for people with LEP, the Township must make free language assistance available to applicants/recipients that results in accurate and effective communication that does not result in undue delay or denial of benefits to which the LEP applicant/recipient is eligible.

**Outreach Documents** – Cherry Hill-designed and/or utilized documents used to provide information to the general public but targeting individuals who are eligible or may be eligible for CDBG programs.

**Translation** – Translation means the written transfer of a message from one language into another language.

**Vital Documents** – forms or documents designed and utilized by Cherry Hill Department of Community Development or its subrecipients that are critical for accessing federally funded services or benefits or are required by law. Whether or not a document (or the information it solicits) is "vital" may depend upon the importance of the program, information, encounter, or service involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner.

Additionally, the Township currently has municipal staff who speak and write Spanish, Korean, Filipino, and Japanese, who can be of assistance in conducting informal communication with residents, as needed. For the Domestic Violence program, which requires strict confidentiality, staff and volunteers contact the Camden County Domestic Violence Center via its hotline for LEP assistance. If a particular type of language interpreter is not available, officers use a language line. Additionally, the Township typically utilizes hybrid CDBG public hearings in order for those with limited mobility to access the meeting. Zoom meetings have closed captions capacity.

The Township has also explored the availability and costs of determining how much a professional interpreter and translation service would cost on an as-needed basis, as well as which of its documents would be the most valuable to be translated. As translation activities are an eligible CDBG administrative expense, CDBG funds are available to translate documents for the most frequently encountered LEP residents, and to provide interpreters, when needed, during program activities. Given Cherry Hill's resources, there are reasonable measures that the Department of Community Development can provide to ensure meaningful access by LEP persons to CDBG activities, while not imposing undue financial burdens on the Township.

## Language Access Plan

It is the policy of Cherry Hill's Department of Community Development to provide language access services to populations or persons with LEP who are eligible to be served by CDBG programs. Such services will be focused on providing meaningful access to our programs, services and/or benefits. As a result of the preceding Four-Factor Analysis, Cherry Hill's Department of

Community Development has identified the following types of language assistance to be provided on an as needed basis throughout the implementation of the CDBG program.

### **Language Identification**

The Township will utilize the United States Census Bureau's "I Speak" Cards, which is an effective tool for an LEP person to communicate the language the person speaks. Township staff will direct people to the "I Speak" cards when it is apparent that they are having difficulty speaking or understanding English. The staff member will then utilize the language services described in this Plan. A sample of the "I Speak Cards" can be found in Appendix B.

### **Staff Training**

Cherry Hill's Department of Community Development will continue to coordinate with municipal staff and subrecipients on its role and responsibilities in providing meaningful access to CDBG services for LEP persons, which will include:

- Providing copies of the Township's Language Assistance Plan to staff, educating them on the Title VI LEP requirements for providing meaningful access to services for LEP persons;
- Instructing on the use of "I Speak" Cards; and
- Instructing that clients have a right to qualified interpreter services at no cost to them, that they are not required to rely on their minor children, other relatives, or friends as interpreters, and that they have right to file a grievance about the language access services provided them; and
- Provide any additional training needed to ensure knowledge regarding individual rights of LEP populations; and
- Current bi-lingual staff may help communicate with LEP residents and educate staff about available translation and interpretation services

### **Oral Interpretation Services**

Upon request, the Township of Cherry Hill will provide oral language and ASL interpreter services to LEP individuals or families applying for, participating in programs or receiving services/benefits through the Township's CDBG program, at no cost to LEP persons. The Language Assistance Coordinator will contact a professional agency to make the necessary arrangements (after obtaining a cost estimate for the services, as required by the Purchasing Department). The interpreter services should be provided in an efficient and timely manner so as not to delay a determination of eligibility for an individual or family, receipt of eligible services/benefits or participation in the CDBG program beyond that of an English-speaking individual or family.

Any individual eligible for CDBG- funded programs/services within Cherry Hill who cannot speak, read, write, or understand the English language at a level that permits them to interact effectively with municipal staff has the following rights:

- A right to qualified interpreter services at no cost to them.

- A right not to be required to rely on their minor children, other relatives, or friends as interpreters.
- A right to file a grievance about the language access services provided them.

Cherry Hill will not require, suggest or encourage LEP individuals or families to use friends, family members or minor children as interpreters. If a LEP individual or family insists that a friend or family member serve as interpreter, that choice is documented. Cherry Hill will then, on a case-by-case basis, consider factors such as: competence of the family or friend used as the interpreter; the appropriateness of the use in light of the circumstances and ability to provide quality and accurate information, especially if the interview could result in a negative effect on the individual or family's eligibility for benefits/services; potential or actual conflicts of interest; and confidentiality of the information being interpreted to determine whether the agency should provide its own independent interpreter for itself. In no case does Cherry Hill allow a minor child to act as interpreter for an LEP individual or family. Although not necessarily required, is important to let LEP persons know that those services are available and that they are free of charge.

### Written Translation of Vital Documents

The Township of Cherry Hill will continue language translation (i.e., Google Translate) on the Township Website, at no cost to individuals or families, enabling users to translate general CDBG program information into a multitude of languages other than English.

Additionally, vital and generic widely used written materials in the CDBG program will be translated into frequently encountered languages of Spanish and Chinese. A vital document is any document that is critical for ensuring meaningful access to the recipients' major activities and programs by beneficiaries generally and LEP persons specifically. Whether or not a document (or the information it solicits) is "vital" may depend upon the importance of the program, information, encounter, or service involved. Vital and generic widely used documents include:

- Program/Service Flyers
- Program/Service Applications
- Self-Certification Forms
- Model leases or eviction notices

HUD has adopted a "safe harbor" for translation of written materials. The Guidance identifies actions that will be considered strong evidence of compliance with Title VI obligations. Failure to provide written translations under these cited circumstances does not mean that the Township is in noncompliance. Rather, the "safe harbors" provide a starting point for recipients to consider. The table below sets forth safe harbors for written translations:

Size of Language Group	Recommended 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 <i>and</i> more than 50 in number	Translated vital documents
More than 5% of the eligible population or beneficiaries <i>and</i> 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.

Source: HUD Safe Harbors

The Township’s analysis indicates that there are two (2) language groups with a population greater than 5% of the total Township population or 1,000 persons that “speaks English less than very well,” which is Spanish or Spanish Creole and Chinese. Therefore, translated vital documents should be made available in English, Spanish and Chinese.

### Public Notices and Public Outreach

Published citizen participation advertisements will include a statement in LEP languages identified in this plan (i.e., Chinese and Spanish), indicating program materials and interpreters are available, upon request. For example, public notices should include the following statements (or phrasing similar thereto):

#### English

*All interested individuals and organizations are invited and encouraged to attend these public hearings. Persons interested in attending the hearings who require interpretive assistance (i.e. hearing impaired or non-English speaking), or other accommodations, shall notify the Department of Community Development at least five (5) working days prior to the meeting by contacting Mara Wuebker at 856-488-7870 or [mwuebker@chnj.gov](mailto:mwuebker@chnj.gov). Persons interested in reviewing the document who require translation assistance (i.e. visually impaired or non-English speaking), or other accommodations, shall notify the Department of Community Development by contacting Mara Wuebker at (856) 488-7870 or [mwuebker@chnj.gov](mailto:mwuebker@chnj.gov).*

#### Spanish

Todas las personas y organizaciones interesadas están invitadas a asistir a estas audiencias públicas. Las personas que deseen atender y requieran asistencia de interpretación (es decir, personas con problemas de audición o que no hablen inglés), u otras adaptaciones, deben notificar a Departamento of Community Development al menos cinco (5) días hábiles antes de la audiencia, comunicándose con Mara Wuebker al (856) 488-7870 o [mwuebker@chnj.gov](mailto:mwuebker@chnj.gov). Las personas que deseen revisar el documento y requieran asistencia de traducción (es decir, personas con discapacidad visual o que no hablen inglés), u otras adaptaciones, deben notificar a Departamento of Community Development comunicándose con Mara Wuebker al (856) 488-7870 o [mwuebker@chnj.gov](mailto:mwuebker@chnj.gov).

## Chinese

我们鼓励所有感兴趣的个人和组织参加这些公开听证会。任何有兴趣审查文件或参加听证会的人士，如果需要翻译和/或口译协助（即听力受损或不会讲英语的人士）或其他便利服务，请打电话 (856)488-7870 或发送电子邮件至 [mwuebker@chnj.gov](mailto:mwuebker@chnj.gov)，联系 Mara Wuebker 来通知社区发展部。请至少提前五 (5) 个工作日提出申请，以便社区发展部获取笔译和/或口译服务资源。

## Monitoring and Updating the LAP

The Township, on a frequent basis, will assess the effectiveness of the LAP and assess potential LAP modifications based on:

- Current LEP populations in service area or population encountered or affected;
- Frequency of encounters with LEP language groups;
- Nature and importance of activities to LEP persons;
- Availability of resources, including technological advances, additional resources, and the costs imposed;
- Whether existing assistance is meeting the needs of LEP persons;
- Whether staff knows and understands the LAP and how to implement it;
- Whether identified sources for assistance are still available and viable.

The Township will consider demographic shifts (as information becomes available), types of services, or other needs requiring reevaluation. If other populations of LEP persons are identified in the future, Cherry Hill will consider additional measures to serve the language access needs of those persons.

## Language Assistance Coordinator

Mara Wuebker, Deputy Director of Community Development, is the Township's designated CDBG Equal Opportunity/Limited English Proficiency Coordinator and may be reached on weekdays from 9:00AM – 5:00PM at (856) 488-7870 or [mwuebker@chnj.gov](mailto:mwuebker@chnj.gov).

# **APPENDIX A**

## Language Spoken at Home by Ability to Speak English For the Population 5 Years and Older

	Population Estimate	Percentage of Total Population
Total Population	67,193	100.00%
Speak only English	52,027	77.4%
Spanish or Spanish Creole:	3,670	5.5%
Speak English "very well"	2,363	3.5%
Speak English less than "very well"	1,307	1.9%
French (incl. Patois, Cajun):	213	0.3%
Speak English "very well"	150	0.2%
Speak English less than "very well"	63	0.1%
French Creole:	51	0.1%
Speak English "very well"	25	0.0%
Speak English less than "very well"	26	0.0%
Italian:	416	0.6%
Speak English "very well"	275	0.4%
Speak English less than "very well"	141	0.2%
Portuguese or Portuguese Creole:	45	0.1%
Speak English "very well"	14	0.0%
Speak English less than "very well"	31	0.0%
German:	67	0.1%
Speak English "very well"	63	0.1%
Speak English less than "very well"	4	0.0%
Yiddish:	73	0.1%
Speak English "very well"	48	0.1%
Speak English less than "very well"	25	0.0%
Other West Germanic languages:	6	0.0%
Speak English "very well"	6	0.0%
Speak English less than "very well"	0	0.0%
Scandinavian languages:	0	0.0%
Speak English "very well"	0	0.0%
Speak English less than "very well"	0	0.0%
Greek:	328	0.5%
Speak English "very well"	225	0.3%

Speak English less than "very well"	103	0.2%
<b>Russian:</b>	<b>920</b>	<b>1.4%</b>
Speak English "very well"	442	0.7%
Speak English less than "very well"	478	0.7%
<b>Polish:</b>	<b>438</b>	<b>0.7%</b>
Speak English "very well"	292	0.4%
Speak English less than "very well"	146	0.2%
<b>Serbo-Croatian:</b>	<b>29</b>	<b>0.0%</b>
Speak English "very well"	5	0.0%
Speak English less than "very well"	24	0.0%
<b>Other Slavic languages:</b>	<b>144</b>	<b>0.2%</b>
Speak English "very well"	100	0.1%
Speak English less than "very well"	44	0.1%
<b>Armenian:</b>	<b>75</b>	<b>0.1%</b>
Speak English "very well"	75	0.1%
Speak English less than "very well"	0	0.0%
<b>Persian:</b>	<b>188</b>	<b>0.3%</b>
Speak English "very well"	155	0.2%
Speak English less than "very well"	33	0.0%
<b>Gujarati:</b>	<b>481</b>	<b>0.7%</b>
Speak English "very well"	342	0.5%
Speak English less than "very well"	139	0.2%
<b>Hindi:</b>	<b>341</b>	<b>0.5%</b>
Speak English "very well"	258	0.4%
Speak English less than "very well"	83	0.1%
<b>Urdu:</b>	<b>231</b>	<b>0.3%</b>
Speak English "very well"	128	0.2%
Speak English less than "very well"	103	0.2%
<b>Other Indic languages:</b>	<b>377</b>	<b>0.6%</b>
Speak English "very well"	243	0.4%
Speak English less than "very well"	134	0.2%
<b>Other Indo-European languages:</b>	<b>342</b>	<b>0.5%</b>
Speak English "very well"	269	0.4%
Speak English less than "very well"	73	0.1%
<b>Chinese:</b>	<b>2,539</b>	<b>3.8%</b>

Speak English "very well"	1,286	1.9%
Speak English less than "very well"	1,253	1.9%
<b>Japanese:</b>	<b>63</b>	<b>0.1%</b>
Speak English "very well"	55	0.1%
Speak English less than "very well"	8	0.0%
<b>Korean:</b>	<b>821</b>	<b>1.2%</b>
Speak English "very well"	264	0.4%
Speak English less than "very well"	557	0.8%
<b>Mon-Khmer, Cambodian:</b>	<b>75</b>	<b>0.1%</b>
Speak English "very well"	19	0.0%
Speak English less than "very well"	56	0.1%
<b>Hmong:</b>	<b>0</b>	<b>0.0%</b>
Speak English "very well"	0	0.0%
Speak English less than "very well"	0	0.0%
<b>Thai:</b>	<b>28</b>	<b>0.0%</b>
Speak English "very well"	13	0.0%
Speak English less than "very well"	15	0.0%
<b>Laotian:</b>	<b>0</b>	<b>0.0%</b>
Speak English "very well"	0	0.0%
Speak English less than "very well"	0	0.0%
<b>Vietnamese:</b>	<b>940</b>	<b>1.4%</b>
Speak English "very well"	208	0.3%
Speak English less than "very well"	732	1.1%
<b>Other Asian languages:</b>	<b>686</b>	<b>1.0%</b>
Speak English "very well"	415	0.6%
Speak English less than "very well"	271	0.4%
<b>Tagalog:</b>	<b>862</b>	<b>1.3%</b>
Speak English "very well"	609	0.9%
Speak English less than "very well"	253	0.4%
<b>Other Pacific Island languages:</b>	<b>52</b>	<b>0.1%</b>
Speak English "very well"	52	0.1%
Speak English less than "very well"	0	0.0%
<b>Navajo:</b>	<b>0</b>	<b>0.0%</b>
Speak English "very well"	0	0.0%
Speak English less than "very well"	0	0.0%

Other Native North American languages:	0	0.0%
Speak English "very well"	0	0.0%
Speak English less than "very well"	0	0.0%
Hungarian:	20	0.0%
Speak English "very well"	20	0.0%
Speak English less than "very well"	0	0.0%
Arabic:	242	0.4%
Speak English "very well"	209	0.3%
Speak English less than "very well"	33	0.0%
Hebrew:	350	0.5%
Speak English "very well"	290	0.4%
Speak English less than "very well"	60	0.1%
African languages:	25	0.0%
Speak English "very well"	25	0.0%
Speak English less than "very well"	0	0.0%
Other and unspecified languages:	28	0.0%
Speak English "very well"	28	0.0%
Speak English less than "very well"	0	0.0%

*Source: 2011-2015 American Community Survey 5-Year Estimates*

# **APPENDIX B**

- |  |                        |
|--|------------------------|
| <input type="checkbox"/> <p>ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.</p>  | 1. Arabic              |
| <input type="checkbox"/> <p>Խոսողո՞ւմ ե՞սք նշո՞ւմ կատարե՞ք այս քանակությունը,<br/>եթե խոսո՞ւմ կա՞մ կարողո՞ւմ եք հայերեն:</p> | 2. Armenian            |
| <input type="checkbox"/> <p>যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।</p>                                       | 3. Bengali             |
| <input type="checkbox"/> <p>ល្អបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។</p>  | 4. Cambodian           |
| <input type="checkbox"/> <p>Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.</p>                 | 5. Chamorro            |
| <input type="checkbox"/> <p>如果你能读中文或讲中文，请选择此框。</p>   | 6. Simplified Chinese  |
| <input type="checkbox"/> <p>如果你能讀中文或講中文，請選擇此框。</p>   | 7. Traditional Chinese |
| <input type="checkbox"/> <p>Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.</p>                              | 8. Croatian            |
| <input type="checkbox"/> <p>Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.</p>                                       | 9. Czech               |
| <input type="checkbox"/> <p>Kruis dit vakje aan als u Nederlands kunt lezen of spreken.</p>                                  | 10. Dutch              |
| <input type="checkbox"/> <p>Mark this box if you read or speak English.</p>  | 11. English            |
| <input type="checkbox"/> <p>اگر خواندن و نوشتن فارسي بلد هستيد، اين مربع را علامت بنيد.</p>                                  | 12. Farsi              |

<input type="checkbox"/>	Cocher ici si vous lisez ou parlez le français.	13. French
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
<input type="checkbox"/>	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
<input type="checkbox"/>	Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
<input type="checkbox"/>	अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
<input type="checkbox"/>	Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
<input type="checkbox"/>	Jelölje meg ezt a kockát, ha megérta vagy beszéli a magyar nyelvet.	19. Hungarian
<input type="checkbox"/>	Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
<input type="checkbox"/>	Marchi questa casella se legge o parla italiano.	21. 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。	22. Japanese
<input type="checkbox"/>	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
<input type="checkbox"/>	ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	24. Laotian
<input type="checkbox"/>	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

<input type="checkbox"/>	Assinale este quadrado se você lê ou fala português.	26. Portuguese
<input type="checkbox"/>	Însemnați această casuță dacă citiți sau vorbiți românește.	27. Romanian
<input type="checkbox"/>	Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
<input type="checkbox"/>	Обележите овај квадратик уколико читате или говорите српски језик.	29. Serbian
<input type="checkbox"/>	Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
<input type="checkbox"/>	Marque esta casilla si lee o habla español.	31. Spanish
<input type="checkbox"/>	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
<input type="checkbox"/>	ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.	33. Thai
<input type="checkbox"/>	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
<input type="checkbox"/>	Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	35. Ukrainian
<input type="checkbox"/>	اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
<input type="checkbox"/>	Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
<input type="checkbox"/>	באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish

# I speak ...

---

## A

---

### Amharic

እኔ አማርኛ ነው ምናገረው.

### Arabic

أنا أتحدث اللغة العربية

### Armenian

Ես խոսում եմ հայերեն

---

## B

---

### Bengali

আমি বাংলা কথা বলতে পারী

### Bosnian

Ja govorim bosanski

### Bulgarian

Аз говоря български

### Burmese

ကျွန်တော်/ကျွန်မ မြန်မာ လို ပြောတတ် ပါတယ်။

---

## C

---

### Cambodian

ខ្ញុំនិយាយភាសាខ្មែរ

### Cantonese

我講廣東話 (Traditional)

我讲广东话 (Simplified)

### Catalan

Parlo català

### Croatian

Govorim hrvatski

### Czech

Mluvím česky

---

## D

---

### Danish

Jeg taler dansk

### Dari

من دری حرف می زنم

### Dutch

Ik spreek het Nederlands

---

## E

---

### Estonian

Ma räägin eesti keelt

---

## F

---

### Finnish

Puhun suomea

### French

Je parle français

---

## G

---

### **German**

Ich spreche Deutsch

### **Greek**

Μιλώ τα ελληνικά

### **Gujarati**

હુ ગુજરાતી બોલુ છુ

---

# H

---

## Haitian Creole

M pale kreyòl ayisyen

## Hebrew

אני מדבר עברית

## Hindi

मैं हिंदी बोलता हूँ ।

## Hmong

Kuv has lug Moob

## Hungarian

Beszélek magyarul

---

## I

---

### **Icelandic**

Èg tala íslensku

### **Ilocano**

Agsaonak ti Ilokano

### **Indonesian**

syay bisa berbahsa Indonesia

### **Italian**

Parlo italiano

---

## J

---

### **Japanese**

私は日本語を話す

---

## K

---

### Kackchiquel

Quin chagüic'ká chábal' ruin' rí  
tzújon cakchiquel

### Korean

한국어 합니다

### Kurdish

man Kurdii zaanim

### Kurmanci

man Kurmaanji zaanim

---

## L

---

### Laotian

ຂອຍປາກພາສາລາວ

### Latvian

Es runāju latviski

### Lithuanian

Aš kalbu lietuviškai

---

## M

---

### Mandarin

我講國語 (Traditional)

我讲国语/普通话 (Simplified)

### Mam

Bán chiyola tuj kíyol mam

### Mon

အဲဟို အင်္ဂလိပ် ဘာသာ

---

## N

---

### Norwegian

Jeg snakker norsk

---

## P

---

### Persian

من فارسی صحبت می کنم.

### Polish

Mówię po polsku

### Portuguese

Eu falo português do Brasil  
(for Brazil)

Eu falo português de Portugal  
(for Portugal)

### Punjabi

ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ/ਬੋਲਦੀ ਹਾਂ।

---

## Q

---

### Qanjobal

Ayin tí chí walq' anjob' al

### Quiche

In kinch'aw k'uin ch'e quiche

---

## R

---

### Romanian

Vorbesc românește

### Russian

Я говорю по-русски

---

## S

---

### Serbian

Ja govorim српски

### Sign Language (American)



I, ME



SIGN, SIGN LANGUAGE

## **Slovak**

Hovorím po slovensky

## **Slovenian**

Govorim slovensko

## **Somali**

Waxaan ku hadlaa af-Soomaali

## **Spanish**

Yo hablo español

## **Swahili**

Ninaongea Kiswahili

## **Swedish**

Jag talar svenska

---

## **T**

---

## **Tagalog**

Marunong akong mag-Tagalog

## **Tamil**

நான் தமிழ் பேசுவேன்

**Thai**

พุดภาษาไทย

**Turkish**

Türkçe konuşurum

---

## U

---

**Ukrainian**

Я розмовляю українською мовою

**Urdu**

میں اردو بولتا ہوں

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## V

---

**Vietnamese**

Tôi nói tiếng Việt

---

## W

---

**Welsh**

Dwi'n siarad

---

## X

---

**Xhosa**

Ndithetha isiXhosa

---

## Y

---

**Yiddish**

איך רעד יידיש

**Yoruba**

Mo nso Yooba

---

## Z

---

**Zulu**

Ngiyasikhuluma isiZulu

## Selected Indigenous Languages of Mexico

Agrupación Lingüística	Variante Lingüística	Frase en español	Frase en lengua
chichimeo jonaz	chichimeco jonaz	yo hablo chichimeca	ikáují úza' é~í
mazateco	mazateco del norte	yo hablo mazateco Hablo la lengua de Santa María Chilchotla	Cha'ña enná Cha'ña énn nda xo
maya	maya	Yo hablo maya	teen k-in t'aan maya
mixe	mixe bajo	Yo hablo mixe	Madyakpiëch ayuuk
	mixe alto, de Tlahuitoltpec	Yo hablo mixe	Xaamkëjxpët ayuujk èts nkajpyxyppy
mixteco	mixteco del oeste de la costa	yo hablo mixteco	Yuu kain se'en savi ñu ñundua

## Selected Indigenous Languages of Mexico

Agrupación Lingüística	Variante Lingüística	Frase en español	Frase en lengua
náhuatl	náhuatl de la huasteca veracruzana (se entiende junto con Yeracruz y San Luis Potosí)	yo hablo náhuatl	Na nilajitowa náhuatl
tojolabal	tojolabal	yo hablo tojolabal	Ja 'ke'ni wala kúmaniyon tojol-abál
triqui	triqui de la baja	yo hablo triqui	'unj a'mii xna' ánj nu'a
tseltal	tseltal (variante unificada)	Yo hablo tseltal	Te jo'one ja k'op te bats'il k'op tseltal
tsotsil	tseltal (variante unificada)	Yo hablo tsotsil	Vu'une jna'xi k'opoj ta bats'i k'op
zapoteco	zapoteco de la planicie costera	yo hablo zapoteco	Naa riné' diidxazá
chinanteco	chinanteco del sureste medio	yo hablo chinanteco	Jnea lo'n jujimí kíee 'dsa mo'kuöo

**A - pg. 3**

Amharic  
Arabic  
Armenian

**B - pg. 3**

Bengali  
Bosnian  
Bulgarian  
Burmese

**C - pg. 4**

Cambodian  
Cantonese  
Catalan  
Croatian  
Czech

**D - pg. 5**

Danish  
Dari  
Dutch

**E - pg. 5**

Estonian

**F - pg. 5**

Finnish  
French

**G - pg. 6**

German  
Greek  
Gujarati

**H - pg. 7**

Haitian Creole  
Hebrew  
Hindi  
Hmong  
Hungarian

**I - pg. 8**

Icelandic  
Ilocano  
Indonesian  
Italian

**J - pg. 8**

Japanese

**K - pg. 9**

Kackchiquel  
Korean  
Kurdish  
Kurmanji

**L - pg. 9**

Laotian  
Latvian  
Lithuanian

**M - pg. 10**

Mandarin  
Mam  
Mon

**N - pg. 10**

Norwegian

**P - pg. 11**

Persian  
Polish  
Portuguese  
Punjabi

**Q - pg. 11**

Qanjobal  
Quiche

**R - pg. 12**

Romanian  
Russian

**S - pg. 12, 13**

Serbian  
Sign Language  
Slovak  
Slovenian  
Somali  
Spanish  
Swahili  
Swedish

**T - pg. 13, 14**

Tagalog  
Tamil  
Thai  
Turkish

**U - pg. 14**

Ukrainian  
Urdu

**V - pg. 14**

Vietnamese

**W - pg. 14**

Welsh

**X - pg. 15**

Xhosa

**Y - pg. 15**

Yiddish  
Yoruba

**Z - pg. 15**

Zulu

**See page 16,17**  
for selected  
indigenous  
languages  
of Mexico.

# Limited English Proficiency Resources

## [www.lep.gov](http://www.lep.gov)

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“**I Speak**” is provided by the Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL).

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## Office for Civil Rights and Civil Liberties

[www.dhs.gov/crcl](http://www.dhs.gov/crcl)

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