



## Language Assistance Plan

Greater Baybrook Alliance's service area includes neighborhoods within Baltimore City and Anne Arundel County. With regard to assisting program participants who may have limited English proficiency, GBA has completed a Limited English Proficiency (LEP) assessment utilizing Census Bureau and American Community Survey data to identify LEP populations. LEP populations include:

- 3.7% of Baltimore City and 3.8% Anne Arundel County's population age five and older speaks English less than very well (LEP).
- Combining both geographies, a plurality of LEP persons (48.88%) speak Spanish. An additional 18.52% LEP residents speak other Indo-European languages. Approximately 21.01% of LEP persons speak Asian and Pacific Island languages. Persons speaking other languages comprise 11.59%.

Greater Baybrook Alliance, including its subsidiary Baybrook Revitalization Fund, takes the following proactive measures to ensure meaningful access for LEP persons:

1. Staff have the Census Bureau "I Speak" card with which to identify the primary language of the LEP person.
2. Posted notice describing the Federal laws prohibiting job discrimination based on race, color, sex (including pregnancy and related conditions, sexual orientation, or gender identity), national origin, religion, age (40 and older), equal pay, disability or genetic information (including family medical history or genetic tests or services), and retaliation for filing a charge, reasonably opposing discrimination, or participating in a discrimination lawsuit, investigation, or proceeding in the GBA/BRF office space in English and Spanish.
3. For all LEP populations identified above, Greater Baybrook Alliance has Equal Opportunity brochures and non-discrimination posters in the applicable languages.
4. Greater Baybrook Alliance contracts with trusted Spanish-speaking community stakeholders to provide live interpretation at events and meetings in addition to bilingual staff.
5. Greater Baybrook Alliance contracts with Ad Astra to provide live interpretation at larger community-wide events and gatherings.
6. Greater Baybrook Alliance provides documents including lending intake form, loan documents, down payment assistance, and other resource documents in Spanish.