

Limited English Proficiency Assistance

The City of Irvine, under Title VI of the Civil Rights Act of 1964, ensures that no person shall, on the basis of race, color or national origin, be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination under any program or activity it administers.

Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency (LEP) and resulting agency guidance, national origin discrimination includes discrimination on the basis of limited English proficiency.

LEP individuals are those who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

It is an expectation of all City of Irvine employees to provide timely, reasonable, effective, and meaningful access for LEP persons to all its programs and activities.

The City of Irvine encourages any complainants to file the complaint with the City of Irvine for immediate investigation and resolution.

Communicating with LEP Individuals

The following are considerations on how to assist a LEP individual:

1. Attempt to communicate in English first to determine if the customer can understand English sufficiently to be fully understood.
2. If a resident or visitor to the City of Irvine cannot understand or effectively communicate in English, determine the language they are speaking. If you recognize the language the customer is speaking but do not speak their language, skip to Step 4.
3. If the individual is in-person and you cannot recognize the language the customer is speaking, show them the "I Speak... Language Identification Guide" (page 2) listing so the customer can point to their language.
4. Consult the Bilingual Services list on the intranet to see if any Irvine employees speak, read, or write the requesting language. If so, contact them for interpretation assistance to aid the requestor with their question, comments, or concerns.
5. If a City employee cannot help with translation services, contact Bureaucom, the City's contracted translation and interpretation provider, for over the phone interpreting. They can be reached at 949-787-0598. Give the following information when prompted: Client name: City of Irvine; Client ID: 20410. View the Bureaucom Guide for more translation information on translation assistance.

Resources

- City approved translators – A list is available on the Intranet of City employees and the respective languages they speak. If the Intranet cannot be accessed, employees can call Human Resources or Public Safety Dispatch for assistance.
- I Speak Listing – A list of 69 language examples that you can show to constituents to identify the language they speak.
- City of Irvine Title VI Plan, translation available upon request.

Complaints

The LEP complaint process procedures mirror the complaint procedures as referenced in the Title VI Program Plan – Section E, Procedures for Filing a Title VI Complaint. Complaints may be submitted via the City of Irvine Title II and VI Non-Discrimination Grievance Form and additional information can be found on the City of Irvine website at cityofirvine.org or by calling Human Resources at 949-724-6067.



A

Amharic
አኔ አማርኛ ነው ምናገረው.
Arabic
أنا أتحدث اللغة العربية
Armenian
Ես խոսում եմ հայերեն

B

Bengali
আমি বাংলা কখা বোলতে পারী
Bosnian
Ja govorim bosanski
Bulgarian
Аз говоря български
Burmese
ကျွန်တော်/ကျွန်းမ မြန်မာလို ခြေတံတော် 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
હું ગુજરાતી બોલું છું

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 Speak...

Language Identification Guide

Q

Qanjobal
Ayin tí chí wal q' anjob' al
Quiche
In kinch'aw k'uin ch'e quiche

R

Romanian
Vorbesc românește
Russian
Я говорю по-русски

S

Serbian
Я говорим српски
Sign Language



Slovak
Hovorim 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
พูดภาษาไทย
Turkish
Türkçe konuşurum

U

Ukrainian
Я розмовляю українською мовою
Urdu
میں اردو بولتا ہوں

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

I

Icelandic
Ég tala íslensku
Ilocano
Agsaonak ti Ilokano
Indonesian
saya bisa berbahasa Indonesia
Italian
Parlo italiano

J

Japanese
私は日本語を話す

K

Kackchiquel
Quin chà g'üic ká chà ba' ruin' rí
Korean
한국어 합니다
Kurdish
man Kurdii zaanim
Kurmanci
man Kurmaanji zaanim

L

Laotian
ຂອບປາກພາສາລາວ
Latvian
Es runāju latviski
Lithuanian
Aš kalbu lietuviškai

M

Mam
Bán chiyola tuj kiyol mam
Mandarin
我講國語 (Traditional)
我讲国语/普通话 (Simplified)
Mon
အဲဒီအတိုင်း

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।

Executive Order 13166 requires DHS to take reasonable steps to provide meaningful access to its programs and activities for persons with limited English proficiency and - as also required by Title VI of the Civil Rights Act of 1964 - to ensure that recipients of federal financial assistance do the same.

I Speak is provided by the Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL). Other resources at www.lep.gov

Contact the DHS Office for Civil Rights and Civil Liberties' CRCL Institute at CRCLTraining@dhs.gov for digital copies of this poster or a "I Speak" booklet.

Download copies of the DHS LEP plan and guidance to recipients of financial assistance at www.dhs.gov/crcl

