



Marion County Board of County Commissioners

# Language Access Handbook

*Revised August 2015*

**Marion County**  
**Board of County Commissioners**  
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## **EXECUTIVE SUMMARY**

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Each year, Marion County becomes home to thousands of new citizens. As our population continues to grow, so do the demands for county government services and the need for enhanced and specialized communications that acknowledge the diverse fabric of our community.

Recognizing this, the Marion County Board of County Commissioners remains committed to implementing a series of actions aimed at improving internal and external communications.

This handbook addresses Marion's Spanish-speaking market, the county's largest language minority, and provides a framework of steps aimed at facilitating communication with this growing sector and other non-English speaking groups.

This document represents one among all of the steps the Marion County Board of County Commissioners takes to ensure fulfillment of Title VI of the Civil Rights Act of 1964 and Executive Order 13166 requirements for agencies that are recipients of Federal financial assistance.

## LANGUAGE ACCESS OVERVIEW

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### Need for language access services

As a recipient of Federal financial assistance, Marion County government is required to comply with Title VI of the Civil Rights Act of 1964 and Executive Order 13166 by taking reasonable steps to increase accessibility of its programs and services for citizens with low English proficiency. An LEP person is someone who does not read, speak, write or understand the English language at a level that allows him or her to interact effectively with Marion County government staff and services.

Title VI of the Civil Rights Act of 1964 states that:

“No person in the United States shall, on the ground of race, color, **or national origin**, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

To better enforce this federal obligation, former President Bill Clinton on August 20, 2000, issued Executive Order 13166, which states that:

“...each Federal agency shall examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services consistent with, and without unduly burdening, the fundamental mission of the agency. **Each Federal agency shall also work to ensure that recipients of Federal financial assistance (recipients) provide meaningful access to their LEP applicants and beneficiaries.** To assist the agencies with this endeavor, the Department of Justice has today issued a general guidance document (LEP Guidance), which sets forth the compliance standards that recipients must follow to ensure that the programs and activities they normally provide in English are accessible to LEP persons and thus do not discriminate on the basis of national origin in violation of title VI of the Civil Rights Act of 1964, as amended, and its implementing regulations. **As described in the LEP Guidance, recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.**”

In Marion County, nearly 12 percent of the population speaks a language other than English at home (*U.S. Census Bureau, 2014*). The majority of speakers of other languages are of Hispanic descent and make up 11.6 percent of the county's population.

## LANGUAGE ACCESS COMMUNICATION OVERVIEW AND RECOMMENDATIONS

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### Marion County's language access resources

The Marion County Office of Public Information has identified 21 employees with reading, writing, translating and/or interpreting skills in at least nine languages. These potential resources responded to countywide emails requesting information from bilingual/multilingual staff. Though language skill levels and availability of these employees are not certain, their names are listed here as reference. If employees need assistance with a non-English speaker, they can also contact the Office of Public Information at 352-438-2300.

Language	Department	Name
Chinese	Extension Service	Yilin Zhuang
Hindi, Telugu and Tamil	Utilities	Paul Penumudi
Hindi, Urdu and Punjabi	Office of the County Engineer	Masood Mirza
Portuguese	Public Safety Communications	Jansen Machado
Sign/TTY and Relay	Facilities Management	Chad Wicker
Spanish	Library-Headquarters	Jany Lopez
Spanish	Fire Rescue	Jeremy Barton
Spanish	Building Safety	Marisel Manteiga-Giral
Spanish	Building Safety	Luz DiGiuseppi
Spanish	Utilities	Claribel Martinez
Spanish	Public Safety Communications	Iris Jusino
Spanish	Library-Dunnellon	Cecile Marsh
Spanish	Building Safety	Giselle Gomez
Spanish	Utilities	Luis Martens
Spanish	Library-Headquarters	Rosa Rojas
Spanish	Community Services	María Vega
Spanish	Administration	Barbra Hernández
Spanish	Planning	Natalia Cox
Spanish	Fire Rescue	Daniel García
Spanish	Veterans Services	Delia Frosolono
Spanish	Solid Waste	Glendeliris Johnson

## **Spanish Language Marketing Communication Strategy**

The following recommendations are presented to assist Marion County government in reaching Spanish-speaking citizens, Marion County's largest non-English speaking minority. Designed to meet current budget and staffing constraints, these strategies will accomplish short- and long-term goals using available resources.

### **1. Maintain a list of bilingual and multilingual resources**

**Project Completion Date: August 2015**

**Project Implementation Date: Ongoing**

Marion County first created a list of bilingual and multilingual staff in July 2009. This list will receive a major update in 2015, and be revised as needed moving forward.

### **2. Create a Spanish-language web page of basic services provided by Marion County government**

**Project Completion Date: December 2015**

**Project Implementation Date: December 2015**

We will create a basic Spanish-language online guide to services in Marion County. The web page will include contact information for all county departments and a brief summary of the services provided by each of these. This will help Spanish speakers have better access to information they may find helpful as they navigate county government services.

### **3. Create and publish online an inventory of county publications available in Spanish language**

**Project Completion Date: December 2015**

**Project Implementation Date: December 2015**

Marion County will create a section in the county website where any employee or citizen may find a series of resources in Spanish language. The page will be promoted to employees and the public in an effort to create awareness of available materials.

### **4. Revise cultural diversity training course to include section on**

**language access services to low English proficiency clients**

**Project Completion Date: March 2016**

**Project Implementation Date: March 2016**

All Marion County employees participate in cultural diversity training, but not all are aware of the federal guidelines that direct Marion County government's efforts to provide language access services.

We will work in collaboration with the Human Resources Department to evaluate the cultural diversity courses to include a section summarizing these guidelines and the steps they can take to facilitate communications with LEP clients.

**5. Create a Spanish language introductory video**

**Project Completion Date: March 2016**

**Project Implementation Date: March 2016**

This effort will support Marion County's YouTube and social media broadcasting efforts. Content will include information about Marion County government services and contact information for offices and departments.