

# 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:

- Attempt to communicate in English first to determine if the customer can understand English sufficiently to be fully understood.
- 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.
- If 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.
- Quickly determine if any of the City's approved bilingual employees, speak the requestor's language and are available to interpret. The City's approved list of translators is available on the City Intranet page or by contacting Human Resources.
- Utilize a City translator to determine the resident or visitor's needs, request, comment, or complaint. Then, determine the appropriate contact and coordinate for the contact and the translator to assist the resident/visitor in a timely manner.
- Make every effort to provide the resident/visitor the same level of service as an English-speaking resident or visitor.

## 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](http://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 ခြောက်တော် ပြောမယ်

**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**  
Beszélék magyarul

# I Speak...

## Language Identification Guide

**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' ruín' 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**  
ဒဲးပုၤအဂၢၢ်ဃၢ်

**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 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

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

Contact the DHS Office for Civil Rights and Civil Liberties' CRCL Institute at [CRCLTraining@dhs.gov](mailto: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](http://www.dhs.gov/crcl)

