

# CITY OF AURORA - LANGUAGE ASSISTANCE PLAN (LAP)

## Language Assistance Plan (LAP) for persons with Limited English Proficiency (LEP)

### I. PLAN STATEMENT

The City of Aurora (City) recognizes the importance of effective and accurate communication between its personnel and the community that it serves. This Language Access Plan sets forth the actions we will take to ensure that persons with Limited English Proficiency ("LEP") have meaningful access to City services, programs and activities. In accordance with federal guidelines, the City will make reasonable efforts to provide or arrange for free language assistance for its LEP persons.

### II. MEANINGFUL ACCESS: FOUR-FACTOR ANALYSIS

Meaningful access is free language assistance in accordance with federal guidelines. See Appendix A for the Four-Factor Analysis of persons with Limited English Proficiency (LEP). The City will periodically assess and update the LEP four-factor analysis, including but not limited to:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the City.
2. The frequency with which LEP persons using a particular language come into contact with the City.
3. The nature and importance of the City program, activity or service to the persons' life.
4. The City's resources and the cost of providing meaningful access. Reasonable steps may cease to be reasonable where the costs imposed substantially exceed the benefits.

### III. LANGUAGE ASSISTANCE

1. A person who does not speak English as their primary language and who has a limited ability to read, write, speak or understand English may be a Limited English Proficient (LEP) person and may be entitled to language assistance with respect to the City's programs and activities.
2. Language assistance includes interpretation, which means oral or spoken transfer of a message from one language into another language and/or translation, which means the written transfer of a message from one language into another language. The City will determine when interpretation and/or translation are needed and are reasonable.
3. The City staff will take reasonable steps to provide the opportunity for meaningful access to LEP persons who have difficulty communicating in English. If a person asks for language assistance and staff determines that the person is a LEP person and that language assistance is necessary to provide meaningful access, the City will make reasonable efforts to provide free language assistance. If reasonably possible, the City will provide the language assistance in the LEP person's preferred language.

The City has the discretion to determine whether language assistance is needed, and if so, the type of language assistance necessary to provide meaningful access.

The City will periodically assess needs for language assistance based on requests for interpreters and/or translation, as well as the literacy skills of the applicants/beneficiaries/clients. The City will assess the needs, and re-evaluate the four-factor analysis based upon a higher level of language assistance requests than currently noted.

#### **IV. TRANSLATION OF DOCUMENTS**

1. The City will weigh the cost and benefits of translating documents for potential LEP groups, considering the expense of translating the documents, the barriers to meaningful translation or interpretation of technical housing information, the likelihood of frequent changes in documents, the existence of multiple dialects within a single language group, the apparent literacy rate in a LEP group and other relevant factors. The City will undertake this examination when an eligible LEP group constitutes five percent of an eligible person group.
2. If the City determines that translation is necessary and appropriate, the City will arrange to translate select mailings and documents of vital importance into that language. (Appendix B – List of Vital Documents by Key Service Areas)
3. As opportunities arise, the City may work with other cities, counties, or agencies to share the costs of translating common documents, which may include language groups, which do not (yet) reach the threshold level in the City's applicant/beneficiary/client population.
4. The City will consider technological aids such as Internet-based translation services, which may provide helpful, although perhaps not authoritative, translations of written materials.

#### **V. FORMAL INTERPRETERS**

1. When necessary to provide meaningful access for LEP persons, the City will provide qualified interpreters, including the City's Spanish bilingual staff and professional agencies, if available. At important stages that require one-on-one contact, written translation and verbal interpretation services will be provided consistent with the four-factor analysis used earlier.
  1. The City may require a formal interpreter to certify to the following:
    1. The interpreter understood the matter communicated and rendered a competent interpretation.
    2. The interpreter will not disclose non-public data without written authorization from the person.
  2. Formal interpreters shall be used at the following:
    1. Formal hearings for denial of services, benefits.
    2. Informal Reviews/Informal Hearings for services, benefits.
2. The City staff interpreter may not be a subordinate to the person making the decision.
3. Bilingual City employees, when available, can provide assistance to the City staff and LEP persons as part of their regular job duties.

#### **VI. INFORMAL INTERPRETERS**

1. Informal interpreters may include the family members, friends, legal guardians, service representatives or advocates of the LEP person. City staff will determine

whether it is appropriate to rely on informal interpreters, depending upon the circumstances and subject matter of the communication. However, in many circumstances, informal interpreters, especially children, are not competent to provide quality and accurate interpretations. There may be issues of confidentiality, competency, or conflict of interest.

2. A LEP person may use an informal interpreter of his or her own choosing and at their expense, either in place of or as a supplement to the free language assistance offered by the City. If possible, the City should accommodate an LEP person's request to use an informal interpreter in place of a formal interpreter.
3. If a LEP person prefers an informal interpreter, after the City has offered free interpreter services, the informal interpreter may interpret. In these cases, the person and interpreter should sign a waiver of free interpreter services.
4. If a LEP person wants to use his or her own informal interpreter, the City reserves the right to also have a formal interpreter present.

## **VII. OUTSIDE RESOURCES**

1. Outside resources may include community volunteers, City of Aurora residents or program participants.
2. Outside resources may be used for interpreting services at public or informal meetings or events if a timely request has been made.

## **VIII. GUIDANCE FOR COMMUNICATIONS WITH LEP PERSONS**

The City will take appropriate steps to assure that all LEP persons can obtain information concerning the existence and location of the City programs, services, activities and facilities.

The City will use Language Identification Cards which allow persons seeking services to identify their language needs to staff. (Appendix D – 3 pages from Census 2010).

The City has adopted the following procedures and resources for use in communicating with LEP persons:

1. Initial Point Of Contact
  - a. At the initial point of contact, all potential applicants will be informed of the City's policy of providing interpreters, at no cost to the person. Depending on the circumstances, notification may be given verbally by staff, posted, and/or printed on forms and brochures.
  - b. The City will strive to identify the language spoken by LEP persons as soon as possible at or after initial contact. Staff likely to encounter LEP persons will be provided Language Identification Cards which invite LEP persons to identify their language needs to staff. (Appendix D – 3 pages from Census 2010).

2. Notice Posted Of Available Free Language Assistance

The City will post notice to LEP persons of available free Language Assistance in common areas, offices, and anywhere applications are taken. This notice will be translated into the most common languages encountered as noted in the Four-Factor Analysis:

- 1) Spanish,
- 2-3) African Languages, including Amharic and Somali,

- 4) Korean,
- 5) Vietnamese, and
- 6) Russian.

### 3. Telephone Communications

- a. If possible, City staff should first determine the caller's language.
- b. If an English-speaking family member or third party initiates the call on behalf of the LEP person, staff must advise the LEP person of the City's policy to provide free language assistance. The City may not require the LEP person to use an informal interpreter. If a LEP person prefers an informal interpreter, after City has offered free interpreter services, the informal interpreter may interpret. A LEP person's request to use his/her own interpreter must be noted in the person's file.
- c. If an interpreter is necessary, use the telephone conferencing feature and call a telephone interpreter line (such as APDC/TINOC) to arrange for an interpreter. If no interpreter is available, direct the caller to the phone numbers for APDC/TINOC.
- d. Once the interpreter comes on the line, the call should be conferenced so that the LEP caller is part of a three-way call between staff, the caller and the interpreter.
- e. The City should develop a LEP Request Form to document the LEP person's use of the City's service, listing the LEP person's name, the language spoken by the LEP person, and the service provided.

### 4. In-Person Communications

- a. In the instances where a LEP person walks in, staff should first determine the LEP person's language. Staff should use the Language Identification Cards to invite LEP persons to identify their language needs to staff. (Attached)
- b. If an English-speaking family member or third party offers to provide informal interpretation services on behalf of the LEP person, then the City staff member must advise the LEP person of the City's policy to provide free interpretation services.
- c. The City may not require the LEP person to use an informal interpreter. If a LEP person prefers an informal interpreter, after the City has offered free interpreter services, the informal interpreter may interpret. A LEP person's request to use his/her own interpreter must be noted in the person's file.
- d. If an interpreter is necessary, call a language service provider (such as APDC/TINOC) to arrange for an interpreter. If no interpreter is available, direct the LEP person to the phone numbers for APDC/TINOC.
- e. Once the interpreter comes on the line, staff can use the speaker phone function to include the interpreter in the meeting with the LEP person.
- f. Staff must use the LEP Request Form to document the LEP person's use of the City's service, listing the LEP person's name, the language spoken by the LEP person, and the service provided.

### 5. Written Communications - Translation

The City serves a very large variety, but small numbers of LEP groups. The City will provide oral translations of important documents through interpreters, free of charge to LEP persons through the language service provider (such as APDC/TINOC).

## **IX. MONITORING**

The City will review and revise this LAP Plan, including the Four Factor Analysis (Appendix A) from time to time. The review will include:

- a. Reports on the number of persons who are LEP, to the extent that the data entry can provide such information. Such reports may be supplemented by staff observations.
- b. Reports and other sources listing the languages used by LEP persons.
- c. A determination as to whether five percent of the City's citizens speak a specific language, which triggers consideration of document translation needs as described above.
- d. Analysis of staff requests for contract interpreters: number of requests, languages requested, costs, etc.

## **X. LAP PLAN DISTRIBUTION AND TRAINING**

The LAP Plan will be:

1. Distributed to all City staff.
2. Available at City Offices.
3. Posted on the City's website.
4. Explained in orientation and training sessions for supervisors and other staff who need to communicate with LEP persons.

## **XI. COMPLAINTS AND GRIEVANCES**

Complaints should be sent to the City department director for the service, program or activity. The department will follow its previously established complaint process. The City will investigate the complaint to determine if a violation of this policy has occurred. Following such investigation, the City will make a determination regarding the complaint, and if necessary, take corrective action.

Only applicants, residents, beneficiaries or clients may file a grievance. A grievance is any dispute which applicants, residents, beneficiaries or clients may have for the City's failure to provide the requested free Language Assistance. A person, or his or her representative, may present a grievance either verbally or in writing to the City within ten (10) business days after receiving the determination of the City. The grievance must state: (a) the reasons for the grievance; (b) the action requested; and, (c) the name, address and telephone number of the LEP person. The grievance will be processed in accordance with the City's grievance procedures.

## **XII. REVISIONS**

The City may revise its LAP Plan, in its sole discretion, to effectuate the intent, purpose or interpretation to ensure continued compliance with applicable law, without notice to residents/persons, applicants, or other parties.

### XIII. DISCLAIMER

The policy guidelines described herein do not form a contract between the City and any other parties. The guidelines are intended solely to ensure compliance with federal law.

These policy guidelines will be used for assessing the needs of the LEP community and evaluating requests for language assistance by the City's applicants and residents/persons. They are not intended to be an exhaustive compilation of rules or policies governing assessment by the City of requests for free language assistance. If any conflicts exist or arise between these guidelines and guidance issued by the federal, state, or existing or future statutes, regulations, or other legal requirements, the City will follow the legal requirements.

Appendix A – Four-Factor Analysis of persons with Limited English Proficiency (LEP)

Appendix B – List of Vital Documents by Key Service Areas

Appendix C – LEP Frequency Data

Appendix D – Language Identification Flashcard

ADOPTED BY: \_\_\_\_\_



Date: 10/1/14

George K. Noe, City Manager

# Appendix A – Four-Factor Analysis of persons with Limited English Proficiency (LEP)

## CITY OF AURORA - LANGUAGE ASSISTANCE PLAN (LAP)

### Four-Factor Analysis of persons with Limited English Proficiency (LEP):

#### 1. Demography – Number or Proportion of LEP Persons

The number and proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee is based on Aurora’s American Community Survey (ACS) 2007-2011 population of 5 years and older totaling 292,048. Based on the eligible population, the following chart reflects the Top Ten non-English language preferences by number and proportion, as well as how that language need is currently addressed and proposed actions.

The Top Ten were determined by tracking the frequency to which LEP persons requested translations from the City of Aurora over a two year period. These were then compared to the ACS data. Of the Top Ten languages, only Six were above the 1,000 person “Safe Harbor” threshold based upon the 2007-2011 ACS’s chart B16001: Language Spoken at Home : 1) Spanish, 2-3) African Languages, including Amharic and Somali, 4) Korean, 5) Vietnamese, and 6) Russian.

Language	Population	Proportion
Spanish	35,652	12.21%
Other African: Amharic & Somali	2,543	0.87%
Korean	1,971	0.67%
Vietnamese	1,389	0.47%
Russian	1,000	0.34%
Arabic	536	0.18%
French	335	0.11%
Burmese	No data	No data
Nepali	No data	No data

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

The City tracked select customer service areas for the number of LEP citizens encountered over a two-week time-frame. Although this survey was not statistically significant to draw verifiable and accurate conclusions; it does provide the city with a snap shot of how often we encounter LEP persons. Out of the customer service areas responding to the request for data, staff on average only encountered LEP persons approximately an average of 3 percent of encounters. Code Enforcement in the Northern Region of the city reported the highest frequency of encounters at approximately 23 percent.

(See LEP Frequency Data: Appendix C)

### **3. The nature and importance of the program to people's lives:**

LEP persons need to be able to obtain vital city services and interact with staff. In response to the city's duty to provide interpretation and translation services, different departments have implemented plans for provision of services. In order of importance, the city has provided services in the areas of public safety, courts and Community Development.

- The Public Safety Communications Center has implemented policies and provides interpretation for 911 and non-emergency public safety calls through a remote telephone service. Dispatchers are able to quickly engage this service and provide timely assurance of LEP persons' communication needs.
- The Aurora Police Department (APD) uses:
  - Telephone interpretation while responding to calls;
  - Employs an Interpreter Coordinator to procure either professional or volunteer interpreter services for response and investigation work; and
  - Developed their own LEP analysis and Language Access Plan in order to comply with Civil Rights Laws as stated in DOJ grant contracts.
- Court Administration, Judicial Administration, City Attorney, Criminal Division and Public Defender use on-site, professional interpreters during court and course of their normal business. Spanish speakers are always available during regular court sessions. If a person involved in any municipal court case speaks a different language, the Court defers action until the Court can provide an interpreter.
- Neighborhood Services, Community Development Division, which accepts direct federal funding from HUD, has developed their own LEP analysis and Language Access Plan. This is to achieve compliance with Civil Rights Laws and Fair Housing Laws. Community Development (CD) uses several methods to provide interpretation and translation for the citizens they serve. Many CD staff are bilingual and can provide housing counseling in Spanish. The division has translated documents into Spanish and can use Google functions to translate documents into other languages.
- Citywide Neighborhood Services, Community Relations Division works with internal city staff, community resources and a volunteer network to arrange for both translation and interpretation services.



**4. Resources and Costs:**

The City will balance the needs of LEP persons with the reasonable cost of providing services. As described in the previous section, the city uses a number of methods and resources to provide translation and interpretation services. The Human Resources Department recently reinstated a Second Language Program to identify city employees who can provide interpretation and translation. Qualified employees receive annual stipends based upon their abilities. The budget for 2014 for this program is \$50,000. Public Safety Communications spends \$75,000 to \$100,000 yearly for telephone language interpretation services.

In addition, the following resources are available at the listed costs:

- Use family members or friends if desired by the LEP person, and if selected member is competent to provide quality and accurate interpretations, free of conflict of interest. However, generally do not permit children under 18 to serve as interpreter.
  - Cost: Free.
- Outreach to Association of Hispanic Real Estate Professionals.
  - Cost: Free
- Translate program information and Public Notices on the City’s website into 71 languages by Google Translate. The six languages marked with an asterisk (\*) are among the top ten languages within Aurora.
  - Cost: part of City’s website operating cost.

Afrikaans	Czech	Hindi	Lithuanian	Swahili
Albanian	Danish	Hmong	Macedonian	Swedish
Arabic*	Dutch	Hungarian	Malay	Tamil
Armenian	Esperanto	Icelandic	Maltese	Telugu
Azerbaijani	Estonian	Indonesian	Marathi	Thai
Basque	Filipino	Irish	Norwegian	Turkish
Belarusian	Finnish	Italian	Persian	Ukrainian
Bengali	French*	Japanese	Polish	Urdu
Bosnian	Galician	Javanese	Portuguese	Vietnamese*
Bulgarian	Georgian	Kannada	Romanian	Welsh

Catalan	German	Khmer	Russian*	Yiddish
Cebuano	Greek	Korean*	Serbian	
Chinese (Simplified)	Gujarati	Lao	Slovak	
Chinese (Traditional)	Haitian Creole	Latin	Slovenian	
Croatian	Hebrew	Latvian	Spanish*	

**5. Analysis & Proposed Actions - to be adopted in Language Assistance Plan:**

1. Continue to provide for professional third-party interpreters/translators free of charge. Two known agencies are: 1) The Asian Pacific Development Center (APDC) at 1537 Alton, Aurora, CO, 80010, and 2) The Interpreter Network of Colorado (TINOC) at 1610 Emerson, Denver, CO 80218, who may be used for all interpretation (oral) and translation (written) of languages other than Spanish. Use APDC/TINOC (or other professional third-party) for complex Spanish language translation. Staff can obtain these services by contacting:

- APDC  
Phone: 303-923-2945 for regular services (more than 24-hour notice), and 720-220-6742 for emergencies (less than 24-hour notice)  
Email: [CLC@apdc.org](mailto:CLC@apdc.org)  
Website: [www.apdc.org](http://www.apdc.org)  
(Attachment - request form)  
2013 prices: Interpretation in-advance (24 hours+): \$75/hour  
Interpretation emergency (less than 24 hours): \$90/hour  
Translation: varies by language
- TINOC  
Phone: 303-831-4151 or toll-free 1-888-499-7996  
Email for interpretation - Jonathan Boydston, Interpretation Coordinator  
[jboydston@springinstitute.org](mailto:jboydston@springinstitute.org)  
Email for translation - Amy Jacobson, Program Coordinator  
[ajacobson@springinstitute.org](mailto:ajacobson@springinstitute.org)  
Email for training - Dijana Rizvanovic, Program Manager  
[drizvanovic@springinstitute.org](mailto:drizvanovic@springinstitute.org)  
Website: [www.interpreternetwork.org](http://www.interpreternetwork.org)  
2014 prices: Ask about government discounts  
Interpretation: \$60/hour  
Translation: \$.24/word for Spanish; varies for other languages  
Flat fees apply to documents less than 250 words

2. Continue to partner with APDC, the CU School of Medicine New Refugee Center (1666 Elmira St.), Original Aurora Community Integration Collaborative (OACIC), and other agencies and organizations as identified, for outreach/marketing City Programs and Notices.
3. Continue to identify foreign language newspapers to send press releases to (not paid Public Notices or advertisements) for upcoming meeting notices and programs:
  - Two Spanish: La Voz Bilingue and La Prensa de Colorado.
  - One Russian: Gorizont
  - Others – obtain current listings from APDC
4. Continue to identify and translate vital documents for any population which “constitutes five percent or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered.”
5. For LEP clients who visit the City and staff cannot identify what language they speak, continue to use the “Language Identification Flashcard.” (Appendix D)
6. For LEP clients that call in, continue to use the telephone conferencing feature and call APDC/TINOC to arrange for an interpreter. If no interpreter is available direct the caller to the phone numbers for APDC/TINOC.
7. Continue train staff how to respond to LEP callers, LEP walk-ins, and LEP written communications.
8. Continue to post signs and notices in the City in the top commonly encountered languages informing LEP persons of the availability of language assistance services.

## Appendix B - List of Vital Documents by Key Service Areas

Department	Form No.	Document Description/ Title	Language
Court Administration	n/a	Setting Slips	Spanish
Court Administration	n/a	Advisement of Rights Criminal Cases and Traffic Cases	Spanish
Court Administration	n/a	Stay of Execution Agreements 10 Day and 30 Day	Spanish
Court Administration	n/a	Adult Arraignment Advisement	Spanish
Court Administration	n/a	Finger Print Information	Spanish
Court Administration	n/a	Intake Medical Screening	Spanish
Court Administration	n/a	Mittimus Orientation	Spanish
Police	109s	Release of Medical Information Authorization	Spanish
Police	029s	Advisement of Rights	Spanish
Police	196s	Strip Search Authorization	Spanish
Police	197s	Body Cavity Search Authorization	Spanish
Police	015s	Request for Arrest Record	Spanish
Police	018	Colorado Express Consent	Spanish
Police	033	Consent to Search and Seize	Spanish
Police	042	Procedures for Release of Vehicle and Property	Spanish
Police	057	Request for Release of Police Report	Spanish
Police	061	Domestic Violence Victim Survey	Spanish
Police	070	Domestic Violence Case Summary	Spanish
Police	093	Physical Line-up Admonition	Spanish
Police	094	Photo Line-up Admonition	Spanish
Police	116	Field Identification Admonition	Spanish
Police	120	Vehicle Towed/Recovered Mailer card	Spanish
Neighborhood Services	n/a	Public Notices for Meetings	Spanish
Neighborhood Services	n/a	Homeless Resource Guide	Spanish
Neighborhood Services	n/a	Barking Dog Pamphlet	Spanish
Neighborhood Services	n/a	Licensing Your Pet Flyer	Spanish
Neighborhood Services	n/a	Notice of Possible Animal Ordinance Violation	Spanish
Neighborhood Services	n/a	On-line Community Resource Guide	Spanish

Neighborhood Services	n/a	Sign Code	Spanish
Neighborhood Services	n/a	Landscape Maintenance Code	Spanish
Neighborhood Services	n/a	Zoning Codes	Spanish
Neighborhood Services	n/a	Home Ownership Assistance Program	Spanish
Water	n/a	Get the Most of Every Drop Brochure	Spanish
Water	n/a	Indoor Water Savings Flyer	Spanish
Water	n/a	Indoor Water Audit Waiver and Release Letter	Spanish
Water	n/a	Watering Restriction Warning Notice	Spanish
Water	n/a	Leak Tag	Spanish
Water	n/a	Sprinkler (Commercial Use Only) Tag	Spanish
Water	n/a	Maintenance Completion Tag	Spanish
Water	n/a	Notice of Shut Off Tag	Spanish
Water	n/a	Notice of Maintenance Tag	Spanish
Water	n/a	Water Shut Off Due to Maintenance Tag	Spanish
Water	n/a	Final Notice	Spanish
Water	n/a	Disconnect Notice	Spanish
Water	n/a	Fire Hydrant Meter Installation & Usage Instructions	Spanish
Water	n/a	Water Ordinances	Spanish

## Appendix C – LEP Frequency Data

LEP Frequency Data  
July 16 - 27, 2012

Department	Department / Division	Total Clients/Citizens Served	Need Language Assistance/ Limited English Proficient	Percentage / Frequency of Total Encountered Customers	Languages if known
Aurora Water	Billing	5,625	403	7.16%	
Aurora Water	Admin	80	-	0.00%	
Aurora Water	Conservation	156	2	1.28%	
Court Administration	Interpreter Services for all court proceedings	2,149	127	5.91%	
Finance	Tax	326	9	2.76%	Amharic & Spanish
Finance	Licensing	66	-	0.00%	
Library	Central	18,013	162	0.90%	ASL, Arabic, Amharic, Greek, Spanish (14) & Turkish (1)
Library	Tallyns	4,374	-	0.00%	
Library	Mission Viejo	3,727	-	0.00%	
Neighborhood Services	Animal Care	2,148	26	1.21%	
Neighborhood Services	Reception / Code Support	708	165	23.31%	Spanish
Neighborhood Services	Community Development HOAP	27	1	3.70%	
PROS	Recreation Registration	1,349	10	0.74%	Spanish
PROS	4th Floor Front Desk	352	12	3.41%	
PROS	ACAA	136	5	3.68%	
Public Works	Permits	648	3	0.46%	Mandarin & Spanish
Planning	Small Business Section	400	15		Spanish
Police	Dist 2 Service Desk	573	54	9.42%	One weeks worth of results - initial trail
Police	Dist 2 Service Desk	2,882	77	2.67%	
		<b>43,739</b>	<b>1,071</b>	<b>2.45%</b>	<b>Total / Summary</b>
				<b>3.64%</b>	<b>Ave</b>
				<b>23.31%</b>	<b>Max</b>
				<b>0.00%</b>	<b>Min</b>

## Appendix D - Language Identification Flashcard

2004 Census Test	United States Census 2010 LANGUAGE IDENTIFICATION FLASHCARD
<input type="checkbox"/> ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	1. Arabic
<input type="checkbox"/> ինչպե՞ս ես կարող եմ կատարել այս քանակությունը, եթե խոսում կամ կարդում եք հայերեն:	2. Armenian
<input type="checkbox"/> যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	3. Bengali
<input type="checkbox"/> ល្អប្រសើរណាស់បើអ្នកប្រើប្រាស់: បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។	4. Cambodian
<input type="checkbox"/> Motka i kabhon ya yangin untungnu' manaitai pat untungnu' kumentos Chamorro.	5. Chamorro
<input type="checkbox"/> 如果你能读中文或讲中文，请选择此框。	6. Simplified Chinese
<input type="checkbox"/> 如果你能讀中文或講中文，請選擇此框。	7. Traditional Chinese
<input type="checkbox"/> Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	8. Croatian
<input type="checkbox"/> Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	9. Czech
<input type="checkbox"/> Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	10. Dutch
<input type="checkbox"/> Mark this box if you read or speak English.	11. English
<input type="checkbox"/> اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.	12. Farsi

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U.S. CENSUS BUREAU

- |                          |  |                    |
|--------------------------|--|--------------------|
| <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 kazyè 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 megérti 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         |

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- |                          |  |                |
|--------------------------|--|----------------|
| <input type="checkbox"/> | Assinale este quadrado se você lê ou fala português.                           | 26. Portuguese |
| <input type="checkbox"/> | Însemnați această căsuță 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"/> | Облежите овај квадратих 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"/> | ให้ทำเครื่องหมายลงในช่องนี้ถ้าท่านอ่านหรือพูดภาษาไทย.                          | 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    |

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