

**Mid-Columbia Economic  
Development District (MCEDD)**

**TITLE VI PLAN**

**Adopted June 15, 2017**

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## Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color and national origin in programs and activities receiving Federal financial assistance.

Mid-Columbia Economic Development District (MCEDD) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its programs and services on the basis of race, color, sex, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A

## Title VI Complaint Procedures

In order to comply with 49 CFR Section 21.9(b), MCEDD has developed procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public upon request. Complainants, or their representative, may file a written complaint with the Title VI Complaint Coordinator at any time within one hundred and eighty (180) days from the date of the alleged discriminatory act.

If you believe you have been subjected to discrimination under Title VI, you may file a complaint.

### How to file a Title VI Complaint

You may file a signed, written complaint up to one hundred and eighty (180) days from the date of alleged discrimination. The complaint should include the following information:

- Your name, mailing address, and how to contact you (i.e., telephone number, email address, etc.)
- Name, address, phone number and relationship of Representative to Complainant, if applicable
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
- Other information that you deem significant

A form is available at <http://www.mcedd.org/about/policies.htm>, which may be completed for this purpose. (Attachment B)

### **The complaint may also be filed in writing with MCEDD at the following address:**

Mid-Columbia Economic Development District

515 East 2<sup>nd</sup> Street

The Dalles, OR 97058

By phone: 541-296-2266

By fax: 541-296-3283

*NOTE: MCEDD encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of discrimination.*

#### **What happens to your complaint after it is submitted to MCEDD?**

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by MCEDD will be directly addressed by MCEDD. MCEDD provides for staff to take complaints and forward them to the Title VI Complaint Coordinator (Office Administrator) who categorizes, tracks them, and develops responses and forwards them to the MCEDD Executive Director for approval. The Executive Director will investigate the complaint and make a determination. Formal investigation of the complaint will be confidential and will include, but is not limited to, details of the specific incident, frequency and dates of occurrences and names of any witnesses. Customer will be notified of resolution.

MCEDD shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, MCEDD shall make every effort to address all complaints in an expeditious and thorough manner.

In instances where additional information is needed for investigation of the complaint, MCEDD will contact the complainant in writing. Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

Once sufficient information for investigating the complaint is received by MCEDD, a written response will be drafted, subject to review by the organization's attorney. If appropriate, MCEDD's attorney may administratively close the complaint. In this case, MCEDD will notify the complainant of the action as soon as possible.

#### **How you will be notified of the outcome of your complaint**

MCEDD will send a final written response to the complainant and advise the complainant of his or her right to 1) appeal within seven (7) calendar days of receipt of the final written decision from MCEDD, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

An appeal request for review of a determination of unlawful denial of access or accommodation to services must be filed, in writing, within 60 calendar days of the incident. The written appeal must include the customer's name, address, and telephone contact number. A statement of reason(s) why the applicant believes the denial of accommodation request or access to services was inappropriate is recommended.

The MCEDD Board of Directors will set a mutually agreed-upon time and place for the review process with the applicant and/or representatives within 30 days of the request. The applicant may submit documents or other information to be included with the record and considered in the review process. Anyone needing special accommodations may contact MCEDD at 541-296-2266 for assistance.

The right of the appellant to a prompt and equitable resolution of the complaint must not be impaired by the appellant's pursuit of other remedies, such as filing of a complaint with the Department of Justice or other appropriate federal agency or the filing of a suit in state or federal court. Use of this procedure is not a prerequisite to the pursuit of other remedies.

In addition to the complaint process described above, a complainant may file a Title VI complaint or lawsuit with the following offices:

Federal Transit Administration Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor – TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

Washington State Department of Transportation  
Public Transportation Division  
Attn: Title VI Coordinator  
PO Box 47387  
Olympia, WA 98504-47387

U.S. Department of Justice  
Civil Rights Division  
Coordination and Review  
Section – NWB  
950 Pennsylvania Ave, NW  
Washington, DC 20530

#### **Disposition of Complaints and Resolution**

***Sustained Complaints-*** If the complaint is substantiated and a probable cause of a discriminatory practice based on race, color, or national origin is found to exist, MCEDD shall endeavor to eliminate said practice by means of a Remedial Action Plan. The Remedial Plan shall include: a list of all corrective actions accepted by the agency; description of how the corrective action will be implemented; and a written assurance that the agency will implement the accepted corrective action in the manner discussed in the plan.

***Unsustained Complaints-*** If there is insufficient evidence to either prove or disprove the allegation(s) both parties to the complaint will be informed of the reason(s) for this disposition.

**Unfounded Complaint-** If it is determined that an act reported pursuant to this policy/procedure did not in fact occur, a finding of unfounded shall be made.

**Exonerated Complaints-** If it is determined that an act reported pursuant to this policy/procedure did in fact occur, but was lawful and proper within the guidelines established herein, a finding of exonerated shall be made.

**Recording Title VI Investigations, Complaints and Lawsuits**

In order to comply with 49 CFR Section 21.9(b), MCEDD prepares and maintains a list of any active investigations conducted by entities other than the FTA, lawsuits, or complaints naming MCEDD that allege discrimination on the basis of race, color, or national origin. This list includes the date of the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response to the investigation, lawsuit, or complaint. The MCEDD Title VI Complaint Coordinator (Office Administrator) maintains these files until closed. The MCEDD Title VI Complaint Coordinator will also maintain a log of all complaints received. Records will be stored according to state and federal record retention requirements. Tracked information will be reported to WSDOT as the grantor of the funds as required in the WSDOT “Guide to Managing Public Transportation Grants.”

**Additional Information Upon Request**

At the discretion of FTA, information other than that required by the referenced circular may be requested, in writing, from MCEDD in order to investigate complaints of discrimination or to resolve concerns about possible noncompliance with Title VI requirements. The MCEDD Title VI Complaint Coordinator is available to provide additional information as needed and to respond to any inquiry.

**Board Composition**

At this time, the Mid-Columbia Economic Development District does not have a transit-related, non-elected planning board, advisory council, or committee. MCEDD is overseen by a Board of Directors, and the table depicting the membership of this Board as of June 2017 is depicted in the table below.

	Caucasian	Hispanic or Latino	Black or African American	Asian	Native Hawaiian	American Indian or Alaskan Native	Two or more races	Other
Region Population (2010 Census)	70,005	13,154	307	732	213	1,981	2,379	5,091
MCEDD Board of Directors	20	1	0	0		0		

## Record of Title VI or Other Civil Rights Investigations, Complaints or Lawsuits

To date, there have been no Title VI investigations, complaints or lawsuits.

## Limited English Proficiency Plan

MCEDD is committed to breaking down language barriers by implementing consistent standards of language assistance across its service area. MCEDD has adopted an updated Limited English Proficiency Plan as part of our Title VI policy. The plan is attached.

## Notifying Beneficiaries of Their Rights Under Title VI

Our website includes our Title VI policy and complaint form. The website also states the Anti-Discrimination Statement listed on page 10 of this plan. MCEDD's Title VI policy and complaint form are also posted at MCEDD's office (located at 515 East 2<sup>nd</sup> Street, The Dalles, OR). Individuals who believe they have been discriminated against may request a complaint form from the Office Administrator at MCEDD's office.

## Analysis of Construction Projects

Over the last three years MCEDD has not completed a construction project requiring an environmental assessment (EA) or environmental impact statement (EIS).

## Inclusive Public Participation

Community Outreach is a requirement of Title VI. MCEDD and its sub-recipients shall seek out and consider the viewpoints of minority and low-income populations in the course of conducting public outreach. Recipients have wide latitude to determine what specific measures are most appropriate and should make this determination based on the composition of the affected population, the public involvement process, and the resources of MCEDD. MCEDD has engaged the public in its planning and decision-making processes, as well as its marketing and outreach activities. MCEDD also follows public notification regulations as required by any federal funds received by MCEDD.

## Anti-Discrimination Statement/Title VI Policy

**Anti-Discrimination Statement:** Mid-Columbia Economic Development District and Gorge TransLink Alliance members are affirmative-action, equal-opportunity employers. Public Transportation services are available to all without regard to race, color, national origin, gender, gender identity, religion, age, height, weight, disability, political beliefs, sexual orientation, marital status, family status or veteran status.

**Declaración de Anti-discriminación:** Mid-Columbia Economic Development District y los miembros de la alianza de empleados. Servicios de transporte públicos son disponibles a todos sin importar raza, color, origen nacional, genero, identidad de

genero, religión, edad, altura, peso, incapacidad, creencias políticas, orientación sexual, estado de matrimonio , estado familiar o si es veterano de guerra.

MCEDD's Title VI policy and complaint form are posted on the MCEDD website (<http://www.mcedd.org/about/policies.htm>) and at MCEDD's office (located at 515 East 2<sup>nd</sup> Street, The Dalles, OR). Individuals who believe they have been discriminated against may request a complaint form from the Office Administrator at MCEDD's office.

**Ref:** FTA Circular 4702.1A Title VI and Title VI Dependent Guidelines for Federal Transit Administration Recipients

### **Purpose**

The purpose of this policy is to establish guidelines to effectively monitor and ensure that the Mid-Columbia Economic Development District (MCEDD) is in compliance with all FTA Title VI requirements and regulations in order to carry out the provisions of the Department of Transportation's (DOT) Title VI Regulations at 49 CFR Part 21.

### **Authorities**

Title VI of the Civil Rights Act of 1964, as amended, provides that no person in the United States shall, on the grounds of race, color, national origin, or sex, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance.

### **Policy Statement**

MCEDD assures that no person shall, on the grounds of race, color, national origin, or sex, as provided by Title VI of the Civil Rights Act of 1964, as amended, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. MCEDD is committed to creating and maintaining programs and services that are free of all forms of discrimination.

### **Responsibilities**

All employees of MCEDD shall follow the intent of these guidelines in a manner that reflects the organization's policy. Employees receiving information regarding violations of this order shall determine if there is any basis for the allegation and shall proceed with resolution as stated in the sections *Employee Responsibility* and/or *Investigation of Complaints and Appeal Process*.

### **Certification and Assurance**

To ensure accordance with 49 CFR Section 21.7, every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with Title VI of the Civil Rights Act of 1964. This requirement shall be fulfilled when the applicant submits its annual certifications and assurances to FTA. The text of FTA's annual certifications and assurances is available on FTA's Web site. MCEDD complies with this instruction annually in order to receive FTA funding.



## Title VI Complaint Form

<b>Section I:</b>				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
<b>Section II:</b>				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
<b>Section III:</b>				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year):				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				
<b>Section IV:</b>				
Have you previously filed a Title VI complaint with this agency?			Yes	No



## **Notification of Compliance with Title VI**

In order to comply with 49 CFR Section 21.9 (d) MCEDD has posted information for the public regarding the Title VI obligations and protections against discrimination afforded to the public by Title VI on the MCEDD website. MCEDD has also posted the following notice of compliance with Title VI, which is visible to the public at the MCEDD office and directs the public to the MCEDD website and to the appropriate phone number to inquire for more information. Additionally, this information is available upon request.

### **Notification of Compliance with Title VI**

Mid-Columbia Economic Development District (MCEDD) complies with Title VI and Title VI Dependent Guidelines for Federal Transit Administration Recipients. Title VI obligations and protections against discrimination afforded to the public by Title VI can be found on the MCEDD website at <http://www.mcedd.org>. This information is also available upon request, please inquire inside office or contact Title VI Complaint Coordinator at (541) 296-2266.

### **Notificación de la conformidad con Title VI**

El Distrito del Desarrollo Económico de Mid-Columbia (MCEDD) se conforma con las pautas dependientes del Title VI y del Title VI para los recipientes federales de la administración del tránsito. Las obligaciones y las protecciones del Title VI contra la discriminación producida al público por Title VI se pueden encontrar en el Web site de MCEDD en <http://www.mcedd.org>. Esta información está también disponible a petición, investiga por favor dentro de oficina o entra en contacto con a coordinador de la queja del Title VI en (541) 296-2266.

**Mid-Columbia Economic Development  
District (MCEDD)**

**Limited English Proficiency Plan**

**Adopted: June 15, 2017**

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## Introduction

This *Limited English Proficiency Plan* has been prepared to address Mid-Columbia Economic Development District's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, titled *Improving Access to Services for Persons with Limited English Proficiency*, indicates that differing treatment based upon a person's inability to speak, read, write or understands English is a type of national origin discrimination. It directs each agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including Mid-Columbia Economic Development District (MCEDD).

MCEDD is committed to breaking down language barriers by implementing consistent standards of language assistance across its service area.

### **Elements of an Effective LEP Policy**

The US Department of Justice, Civil Rights Division has developed a set of elements that may be helpful in designing an LEP policy or plan. These elements include:

1. Identifying LEP person who needs language assistance
2. Identifying ways in which language assistance will be provided
3. Training staff
4. Providing notice to LEP persons
5. Monitoring and updating the LEP Plan

These recommended elements have been incorporated into this plan.

## Methodology and Four Factor Analysis

### Methodology for Assessing Needs and Reasonable Steps for an Effective LEP Policy

MCEDD analyzes four factors to determine what reasonable steps should be taken to ensure meaningful access for LEP persons:

1. The number or proportion of LEP person eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee.
2. The frequency with which LEP individuals come in contact with the program.
3. The nature and importance of the program, activity, or service provided by the recipient to the LEP Community.
4. The resources available to MCEDD and the overall cost.

The greater the number or proportion of eligible LEP persons; the greater the frequency with which they have contact with a program, activity, or service; and the greater the importance of that program, activity, or service, the more likely enhanced language services will be needed.

### The Four-Factor Analysis

Each of the factors outlined above is examined to determine the extent of language assistance measures required. Recommendations in this plan are based on the results of the analysis.

#### *Factor 1: The Proportion, Numbers and Distribution of LEP Persons*

The Census Bureau has a range of four classifications of how well people speak English. The classifications are ‘very well,’ ‘well,’ ‘not well,’ and ‘not at all.’ Table 1 in the appendix of this plan shows the number and percent of persons in regards to their English language skills for MCEDD. Based on this information, there are 5,567 out of 77,154 (or **7.2%**) which speak English less than “very well” with the majority speaking Spanish or Spanish Creole as their language.

#### *Factor 2: Frequency of Contact with LEP Individuals*

Contacts with MCEDD are made through its office in The Dalles, its websites, its Facebook pages, its officers, and its staff who make presentations and build networks among public agencies and private employers in the Columbia River Gorge region. MCEDD serves LEP persons daily via: Spanish content on the Gorge TransLink website that is available online at all times. We have offices accessible to the public and therefore accessible to LEP individuals, however we currently do not have much contact with LEP individuals except in our business assistance services department. We have an average of zero calls a month that require translations, however, MCEDD utilizes translation services from partner organizations in the region to produce publications to distribute in Spanish and has used Gorge Translation Services.

#### *Factor 3: The Nature and Importance of the Program, Activity, or Service to LEP*

MCEDD serves individuals throughout a five county bi-state region in a variety of ways which include Business Assistance Services, Mobility Management Services, Technical Assistance Services and Regional Planning. While important to the region, the Technical Assistance and Regional Planning activities generally serve entities/organizations rather than individuals. The Business Assistance and Mobility Management programs, however, engage directly with entities/organizations, as well as individuals. The nature of their services thus has greater potential for offering services to LEP individuals.

#### ***Factor 4: The Resources Available to MCEDD and the Overall Cost***

MCEDD reviewed its available resources that could be used for providing LEP assistance, specifically for written resource materials and translation services for the most likely needed programs and services. MCEDD's funds are limited. Thus, the costs associated with necessary translation are allocated on an as-needed basis each fiscal year. MCEDD's current in-house language capabilities are English, with very limited Spanish. MCEDD partners with The Next Door, Inc. who have provided experienced staff fluent in Spanish to assist as needed. MCEDD has not encountered a need to have language services in other languages besides Spanish.

## **Implementation Plan**

### **Options**

Federal fund recipients have two main ways to provide language services: oral interpretation either in person or via telephone interpretation service and written translation. The correct mix should be based on what is both necessary and reasonable in light of the four-factor analysis. MCEDD is defining an interpreter as a person who translates spoken language orally, as opposed to a translator, who translates written language and a translator as a person who transfers the meaning of written text from one language into another. The person who translates orally is not a translator, but an interpreter.

Considering the relatively small scale of MCEDD, the low concentration of LEP individuals in the service area, and MCEDD's financial resources, it is necessary to limit language aid to the most basic and cost-effective services. Other than vital documents, if there are any language assistance measures required for the LEP individuals, MCEDD shall proceed with oral interpretation options to meet all requests for those language groups to ensure equal access while also complying with LEP regulations.

### **Proposed Actions**

MCEDD will take the following actions:

- With advance notice of at least seven working days, MCEDD will provide interpreter services at public meetings.
- The Census Bureau "I-speak" Language Identification Card will be distributed to all employees that may potentially encounter LEP individuals.
- Publications of MCEDD's complaint form is made available on our website.
- In the event that a MCEDD employee encounters a LEP individual, they will follow the procedure listed below.

### ***Office Encounter***

1. Provide an "I-speak" language identification cards to determine the language spoken of the LEP individual.
2. Once the foreign language is determined, provide information to the Title VI coordinator who will contact an interpreter.
3. If the need for a vital document to be translated arises, the Title VI coordinator will have the document translated and provided to the requestor as soon as possible.



### *In Writing*

1. Once a letter has been received it will be immediately forwarded to the Title VI Coordinator.
2. The Title VI Coordinator will contact a translator to determine the specifics of the letter request information.
3. The Title VI Coordinator will work with the elected agency to provide the requested service to the individual in a timely manner.

### *Over the Phone*

1. If someone calls into MCEDD office speaking another language, every attempt will be made to keep that individual on the line until an interpreter can be conferenced into the line and if possible determine the language spoken of the caller.
2. Once the language spoken by the caller has been identified, we will proceed with providing the requested assistance to the LEP individual.

### **MCEDD Staff Training**

MCEDD staff will be provided training at staff meetings of the requirements for providing meaningful access to services for LEP persons.

### *Providing Meaningful Access to Limited English Proficient (LEP) Persons*

Title VI and its implementing regulations require that recipients of federal funds take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient. MCEDD partners with local nonprofits to provide translation services as necessary.

### *Employee Responsibility*

Each employee shall:

1. Ensure that there are no barriers to service or accommodation that would prevent usage or access to services.
2. Train subordinates as to what constitutes discrimination and barriers to access.
3. Take prompt and appropriate action to avoid and minimize the incidence of any form of discrimination.
4. Notify the Executive Director in writing of the circumstances surrounding any reported allegations of discrimination no later than the next business day.

## Notice and Access

### Providing Notice to LEP Persons

MCEDD will provide language service by notifying LEP persons of services available free of charge. MCEDD will post the LEP Plan on our website. MCEDD will post notices of available services, in languages LEP persons would understand, in the office in places where LEP persons may seek services and on our website.

MCEDD staff will be informally surveyed periodically on their experience concerning any contacts with LEP persons during the previous year to identify modifications to this plan to improve outreach and services to Limited English Proficient Persons.

### LEP Plan Access

A copy of the LEP plan document can be requested at MCEDD's main office during normal business hours:

MCEDD Title VI Coordinator  
515 E. 2<sup>nd</sup> Street  
The Dalles, OR 97058  
541-296-2266

Our website includes our Title VI policy and complaint form. The website also states the Anti-Discrimination Statement. MCEDD's Title VI policy and complaint form are also posted at MCEDD's office (located at 515 East 2<sup>nd</sup> Street, The Dalles, OR). Individuals who believe they have been discriminated against may request a complaint form from the Office Administrator at MCEDD's office.

**Table 1: Language Spoken at Home by Ability to Speak English (Population 5 yrs and over)**

2011-2015 American Community Survey 5-Year Estimates

	TOTAL ESTIMATE	Hood River County,		Sherman County,		Wasco County,		Klickitat County,		Skamania County,	
		Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
<b>Total:</b>	77,154	21,236	+/-56	1,682	+/-113	23,893	+/-58	19,645	+/-121	10,698	+/-49
<b>Speak only English</b>	64,966	15,240	+/-291	1,602	+/-111	20,255	+/-370	17,843	+/-244	10,026	+/-136
<b>Spanish or Spanish Creole:</b>	10,485	5,694	+/-243	76	+/-35	2,990	+/-348	1,349	+/-224	376	+/-96
Speak English "very well"	5,185	2,768	+/-348	36	+/-23	1,400	+/-213	743	+/-213	238	+/-74
Speak English less than "very well"	5,300	2,926	+/-388	40	+/-30	1,590	+/-297	606	+/-230	138	+/-53
<b>French (incl. Patois, Cajun):</b>	293	114	+/-103	0	+/-12	23	+/-15	111	+/-94	45	+/-34
Speak English "very well"	284	114	+/-103	0	+/-12	21	+/-14	111	+/-94	38	+/-29
Speak English less than "very well"	9	0	+/-22	0	+/-12	2	+/-3	0	+/-22	7	+/-12
<b>Italian:</b>	9	0	+/-22	0	+/-12	7	+/-13	2	+/-4	0	+/-19
Speak English "very well"	9	0	+/-22	0	+/-12	7	+/-13	2	+/-4	0	+/-19
<b>Portuguese or Portuguese Creole:</b>	13	0	+/-22	0	+/-12	11	+/-15	2	+/-3	0	+/-19
Speak English "very well"	13	0	+/-22	0	+/-12	11	+/-15	2	+/-3	0	+/-19
<b>German:</b>	140	15	+/-20	0	+/-12	70	+/-59	11	+/-12	44	+/-26
Speak English "very well"	118	15	+/-20	0	+/-12	54	+/-52	11	+/-12	38	+/-26
Speak English less than "very well"	22	0	+/-22	0	+/-12	16	+/-17	0	+/-22	6	+/-8
<b>Other West Germanic languages:</b>	44	9	+/-14	0	+/-12	19	+/-20	13	+/-19	3	+/-5
Speak English "very well"	40	9	+/-14	0	+/-12	15	+/-16	13	+/-19	3	+/-5
Speak English less than "very well"	4	0	+/-22	0	+/-12	4	+/-10	0	+/-22	0	+/-19
<b>Scandinavian languages:</b>	50	0	+/-22	0	+/-12	9	+/-13	34	+/-48	7	+/-7
Speak English "very well"	50	0	+/-22	0	+/-12	9	+/-13	34	+/-48	7	+/-7
<b>Greek:</b>	9	0	+/-22	0	+/-12	9	+/-14	0	+/-22	0	+/-19
Speak English "very well"	9	0	+/-22	0	+/-12	9	+/-14	0	+/-22	0	+/-19
<b>Russian:</b>	53	0	+/-22	0	+/-12	18	+/-27	2	+/-5	33	+/-53
Speak English "very well"	35	0	+/-22	0	+/-12	5	+/-7	2	+/-5	28	+/-46
Speak English less than "very well"	18	0	+/-22	0	+/-12	13	+/-20	0	+/-22	5	+/-7
<b>Polish:</b>	9	0	+/-22	0	+/-12	9	+/-14	0	+/-22	0	+/-19
Speak English "very well"	9	0	+/-22	0	+/-12	9	+/-14	0	+/-22	0	+/-19
<b>Serbo-Croatian:</b>	8	5	+/-11	0	+/-12	0	+/-22	0	+/-22	3	+/-5
Speak English "very well"	8	5	+/-11	0	+/-12	0	+/-22	0	+/-22	3	+/-5
<b>Other Slavic languages:</b>	45	16	+/-28	0	+/-12	22	+/-35	0	+/-22	7	+/-10
Speak English less than "very well"	45	16	+/-28	0	+/-12	22	+/-35	0	+/-22	7	+/-10
<b>Persian:</b>	72	9	+/-14	0	+/-12	0	+/-22	63	+/-46	0	+/-19
Speak English "very well"	27	9	+/-14	0	+/-12	0	+/-22	18	+/-14	0	+/-19
Speak English less than "very well"	45	0	+/-22	0	+/-12	0	+/-22	45	+/-33	0	+/-19
<b>Gujarati:</b>	8	0	+/-22	0	+/-12	0	+/-22	0	+/-22	8	+/-12
Speak English less than "very well"	8	0	+/-22	0	+/-12	0	+/-22	0	+/-22	8	+/-12
<b>Hindi:</b>	2	0	+/-22	0	+/-12	0	+/-22	0	+/-22	2	+/-3
Speak English "very well"	2	0	+/-22	0	+/-12	0	+/-22	0	+/-22	2	+/-3
<b>Urdu:</b>	10	0	+/-22	0	+/-12	10	+/-23	0	+/-22	0	+/-19
Speak English less than "very well"	10	0	+/-22	0	+/-12	10	+/-23	0	+/-22	0	+/-19
<b>Other Indic languages:</b>	63	0	+/-22	0	+/-12	0	+/-22	0	+/-22	63	+/-60
Speak English "very well"	63	0	+/-22	0	+/-12	0	+/-22	0	+/-22	63	+/-60
<b>Chinese:</b>	194	73	+/-102	1	+/-3	101	+/-148	16	+/-21	3	+/-5
Speak English "very well"	126	33	+/-50	1	+/-3	80	+/-174	12	+/-19	0	+/-19
Speak English less than "very well"	68	40	+/-57	0	+/-12	21	+/-48	4	+/-8	3	+/-5
<b>Japanese:</b>	61	9	+/-14	0	+/-12	9	+/-18	26	+/-40	17	+/-24
Speak English "very well"	42	0	+/-22	0	+/-12	5	+/-11	20	+/-30	17	+/-24
Speak English less than "very well"	19	9	+/-14	0	+/-12	4	+/-10	6	+/-15	0	+/-19
<b>Korean:</b>	62	9	+/-15	0	+/-12	4	+/-8	42	+/-61	7	+/-10
Speak English "very well"	51	9	+/-15	0	+/-12	0	+/-22	42	+/-61	0	+/-19
Speak English less than "very well"	11	0	+/-22	0	+/-12	4	+/-8	0	+/-22	7	+/-10
<b>Vietnamese:</b>	10	10	+/-15	0	+/-12	0	+/-22	0	+/-22	0	+/-19
Speak English "very well"	10	10	+/-15	0	+/-12	0	+/-22	0	+/-22	0	+/-19
<b>Tagalog:</b>	41	33	+/-62	0	+/-12	0	+/-22	8	+/-15	0	+/-19
Speak English "very well"	33	33	+/-62	0	+/-12	0	+/-22	0	+/-22	0	+/-19
Speak English less than "very well"	8	0	+/-22	0	+/-12	0	+/-22	8	+/-15	0	+/-19
<b>Other Pacific Island languages:</b>	175	0	+/-22	0	+/-12	87	+/-95	85	+/-94	3	+/-7
Speak English "very well"	175	0	+/-22	0	+/-12	87	+/-95	85	+/-94	3	+/-7
<b>Navajo:</b>	22	0	+/-22	0	+/-12	22	+/-24	0	+/-22	0	+/-19
Speak English "very well"	22	0	+/-22	0	+/-12	22	+/-24	0	+/-22	0	+/-19
<b>Other Native North American languages:</b>	174	0	+/-22	0	+/-12	171	+/-87	3	+/-7	0	+/-19
Speak English "very well"	163	0	+/-22	0	+/-12	160	+/-88	3	+/-7	0	+/-19
Speak English less than "very well"	11	0	+/-22	0	+/-12	11	+/-12	0	+/-22	0	+/-19
<b>Arabic:</b>	47	0	+/-22	0	+/-12	47	+/-107	0	+/-22	0	+/-19
Speak English "very well"	47	0	+/-22	0	+/-12	47	+/-107	0	+/-22	0	+/-19
<b>African languages:</b>	33	0	+/-22	3	+/-5	0	+/-22	30	+/-68	0	+/-19
Speak English "very well"	33	0	+/-22	3	+/-5	0	+/-22	30	+/-68	0	+/-19
<b>Other and unspecified languages:</b>	56	0	+/-22	0	+/-12	0	+/-22	5	+/-8	51	+/-74
Speak English "very well"	26	0	+/-22	0	+/-12	0	+/-22	5	+/-8	21	+/-31
Speak English less than "very well"	30	0	+/-22	0	+/-12	0	+/-22	0	+/-22	30	+/-44