

**Pinellas County's**  
**LIMITED ENGLISH PROFICIENCY (LEP) PLAN**

**Purpose:** The purpose of the Pinellas County Limited English Proficiency (LEP) Plan is to ensure meaningful access to information, programs, services, and activities for LEP persons. LEP is a term used to describe persons who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English.

**Authority:** Pursuant to Title VI of the Civil Rights Act of 1964 and Executive Order 13166, as a recipient of federal funds, the County is required to provide important information and services to LEP persons, maintain an LEP Plan that is continuously monitored, and certify LEP Plan compliance with applicable federal agencies.

**Needs Assessment:** The United States Department of Justice (DOJ) has issued formal guidance that requires the County to take “reasonable steps” to ensure LEP persons have meaningful access to important information and services. The following four (4) factors must be assessed to determine the reasonable steps required:

- 1) The number or proportion of LEP persons in the County service area;
- 2) The frequency with which LEP persons come in contact with County programs, services, or activities;
- 3) The nature and importance of the County program, service, or activity to the LEP population; and
- 4) The resources available and costs associated with providing LEP assistance.

DOJ guidance states that recipients of federal funds have substantial flexibility to determine the appropriate level of LEP assistance provided based upon a local assessment of the above factors.

- 1) The number or proportion of LEP persons in the County service area:

Population census data is useful to determine the number or proportion of LEP persons in the County service area. According to U.S. Census data from 2019, Spanish is the most predominant LEP language in Pinellas County, which has over 57,000 Spanish-speaking LEP persons, comprising six point nine percent (6.9%) of the total county population.

The 2019 census data also show the other most common languages of LEP persons in Pinellas County are "Other Indo-European," comprising four point nine percent (4.9%) of the total county population, and "Asian and Pacific Island," comprising two point one percent (2.1%) of the total county population.

The predominant “Other Indo-European” languages of LEP persons in Pinellas County are Polish with 6,428, French with 5,563, Albanian with 3,921, and Greek with 3,873 persons respectively.

The predominant “Asian and Pacific Island” languages of LEP persons in Pinellas County are Vietnamese with 6,899, Chinese with 1,677, and Cantonese with 1,653 persons, respectively.

Accordingly, pursuant to DOJ guidance and the most current census population data, the County will provide language translation and interpretation assistance for the Spanish LEP

population, and written translation of vital documents into each language that constitutes five percent (5%) of the population likely to access County programs.

The County Office of Human Rights (OHR) Director (Language Access Coordinator) shall annually assess the most common languages spoken by populations likely to access County programs through a review of data provided by the U.S. Census Bureau, the Pinellas County School District, the American Community Survey, and the County to determine the number or proportion of LEP persons in the County service area and to amend this plan as required.

2) Frequency of Contact:

The County is required to assess on an ongoing basis the frequency with which all LEP persons come in contact with County programs, services, or activities to determine whether assistance in additional languages may be required for specific populations.

This ongoing assessment will require County staff to report all contacts and language requests by LEP Language Access Coordinator. At a minimum, these reports shall document the information sought and the language spoken and/or requested by LEP persons.

3) Nature and Importance of Programs and Services:

The County is also required to assess on an ongoing basis the nature and importance of its programs, and possible outcomes of ineffective communication of related information to LEP persons. This assessment shall also consider whether a delay or denial of access to a given program could have serious health and/or safety consequences, and therefore be classified as a “vital” program. Such programs, along with related information, shall then be prioritized to ensure access for LEP persons, with due consideration given to ongoing needs assessments and available resources.

While all Appointing Authorities provide *valuable* services, many Appointing Authorities do not include any services or programs that are *essential* – i.e., they relate to immediate or emergency assistance, emergency medical treatment, or services for basic needs (like food or shelter). The majority of *essential* services provided by the Pinellas County government fall under the operations of the Board of County Commissioners and the County Administrator. Perhaps most notable in this regard are emergency management services, and emergency medical services.

Federal guidance suggests that meaningful participation in the electoral and legal systems – responsibility for which falls across the Clerk of the Court, Supervisor of Elections, and Sixth Judicial Circuit – are also essential services for LEP individuals.

As the wide span of services offered by the Appointing Authorities makes it impossible to assess in this document the importance of each, the Pinellas County OHR will continue working with each Appointing Authority to identify “important services” under the “four-factor” analysis.<sup>1</sup>

Each County department should have an employee designated as its language access liaison. Upon implementation of this plan, liaisons shall forward a list of programs the departments deem vital to the Language Access Coordinator. All newly developed programs that the departments deem vital shall be reported before implementation and as soon as reasonably possible.

4) Resources and Costs:

The County will develop the most cost-effective means to deliver proficient LEP language assistance based on the ongoing needs assessment. All costs of language assistance services shall be borne by the OHR (or the department utilizing the LEP Plan).

The OHR shall submit annual fiscal year reports regarding costs associated with LEP Plan compliance, and the Language Access Coordinator shall publish an annual fiscal year report of those costs as an appendix to this plan.

The Language Access Coordinator shall also identify any County resources that departments could share, and any efficiencies that could be derived thru collaborative relationships with outside organizations.

The County will also develop a list of approved language assistance services that provide proficient interpretation services at no cost for LEP persons. These services shall use widely accepted interpretation technologies wherever possible and may include:

- Computer programs and web-based applications are accessed thru hand-held tablets and smartphones;
- Telephonic interpretation services, such as the “Language Line”<sup>2</sup>, and similar services;
- Interpretation assistance provided by certified interpreters;
- Interpretation assistance provided by County staff who speak the requested language;
- Interpretation assistance provided by those who accompany LEP persons; and
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<sup>1</sup> NOTE: Requests for assistance in ASL are dealt with as requests for reasonable accommodation under the Americans with Disabilities Act (ADA), as amended. As to further monitoring, see below.

The Sixth Judicial System has a system in place for translation services, and the Supervisor of Elections has made efforts to provide services – most importantly voter registration forms and electoral ballots – in Spanish.

Most such services are provided through Pinellas County Human Services.

In working with each Appointing Authority on LEP compliance, the Office of Human Rights will monitor the “four factors” to provide ongoing guidance. Generally speaking, the more important service is identified as being, the stronger the obligation to provide services **and** “vital” documents in an alternative language will be.

- The use of “I speak” flash cards.

See, e.g., the United States DOJ LEP Plan available at:

<https://www.justice.gov/sites/default/files/open/legacy/2012/05/07/language-access-plan.pdf>

The Language Access Coordinator shall confer with the Human Resources Director and County Attorney, or their designees, to determine the list of vital programs and related information that require translation. The Language Access Coordinator will also meet with Business Technology Services (BTS) to utilize a county database to identify and document employee interpretation proficiencies and share that information with department managers. Upon final approval, the list of vital programs shall be published as an appendix to this plan.

**Safe Harbor Provisions:** Federal law provides a “safe harbor” stipulation so recipients of federal funding can ensure compliance with their obligation to provide written translations in languages other than English with greater certainty.

A “safe harbor” means that if a recipient has created a plan for the provision of written translations under a specific set of circumstances, this will be considered strong evidence of compliance with written translations obligations under Title VI.

Strong evidence of compliance with the recipient’s written translation obligations under “safe harbor” includes providing written translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000 persons, whichever is less of eligible persons to be served or likely to be affected or encountered. Translation of other documents, if needed, can be provided orally.

The “safe harbor” provision applies to the translation of written documents only. It does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable to provide.

Working with liaisons to each Appointing Authority, the Pinellas County OHR will consult on the advisability of availing of these “safe harbor” provisions.

**LEP Plan Complaint Process:** The County will use its existing Title VI complaint process, which has been revised to include an LEP complaint process. The revised complaint information and forms shall be translated into Spanish and distributed to all departments.

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<sup>2</sup> Language Line codes and instructions may be found on our [SharePoint](#) site

**Public Notice of the LEP Plan and Language Services:** Formal public notice of the LEP Plan, the language services available, and the complaint process shall be posted on the OHR website in both English and Spanish. That information shall also be provided to community organizations for distribution to populations that would most benefit from language assistance.

**Staff Training:** The OHR will provide general training regarding LEP Plan responsibilities for all County employees, as well as more extensive training for the designated liaisons. The liaisons will provide further LEP Plan information and guidance for their respective staff

**Certifications:** Language Access Coordinator shall certify LEP Plan compliance with applicable federal agencies and review and amend the LEP Plan and/or translation services offered as required.

**Complaint Process:** Pinellas County already has a “[Title VI Policy and Grievance Procedure](#)” in place. This policy will be made available on the OHR website, in both English and Spanish. Additionally, hard copies of this policy, in English and Spanish, will be provided to liaisons to the Appointing Authorities for availability for further dissemination upon request.

**Additional Information:** Information regarding LEP Plan requirements may be found on the DOJ website at [www.doj.gov](http://www.doj.gov). Requests for additional information regarding the County’s LEP Plan and any comments or concerns may be addressed to:

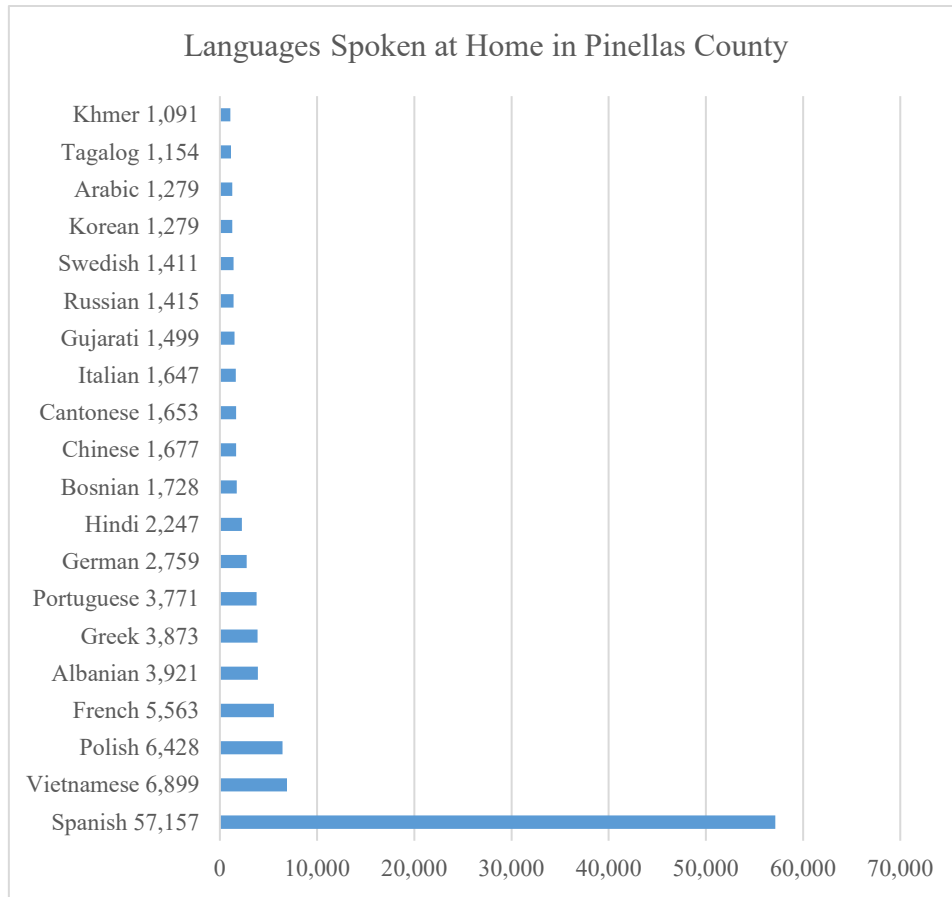
Jeffery Lorick, Director  
Pinellas County Office of Human Rights  
400 S Fort Harrison Avenue, Clearwater, FL 33756  
Email: [jlorick@pinellascounty.org](mailto:jlorick@pinellascounty.org)  
Telephone: (727) 464-5356  
Fax: (727) 464-3567

# Exhibit A

Label	Pinellas County, Florida											
	Total		Percent		Percent of specified language speakers							
					Speak English only or speak English "very well"		Percent speak English only or speak English "very well"		Speak English less than "very well"		Percent speak English less than "very well"	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	933,366	±409	(X)	(X)	883,457	±5,267	94.7%	±0.6	49,909	±5,229	5.3%	±0.6
Speak only English	799,329	±8,101	85.6%	±0.9	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	134,037	±8,055	14.4%	±0.9	84,128	±5,989	62.8%	±2.9	49,909	±5,229	37.2%	±2.9
SPEAK A LANGUAGE OTHER THAN ENGLISH												
Spanish	64,373	±4,311	6.9%	±0.5	39,842	±3,613	61.9%	±3.8	24,531	±2,935	38.1%	±3.8
5 to 17 years old	7,585	±1,646	0.8%	±0.2	5,688	±1,584	75.0%	±10.2	1,897	±822	25.0%	±10.2
18 to 64 years old	47,106	±3,527	5.0%	±0.4	29,617	±3,446	62.9%	±5.4	17,489	±2,808	37.1%	±5.4
65 years old and over	9,682	±1,279	1.0%	±0.1	4,537	±1,217	46.9%	±9.1	5,145	±942	53.1%	±9.1
Other Indo-European languages	45,437	±5,633	4.9%	±0.6	31,144	±4,214	68.5%	±5.7	14,293	±3,413	31.5%	±5.7
5 to 17 years old	4,044	±1,541	0.4%	±0.2	3,876	±1,550	95.8%	±5.4	168	±202	4.2%	±5.4
18 to 64 years old	28,390	±3,881	3.0%	±0.4	21,300	±3,444	75.0%	±6.6	7,090	±2,112	25.0%	±6.6
65 years old and over	13,003	±2,606	1.4%	±0.3	5,968	±1,176	45.9%	±8.4	7,035	±2,136	54.1%	±8.4
Asian and Pacific Island languages	19,446	±2,438	2.1%	±0.3	9,722	±1,739	50.0%	±7.9	9,724	±2,152	50.0%	±7.9
5 to 17 years old	1,774	±662	0.2%	±0.1	1,118	±459	63.0%	±16.9	656	±416	37.0%	±16.9
18 to 64 years old	13,994	±1,912	1.5%	±0.2	7,535	±1,668	53.8%	±9.5	6,459	±1,605	46.2%	±9.5
65 years old and over	3,678	±848	0.4%	±0.1	1,069	±469	29.1%	±12.1	2,609	±799	70.9%	±12.1
Other languages	4,781	±1,674	0.5%	±0.2	3,420	±1,389	71.5%	±14.3	1,361	±817	28.5%	±14.3
5 to 17 years old	925	±780	0.1%	±0.1	925	±780	100.0%	±21.6	0	±234	0.0%	±21.6
18 to 64 years old	2,887	±1,157	0.3%	±0.1	1,884	±838	65.3%	±20.6	1,003	±783	34.7%	±20.6
65 years old and over	969	±418	0.1%	±0.1	611	±353	63.1%	±26.4	358	±304	36.9%	±26.4
CITIZENS 18 YEARS AND OVER												
All citizens 18 years old and over	777,991	±5,726	(X)	(X)	749,589	±6,556	96.3%	±0.5	28,402	±3,880	3.7%	±0.5
Speak only English	687,967	±7,375	88.4%	±0.8	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	90,024	±5,973	11.6%	±0.8	61,622	±4,840	68.5%	±3.5	28,402	±3,880	31.5%	±3.5
Spanish	44,362	±3,938	5.7%	±0.5	31,104	±3,633	70.1%	±5.3	13,258	±2,646	29.9%	±5.3
Other languages	45,662	±4,682	5.9%	±0.6	30,518	±3,710	66.8%	±4.5	15,144	±2,587	33.2%	±4.5

# Exhibit B





Source: ACS 1-Year Estimates Public Use Microdata Sample 2019

# Exhibit C

## Limited English Proficient (LEP) Individuals Preliminary Checklist-Summary

Question	Answer	%	
Does your department interact or communicate with the public or are there individuals who interact or communicate, or might interact or communicate with LEP individuals?	Yes	91	
	No	9	
Please describe the manner in which your department interacts with the public or LEP individuals (select all that apply):	In-Person	78	
	*Responses Telephonically	78	
	Request for interpreter Electronically (e.g. email or website)	70	
	Social Media Via correspondence	52	
	no non-English individuals Other*	41	
	Virtual meetings/trainings		
	Live Chat		
	Not public facing Language Line Solutions		
How does your department identify LEP individuals? (Select all that apply.)	Assume limited English proficiency if communication seems impaired	70	
	*Responses Respond to individual request for language assistance services	70	
	collect information on LEP through our Planning Dept Self-identification by the non-English speaker of LEP individual	77	
	not encountered non-English speakers Ask open-ended questions to determine language proficiency on the telephone or in person	39	
	bilingual media, communication outreach program Use of "I Speak" language cards or posters	18	
	advisement of community partners Based on written material submitted to the agency (e.g. complaints)	30	
	We have not identified non-English speakers or LEP individuals	5	
	Other*	18	
Does your department have a process to collect data on:			
	a. The number of LEP individuals that you serve?	Yes	19
		No	81
	b. The primary languages spoken by LEP individuals that you serve?	Yes	10
	No	90	

**Pinellas County Office of Human Rights  
Limited English Proficient (LEP) Individuals  
Preliminary Checklist**

Please complete and return to Jeffery Lorick at [jlorick@pinellascounty.org](mailto:jlorick@pinellascounty.org)

Appointing Authority: County Administration

Department: County Administration

Name of Person Completing the Form: Della Klug

Email of Person Completing the Form: dklug@pinellascounty.org

1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?  Yes  No

2. Please describe the manner in which your department interacts with the public or LEP individuals:

In-Person  
 Telephonically  
 Electronically (e.g. email or website)  
 Via correspondence  
 Other (Please specify): Have not received non-english individuals. Limited interaction with

3. How does your department identify LEP individuals?

Assume limited English proficiency if communication seems impaired  
 Respond to individual request for language assistance services  
 Self-identification by the non-English speaker of LEP individual  
 Ask open-ended questions to determine language proficiency on the telephone or in person  
 Use of "I Speak" language cards or posters  
 Based on written material submitted to the agency (e.g. complaints)  
 We have not identified non-English speakers or LEP individuals  
 Other (Please specify): We have not encountered non english speakers or LEP yet.

4. Does your department have a process to collect data on:

a. The number of LEP individuals that you serve?  Yes  No

b. The primary languages spoken by LEP individuals that you serve?  Yes  No

**Pinellas County Office of Human Rights  
Limited English Proficient (LEP) Individuals  
Preliminary Checklist**

Please complete and return to Jeffery Lorick at [jlorick@pinellascounty.org](mailto:jlorick@pinellascounty.org)

Appointing Authority: BCC

Department: Administrative Services, Purchasing & Risk

Name of Person Completing the Form: Merry Celeste

Email of Person Completing the Form: mceleste@pinellascounty.org

1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?  Yes  No

2. Please describe the manner in which your department interacts with the public or LEP individuals:

In-Person  
 Telephonically  
 Electronically (e.g. email or website)  
 Via correspondence  
 Other (Please specify): Virtual meetings and/or trainings

3. How does your department identify LEP individuals?

Assume limited English proficiency if communication seems impaired  
 Respond to individual request for language assistance services  
 Self-identification by the non-English speaker of LEP individual  
 Ask open-ended questions to determine language proficiency on the telephone or in person  
 Use of "I Speak" language cards or posters  
 Based on written material submitted to the agency (e.g. complaints)  
 We have not identified non-English speakers or LEP individuals  
 Other (Please specify): \_\_\_\_\_

4. Does your department have a process to collect data on:

a. The number of LEP individuals that you serve?  Yes  No

b. The primary languages spoken by LEP individuals that you serve?  Yes  No

**Pinellas County Office of Human Rights  
Limited English Proficient (LEP) Individuals  
Preliminary Checklist**

Please complete and return to Jeffery Lorick at [jlorick@pinellascounty.org](mailto:jlorick@pinellascounty.org)

Appointing Authority: BCC

Department: DEPARTMENT OF ADMINISTRATIVE SERVICES on behalf of Facilities & Real Property Division, Fleet Division, Risk Division, Purchasing Division

Name of Person Completing the Form: Diana Sweeney

Email of Person Completing the Form: dlsweeney@pinellascounty.org

1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?  Yes  No

2. Please describe the manner in which your department interacts with the public or LEP individuals:

In-Person  
 Telephonically  
 Electronically (e.g. email or website)  
 Via correspondence  
 Other (Please specify): \_\_\_\_\_

3. How does your department identify LEP individuals?

Assume limited English proficiency if communication seems impaired  
 Respond to individual request for language assistance services  
 Self-identification by the non-English speaker of LEP individual  
 Ask open-ended questions to determine language proficiency on the telephone or in person  
 Use of "I Speak" language cards or posters  
 Based on written material submitted to the agency (e.g. complaints)  
 We have not identified non-English speakers or LEP individuals  
 Other (Please specify): \_\_\_\_\_

4. Does your department have a process to collect data on:

a. The number of LEP individuals that you serve?  Yes  No

b. The primary languages spoken by LEP individuals that you serve?  Yes  No

Pinellas County Office of Human Rights  
Limited English Proficient (LEP) Individuals  
Preliminary Checklist

Please complete and return to Jeffery Lorick at jlorick@pinellascounty.org

Appointing Authority: BCC

Department: Airport

Name of Person Completing the Form: Thomas R. Jewsbury

Email of Person Completing the Form: Jewsbury@fly2pie.com

1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?

Yes

No

2. Please describe the manner in which your department interacts with the public or LEP individuals:

In-Person

Telephonically

Electronically (e.g. email or website)

Via correspondence

Other (Please specify): \_\_\_\_\_

3. How does your department identify LEP individuals?

Assume limited English proficiency if communication seems impaired

Respond to individual request for language assistance services

Self-identification by the non-English speaker of LEP individual

Ask open-ended questions to determine language proficiency on the telephone or in person

Use of "I Speak" language cards or posters

Based on written material submitted to the agency (e.g. complaints)

We have not identified non-English speakers or LEP individuals

Other (Please specify): \_\_\_\_\_

4. Does your department have a process to collect data on:

a. The number of LEP individuals that you serve?

Yes

No

b. The primary languages spoken by LEP individuals that you serve?

Yes

No

**Pinellas County Office of Human Rights  
Limited English Proficient (LEP) Individuals  
Preliminary Checklist**

Please complete and return to Jeffery Lorick at [jlorick@pinellascounty.org](mailto:jlorick@pinellascounty.org)

Appointing Authority: Board of County Commissioners

Department: Animal Services

Name of Person Completing the Form: Doug Brightwell

Email of Person Completing the Form: dbrightwell@pinellascounty.org

1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?  Yes  No

2. Please describe the manner in which your department interacts with the public or LEP individuals:

In-Person  
 Telephonically  
 Electronically (e.g. email or website)  
 Via correspondence  
 Other (Please specify): Virtually via live chat

3. How does your department identify LEP individuals?

Assume limited English proficiency if communication seems impaired  
 Respond to individual request for language assistance services  
 Self-identification by the non-English speaker of LEP individual  
 Ask open-ended questions to determine language proficiency on the telephone or in person  
 Use of "I Speak" language cards or posters  
 Based on written material submitted to the agency (e.g. complaints)  
 We have not identified non-English speakers or LEP individuals  
 Other (Please specify): \_\_\_\_\_

4. Does your department have a process to collect data on:

a. The number of LEP individuals that you serve?  Yes  No

b. The primary languages spoken by LEP individuals that you serve?  Yes  No





**Pinellas County Office of Human Rights  
Limited English Proficient (LEP) Individuals  
Preliminary Checklist**

Please complete and return to Jeffery Lorick at [jlorick@pinellascounty.org](mailto:jlorick@pinellascounty.org)

Appointing Authority: <sup>BCC</sup> \_\_\_\_\_

Department: <sup>Building Design and Construction</sup> \_\_\_\_\_

Name of Person Completing the Form: <sup>Derek Weaver</sup> \_\_\_\_\_

Email of Person Completing the Form: <sup>dweaver@pinellascounty.org</sup> \_\_\_\_\_

1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?

Yes  No

2. Please describe the manner in which your department interacts with the public or LEP individuals:

- In-Person
- Telephonically
- Electronically (e.g. email or website)
- Via correspondence
- Other (Please specify): <sup>Not public facing</sup> \_\_\_\_\_

3. How does your department identify LEP individuals?

- Assume limited English proficiency if communication seems impaired
- Respond to individual request for language assistance services
- Self-identification by the non-English speaker of LEP individual
- Ask open-ended questions to determine language proficiency on the telephone or in person
- Use of "I Speak" language cards or posters
- Based on written material submitted to the agency (e.g. complaints)
- We have not identified non-English speakers or LEP individuals
- Other (Please specify): \_\_\_\_\_

4. Does your department have a process to collect data on:

a. The number of LEP individuals that you serve?

Yes  No

b. The primary languages spoken by LEP individuals that you serve?

Yes  No

**Pinellas County Office of Human Rights  
Limited English Proficient (LEP) Individuals  
Preliminary Checklist**

Please complete and return to Jeffery Lorick at [jlorick@pinellascounty.org](mailto:jlorick@pinellascounty.org)

Appointing Authority: BCC

Department: Communications

Name of Person Completing the Form: Barbra Hernandez

Email of Person Completing the Form: bhernandez@pinellascounty.org

1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?  Yes  No

2. Please describe the manner in which your department interacts with the public or LEP individuals:

In-Person  
 Telephonically  
 Electronically (e.g. email or website)  
 Via correspondence  
 Other (Please specify): Social media

3. How does your department identify LEP individuals?

Assume limited English proficiency if communication seems impaired  
 Respond to individual request for language assistance services  
 Self-identification by the non-English speaker of LEP individual  
 Ask open-ended questions to determine language proficiency on the telephone or in person  
 Use of "I Speak" language cards or posters  
 Based on written material submitted to the agency (e.g. complaints)  
 We have not identified non-English speakers or LEP individuals  
 Other (Please specify): Bilingual media, Comm. outreach program

4. Does your department have a process to collect data on:

a. The number of LEP individuals that you serve?  Yes  No

b. The primary languages spoken by LEP individuals that you serve?  Yes  No

**Pinellas County Office of Human Rights  
Limited English Proficient (LEP) Individuals  
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Please complete and return to Jeffery Lorick at [jlorick@pinellascounty.org](mailto:jlorick@pinellascounty.org)

Appointing Authority: BCC

Department: Pinellas County Economic Development

Name of Person Completing the Form: Karisa Rojas-Norton

Email of Person Completing the Form: KRojasNorton@pinellascounty.org

1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?  Yes  No

2. Please describe the manner in which your department interacts with the public or LEP individuals:

In-Person  
 Telephonically  
 Electronically (e.g. email or website)  
 Via correspondence  
 Other (Please specify): Through Language Line Solutions

3. How does your department identify LEP individuals?

Assume limited English proficiency if communication seems impaired  
 Respond to individual request for language assistance services  
 Self-identification by the non-English speaker of LEP individual  
 Ask open-ended questions to determine language proficiency on the telephone or in person  
 Use of "I Speak" language cards or posters  
 Based on written material submitted to the agency (e.g. complaints)  
 We have not identified non-English speakers or LEP individuals  
 Other (Please specify): \_\_\_\_\_

4. Does your department have a process to collect data on:

a. The number of LEP individuals that you serve?  Yes  No

b. The primary languages spoken by LEP individuals that you serve?  Yes  No



Pinellas County Office of Human Rights  
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Please complete and return to Jeffery Lorick at jlorick@pinellascounty.org

Appointing Authority: BCC

Department: Housing and Community Development

Name of Person Completing the Form: Cynthia Watkins

Email of Person Completing the Form: cwatkins@pinellascounty.org

1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?

Yes

No

2. Please describe the manner in which your department interacts with the public or LEP individuals:

In-Person

Telephonically

Electronically (e.g. email or website)

Via correspondence

Other (Please specify): \_\_\_\_\_

3. How does your department identify LEP individuals?

Assume limited English proficiency if communication seems impaired

Respond to individual request for language assistance services

Self-identification by the non-English speaker of LEP individual

Ask open-ended questions to determine language proficiency on the telephone or in person

Use of "I Speak" language cards or posters

Based on written material submitted to the agency (e.g. complaints)

We have not identified non-English speakers or LEP individuals

Other (Please specify): \_\_\_\_\_

4. Does your department have a process to collect data on:

a. The number of LEP individuals that you serve?

Yes

No

b. The primary languages spoken by LEP individuals that you serve?

Yes

No

**Pinellas County Office of Human Rights  
Limited English Proficient (LEP) Individuals  
Preliminary Checklist**

Please complete and return to Jeffery Lorick at [jlorick@pinellascounty.org](mailto:jlorick@pinellascounty.org)

Appointing Authority: Karen Yatchum, Human Services Director

Department: Pinellas County Human Services

Name of Person Completing the Form: Vivian L Padron

Email of Person Completing the Form: vpadron@co.pinellas.fl.us

1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?  Yes  No

2. Please describe the manner in which your department interacts with the public or LEP individuals:

In-Person  
 Telephonically  
 Electronically (e.g. email or website)  
 Via correspondence  
 Other (Please specify): \_\_\_\_\_

3. How does your department identify LEP individuals?

Assume limited English proficiency if communication seems impaired  
 Respond to individual request for language assistance services  
 Self-identification by the non-English speaker of LEP individual  
 Ask open-ended questions to determine language proficiency on the telephone or in person  
 Use of "I Speak" language cards or posters  
 Based on written material submitted to the agency (e.g. complaints)  
 We have not identified non-English speakers or LEP individuals  
 Other (Please specify): \_\_\_\_\_

4. Does your department have a process to collect data on:

a. The number of LEP individuals that you serve?  Yes  No

b. The primary languages spoken by LEP individuals that you serve?  Yes  No

Pinellas County Office of Human Rights  
Limited English Proficient (LEP) Individuals  
Preliminary Checklist

Please complete and return to Jeffery Lorick at jlorick@pinellascounty.org

Appointing Authority: BCC

Department: Parks and Conservation Resources

Name of Person Completing the Form: Paul Cozzie

Email of Person Completing the Form: pcozzie@pinellascounty.org

1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?

Yes

No

2. Please describe the manner in which your department interacts with the public or LEP individuals:

In-Person

Telephonically

Electronically (e.g. email or website)

Via correspondence

Other (Please specify): \_\_\_\_\_

3. How does your department identify LEP individuals?

Assume limited English proficiency if communication seems impaired

Respond to individual request for language assistance services

Self-identification by the non-English speaker of LEP individual

Ask open-ended questions to determine language proficiency on the telephone or in person

Use of "I Speak" language cards or posters

Based on written material submitted to the agency (e.g. complaints)

We have not identified non-English speakers or LEP individuals

Other (Please specify): \_\_\_\_\_

4. Does your department have a process to collect data on:

a. The number of LEP individuals that you serve?

Yes

No

b. The primary languages spoken by LEP individuals that you serve?

Yes

No



Pinellas County Office of Human Rights  
Limited English Proficient (LEP) Individuals  
Preliminary Checklist

Please complete and return to Jeffery Lorick at jlorick@pinellascounty.org

Appointing Authority: BCC

Department: Public Works

Name of Person Completing the Form: Anamarie Rivera

Email of Person Completing the Form: arivera@pinellascounty.org

1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?

Yes

No

2. Please describe the manner in which your department interacts with the public or LEP individuals:

In-Person

Telephonically

Electronically (e.g. email or website)

Via correspondence

Other (Please specify): \_\_\_\_\_

3. How does your department identify LEP individuals?

Assume limited English proficiency if communication seems impaired

Respond to individual request for language assistance services

Self-identification by the non-English speaker of LEP individual

Ask open-ended questions to determine language proficiency on the telephone or in person

Use of "I Speak" language cards or posters

Based on written material submitted to the agency (e.g. complaints)

We have not identified non-English speakers or LEP individuals

Other (Please specify): \_\_\_\_\_

4. Does your department have a process to collect data on:

a. The number of LEP individuals that you serve?

Yes

No

b. The primary languages spoken by LEP individuals that you serve?

Yes

No

Pinellas County Office of Human Rights  
Limited English Proficient (LEP) Individuals  
Preliminary Checklist

Please complete and return to Jeffery Lorick at jlorick@pinellascounty.org

Appointing Authority: County Administrator

Department: Solid Waste

Name of Person Completing the Form: Paul Sacco, Director

Email of Person Completing the Form: psacco@pinellascounty.org

1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?

Yes

No

2. Please describe the manner in which your department interacts with the public or LEP individuals:

In-Person

Telephonically

Electronically (e.g. email or website)

Via correspondence

Other (Please specify): \_\_\_\_\_

3. How does your department identify LEP individuals?

Assume limited English proficiency if communication seems impaired

Respond to individual request for language assistance services

Self-identification by the non-English speaker of LEP individual

Ask open-ended questions to determine language proficiency on the telephone or in person

Use of "I Speak" language cards or posters

Based on written material submitted to the agency (e.g. complaints)

We have not identified non-English speakers or LEP individuals

Other (Please specify): \_\_\_\_\_

4. Does your department have a process to collect data on:

a. The number of LEP individuals that you serve?

Yes

No

b. The primary languages spoken by LEP individuals that you serve?

Yes

No

**Pinellas County Office of Human Rights  
Limited English Proficient (LEP) Individuals  
Preliminary Checklist**

Please complete and return to Jeffery Lorick at [jlorick@pinellascounty.org](mailto:jlorick@pinellascounty.org)

Appointing Authority: BCC

Department: Utilities

Name of Person Completing the Form: Marizol Garcia

Email of Person Completing the Form: magarcia@pinellascounty.org

1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?

Yes                       No

2. Please describe the manner in which your department interacts with the public or LEP individuals:

In-Person  
 Telephonically  
 Electronically (e.g. email or website)  
 Via correspondence  
 Other (Please specify): Live Chat

3. How does your department identify LEP individuals?

Assume limited English proficiency if communication seems impaired  
 Respond to individual request for language assistance services  
 Self-identification by the non-English speaker of LEP individual  
 Ask open-ended questions to determine language proficiency on the telephone or in person  
 Use of "I Speak" language cards or posters  
 Based on written material submitted to the agency (e.g. complaints)  
 We have not identified non-English speakers or LEP individuals  
 Other (Please specify): \_\_\_\_\_

4. Does your department have a process to collect data on:

a. The number of LEP individuals that you serve?

Yes                       No

b. The primary languages spoken by LEP individuals that you serve?

Spanish Yes                       No

Pinellas County Office of Human Rights  
Limited English Proficient (LEP) Individuals  
Preliminary Checklist

Please complete and return to Jeffery Lorick at jlorick@pinellascounty.org

Appointing Authority: Clerk of the Circuit Court and Comptroller

Department: Clerk's Office

Name of Person Completing the Form: Teresa S. Del Rio

Email of Person Completing the Form: tdelrio@mypinellasclerk.org

1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?

Yes

No

2. Please describe the manner in which your department interacts with the public or LEP individuals:

In-Person

Telephonically

Electronically (e.g. email or website)

Via correspondence

Other (Please specify): \_\_\_\_\_

3. How does your department identify LEP individuals?

Assume limited English proficiency if communication seems impaired

Respond to individual request for language assistance services

Self-identification by the non-English speaker of LEP individual

Ask open-ended questions to determine language proficiency on the telephone or in person

Use of "I Speak" language cards or posters

Based on written material submitted to the agency (e.g. complaints)

We have not identified non-English speakers or LEP individuals

Other (Please specify): \_\_\_\_\_

4. Does your department have a process to collect data on:

a. The number of LEP individuals that you serve?

Yes

No

b. The primary languages spoken by LEP individuals that you serve?

Yes

No

Pinellas County Office of Human Rights  
Limited English Proficient (LEP) Individuals  
Preliminary Checklist

Please complete and return to Jeffery Lorick at jlorick@pinellascounty.org

Appointing Authority: Jeffery Lorick

Department: The Pinellas Office of Human Rights

Name of Person Completing the Form: Jeffery Lorick

Email of Person Completing the Form: jlorick@co.pinellas.fl.us

1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?  Yes  No

2. Please describe the manner in which your department interacts with the public or LEP individuals:  In-Person  Telephonically  Electronically (e.g. email or website)  Via correspondence  Other (Please specify): \_\_\_\_\_

3. How does your department identify LEP individuals?  Assume limited English proficiency if communication seems impaired  Respond to individual request for language assistance services  Self-identification by the non-English speaker of LEP individual  Ask open-ended questions to determine language proficiency on the telephone or in person  Use of "I Speak" language cards or posters  Based on written material submitted to the agency (e.g. complaints)  We have not identified non-English speakers or LEP individuals  Other (Please specify): \_\_\_\_\_

4. Does your department have a process to collect data on:  
a. The number of LEP individuals that you serve?  Yes  No  
b. The primary languages spoken by LEP individuals that you serve?  Yes  No

Pinellas County Office of Human Rights  
Limited English Proficient (LEP) Individuals  
Preliminary Checklist

Please complete and return to Jeffery Lorick at [jlorick@pinellascounty.org](mailto:jlorick@pinellascounty.org)

Appointing Authority: Kimberly Crum

Department: Human Resources

Name of Person Completing the Form: Peggy Sellards

Email of Person Completing the Form: psellards@pinellascounty.org

1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?

Yes

No

2. Please describe the manner in which your department interacts with the public or LEP individuals:

In-Person

Telephonically

Electronically (e.g. email or website)

Via correspondence

Other (Please specify): \_\_\_\_\_

3. How does your department identify LEP individuals?

Assume limited English proficiency if communication seems impaired

Respond to individual request for language assistance services

Self-identification by the non-English speaker of LEP individual

Ask open-ended questions to determine language proficiency on the telephone or in person

Use of "I Speak" language cards or posters

Based on written material submitted to the agency (e.g. complaints)

We have not identified non-English speakers or LEP individuals

Other (Please specify): \_\_\_\_\_

4. Does your department have a process to collect data on:

a. The number of LEP individuals that you serve?

Yes

No

b. The primary languages spoken by LEP individuals that you serve?

Yes

No

**Pinellas County Office of Human Rights  
Limited English Proficient (LEP) Individuals  
Preliminary Checklist**

Please complete and return to Jeffery Lorick at [jlorick@pinellascounty.org](mailto:jlorick@pinellascounty.org)

Appointing Authority: Forward Pinellas

Department: Pinellas Planning Council and the Pinellas County Metropolitan Planning Organization

Name of Person Completing the Form: Robert Feigel

Email of Person Completing the Form: rfeigel@forwardpinellas.org

1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?  Yes  No

2. Please describe the manner in which your department interacts with the public or LEP individuals:

In-Person  
 Telephonically  
 Electronically (e.g. email or website)  
 Via correspondence  
 Other (Please specify): we have not but may receive requests for interpreters

3. How does your department identify LEP individuals?

Assume limited English proficiency if communication seems impaired  
 Respond to individual request for language assistance services  
 Self-identification by the non-English speaker of LEP individual  
 Ask open-ended questions to determine language proficiency on the telephone or in person  
 Use of "I Speak" language cards or posters  
 Based on written material submitted to the agency (e.g. complaints)  
 We have not identified non-English speakers or LEP individuals  
 Other (Please specify): collect info on LEP through our planning efforts

4. Does your department have a process to collect data on:

a. The number of LEP individuals that you serve?  Yes  No

b. The primary languages spoken by LEP individuals that you serve?  Yes  No

**Pinellas County Office of Human Rights  
Limited English Proficient (LEP) Individuals  
Preliminary Checklist**

Please complete and return to Jeffery Lorick at [jlorick@pinellascounty.org](mailto:jlorick@pinellascounty.org)

Appointing Authority: Property Appraiser

Department: Public Information / Exemptions

Name of Person Completing the Form: Mike Twitty

Email of Person Completing the Form: mtwitty@pcpao.org

1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?

Yes

No

2. Please describe the manner in which your department interacts with the public or LEP individuals:

In-Person

Telephonically

Electronically (e.g. email or website)

Via correspondence

Other (Please specify): \_\_\_\_\_

3. How does your department identify LEP individuals?

Assume limited English proficiency if communication seems impaired

Respond to individual request for language assistance services

Self-identification by the non-English speaker of LEP individual

Ask open-ended questions to determine language proficiency on the telephone or in person

Use of "I Speak" language cards or posters

Based on written material submitted to the agency (e.g. complaints)

We have not identified non-English speakers or LEP individuals

Other (Please specify): \_\_\_\_\_

4. Does your department have a process to collect data on:

a. The number of LEP individuals that you serve?

Yes

No

b. The primary languages spoken by LEP individuals that you serve?

Yes

No



Pinellas County Office of Human Rights  
Limited English Proficient (LEP) Individuals  
Preliminary Checklist

Please complete and return to Jeffery Lorick at jlorick@pinellascounty.org

Appointing Authority: Julie Marcus

Department: Supervisor of Elections

Name of Person Completing the Form: Marc Gillette

Email of Person Completing the Form: mgillette@votepinellas.gov

1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?

Yes

No

2. Please describe the manner in which your department interacts with the public or LEP individuals:

In-Person

Telephonically

Electronically (e.g. email or website)

Via correspondence

Other (Please specify): \_\_\_\_\_

3. How does your department identify LEP individuals?

Assume limited English proficiency if communication seems impaired

Respond to individual request for language assistance services

Self-identification by the non-English speaker of LEP individual

Ask open-ended questions to determine language proficiency on the telephone or in person

Use of "I Speak" language cards or posters

Based on written material submitted to the agency (e.g. complaints)

We have not identified non-English speakers or LEP individuals

Other (Please specify): \_\_\_\_\_

4. Does your department have a process to collect data on:

a. The number of LEP individuals that you serve?

Yes

No

b. The primary languages spoken by LEP individuals that you serve?

Yes

No

**Pinellas County Office of Human Rights  
Limited English Proficient (LEP) Individuals  
Preliminary Checklist**

Please complete and return to Jeffery Lorick at [jlorick@pinellascounty.org](mailto:jlorick@pinellascounty.org)

Appointing Authority: Charles W. Thomas

Department: Pinellas County Tax Collector

Name of Person Completing the Form: Amber Bradley

Email of Person Completing the Form: abradley@taxcollect.com

1. Does your department interact or communicate with the public or are there individuals who interact or communicate or might interact or communicate with LEP individuals?

Yes

No

2. Please describe the manner in which your department interacts with the public or LEP individuals:

In-Person

Telephonically

Electronically (e.g. email or website)

Via correspondence

Other (Please specify): social media

3. How does your department identify LEP individuals?

Assume limited English proficiency if communication seems impaired

Respond to individual request for language assistance services

Self-identification by the non-English speaker of LEP individual

Ask open-ended questions to determine language proficiency on the telephone or in person

Use of "I Speak" language cards or posters

Based on written material submitted to the agency (e.g. complaints)

We have not identified non-English speakers or LEP individuals

Other (Please specify): \_\_\_\_\_

4. Does your department have a process to collect data on:

a. The number of LEP individuals that you serve?

Yes

No

b. The primary languages spoken by LEP individuals that you serve?

Yes

No