



**Texas General Land Office
Community Development and Revitalization
2021 Winter Storms (Pub. L.s 117-43 and 117-180)
Language Access Plan for Limited English Proficient Persons**

The U.S. Department of Housing and Urban Development (HUD) has allocated Community Development Block Grant Disaster Recovery (CDBG-DR) funds to the state of Texas in response to the 2021 Texas Severe Winter Storms (DR-4586). The Texas General Land Office (GLO) is administering the CDBG-DR funds for the state of Texas and will be responsible for the development of the State of Texas 2021 Winter Storms CDBG-DR Action Plan (the Action Plan) tied to these funds.

The GLO is responsible for ensuring that all citizens, including persons with disabilities and Limited English Proficient (LEP) persons, have equal access to information about the Action Plan and its programs. HUD has designated three counties (Dallas, Harris, Tarrant) as the Most Impacted and Distressed (MID) areas. The remaining 251 counties in Texas will be eligible for up to 20% of these CDBG-DR funds as Secondary MID areas, as they were also part of the Presidential disaster declaration for DR-4586. The GLO will ensure that program information is available in the appropriate languages for Texas's entire population, as the HUD MID and Secondary MID counties combine to represent all 254 counties in the state.

The GLO has evaluated the population of persons with limited English proficiency in the state in consultation with the *Final Guidance to Federal Financial Assistance Recipients Regarding Title VI, Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons* published in Federal Register notice 72 FR 2732 (January 22, 2007).

Based on the four-factor analysis below, the GLO has concluded that it will translate vital documents into the following three languages: Spanish, Vietnamese, and Chinese. Additional languages will be accessible upon request.

Citizens with hearing or speaking disabilities or those who use a TDD/TTY device can call 1-844-893-8937 (toll free) via the Relay Texas Service at 7-1-1. Relay Texas is a service that provides telephone access for people with speech or hearing loss who find it challenging or impossible to use a traditional telephone. For more information, please see the Relay Texas website at: relaytexas.com.

To request translation assistance with documents, events, or other information, citizens can call 512-463-5139 and leave a detailed message with their name, phone number and questions, and an interpreter will return their call with additional information. Citizens who need technical assistance can contact the GLO office for assistance at 1-844-893-8937 (toll free).

Definition of a Limited English Proficient Individual:

Limited English Proficient (LEP) persons refers to individuals who do not speak English as their primary language and have a *limited ability to read, speak, write, or understand English*.¹

This definition includes individuals who have sensory impairments (SI), are Deaf or hard of hearing, communicate using American Sign Language (ASL), have speech impairments, are blind, or have visual impairments. LEP individuals may be entitled to language services or communication assistance for a service, benefit, or program that receives federal assistance.

Four Factor Analysis

The GLO is required to take reasonable steps to provide meaningful access to LEP persons. This "reasonableness" standard is intended to be flexible and fact dependent.

The GLO conducted an individualized assessment that balances the following four factors:

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 or encountered by the recipient if the persons were afforded adequate education and outreach).

The GLO took the following steps to identify the number of LEP persons in the affected areas. Because the HUD MID and Secondary MID counties combine to include all 254 counties in Texas, data for the entire state was analyzed.

- Downloaded Census Table B16001 (Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over) from the American Community Survey 5-year estimates. The latest 5-year estimates for Table B16001 was for 2021.
- Extracted data for the entire state of Texas.
- Summed up totals for all languages and compared percentages for each language (speakers of "X" Language who speak English less than "very well"). Analyzed totals to find a natural break in the data regarding which languages to translate.
- Downloaded Census Table S1810 (Disability Characteristics) from the American Community Survey 5-year estimates to view data on the amount of people with a vision or hearing difficulty in the affected areas. The latest 5-year estimates for Table S1810 was for 2021.

Spanish has the largest population of LEP speakers in Texas (10.99 percent). No other LEP population exceeds one percent of the total population. However, there are 35 other languages that have 1,000 or more LEP speakers in Texas. Due to limited available resources, the GLO will translate vital documents for the top three languages spoken by LEP population: Spanish, Vietnamese, and Chinese. Other languages will be available upon request.

The total population of Spanish speakers in Texas who speak English less than "very well" is 2,955,978 or 10.99 percent of the state. The second largest LEP population is Vietnamese speakers.

¹ 72 FR 2732 (January 22, 2007)

The total population of Vietnamese speakers in Texas who speak English less than "very well" is 129,891 or 0.48 percent. The third largest LEP population is Chinese speakers. The total population of Chinese speakers in Texas who speak English less than "very well" is 96,006 or 0.36 percent.

2. Frequency with which LEP persons come into contact with the program.

The CDBG-DR programs address the long-term recovery needs which are in support of housing, rental assistance, community infrastructure, and additional needs for communities impacted by the 2021 Winter Storms. The frequency for which LEP persons come into contact with the programs will be contingent on localized infrastructure and other program developments during the implementation, public comments periods, and citizen engagement. These will vary across eligible areas in the state and will be consistent with LEP guidelines.

3. Nature and importance of the program, activity, or service provided by the program.

The CDBG-DR programs provide funds for long-term recovery from the damage caused by the 2021 Winter Storms. These programs are important to the impacted counties as the programs will support multi-family rental housing, community infrastructure, and additional needs for communities impacted.

4. Resources available to the recipient and costs to the recipient.

The GLO is taking all reasonable steps to provide access for LEP persons for the CDBG-DR programs. The availability of resources, however, may limit the provision of language services in some instances. "Reasonable steps" may cease to be reasonable when the costs imposed substantially exceed the benefits.

Language Assistance

The GLO assistance to LEP persons may include, but is not limited to:

- Oral interpretation services;
- Bilingual staff;
- Telephone service lines interpreter;
- Written translation services;
- Notices to staff and subrecipients of the availability of LEP services;
- Referrals to community liaisons proficient in the language of LEP persons; or
- Website Content—using the same prioritization as noted above, translated web content will be posted notifying LEP individuals of the availability of interpretation services.

Vital Documents

Vital documents may include the following written materials:

- State Action Plans and amendments;
- Notice of assistance availability;
- Consent and complaint forms;
- Written notices of rights, denial, loss, or decreases in benefits or services;
- Notices advising LEP persons of free language assistance; and
- Notices of public hearings.

Notice to the Public

The GLO will post on its website the languages that are available for translation and interpretation services assistance.

Monitoring and Updating Language Access Plan

The GLO will monitor and update the Language Access Plan, including seeking input from beneficiaries and the community on how it is working and what other actions should be taken, as needed.

The state is committed to providing access to the Action Plan, Action Plan Amendments and information on the programs detailed within to all its citizens. These efforts include special consideration for those with Limited English Proficiency (LEP) and persons with disabilities. The Action Plan and any substantial amendments will be translated into Spanish, Vietnamese, and Chinese to reach the LEP population in the impacted areas. Citizens with disabilities or those who need technical assistance can contact the GLO office for assistance, either via:

- Telephone for the hearing impaired: using the Relay Texas service (7-1-1), call 1-844-893-8937 (toll free)
- Email at cdr@recovery.texas.gov; or
- Mail to the General Land Office, Community Development and Revitalization, Post Office Box 12873, Austin, Texas 78711-2873.

Table 1: Total Persons with a Vision or Hearing Difficulty in Texas²

		Total Population with a:	
	Population	Vision Difficulty (%)	Hearing Difficulty (%)
Texas	28,410,863	702,882 (2.5%)	907,487 (3.2%)

Table 2: Top Three Languages Spoken by LEP Speakers in Texas, Age Five Years and Over³

	Population	Spanish (%)	Vietnamese (%)	Chinese (%)
Texas	26,903,358	2,955,978 (10.99%)	129,891 (0.48%)	96,006 (.36%)

² U.S Census Bureau, 2021 5-year estimates, Table S1810, accessed May 25, 2023.

³ U.S Census Bureau, 2021 5-year estimates, Table B16001, accessed May 25, 2023.

Table 3: Other Languages with at Least 1,000 LEP Speakers in Texas, Age Five Years and Over⁴

Language	LEP Speakers	Percent
Arabic	35,582	0.13%
Korean	30,285	0.11%
Urdu	22,349	0.08%
Tagalog (incl. Filipino)	20,650	0.08%
French (incl. Cajun)	17,259	0.06%
Other languages of Asia	17,126	0.06%
Hindi	16,150	0.06%
Amharic, Somali, or other Afro-Asiatic languages	15,288	0.06%
Nepali, Marathi, or other Indic languages	14,429	0.05%
Persian (incl. Farsi, Dari)	13,500	0.05%
Yoruba, Twi, Igbo, or other languages of Western Africa	13,150	0.05%
Gujarati	12,258	0.05%
Malayalam, Kannada, or other Dravidian languages	12,161	0.05%
Telugu	11,329	0.04%
Thai, Lao, or other Tai-Kadai languages	10,861	0.04%
Swahili or other languages of Central, Eastern, and Southern Africa	10,818	0.04%
German	9,863	0.04%
Japanese	8,820	0.03%
Other Indo-European languages	8,440	0.03%
Russian	8,119	0.03%
Bengali	7,463	0.03%
Portuguese	6,735	0.03%
Ilocano, Samoan, Hawaiian, or other Austronesian languages	6,720	0.02%
Khmer	6,656	0.02%
Tamil	5,713	0.02%
Punjabi	3,463	0.01%
Other and unspecified languages	3,417	0.01%
Serbo-Croatian	2,841	0.01%
Italian	2,383	0.01%
Ukrainian or other Slavic languages	1,902	0.01%
Polish	1,510	0.01%
Haitian	1,505	0.01%
Greek	1,149	0.00%

⁴ U.S Census Bureau, 2021 5-year estimates, Table B16001, accessed May 25, 2023.