

# **Citrus County, Florida, a political subdivision of the State of Florida**

## **Limited English Proficiency Plan August 22, 2016**



<http://www.citrusbocc.com>

**Prepared by:**

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## **Recipient Information**

**Recipient:**

Citrus County Board of County Commissioners

**Submittal Date:**

August 22, 2016

**Expiration:**

August 22, 2019

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## **Introduction**

The purpose of this Limited English Proficiency policy guidance is to clarify the responsibilities of recipients of federal financial assistance from the U.S. Department of Transportation (DOT) and assist them in fulfilling their responsibilities to Limited English Proficient (LEP) persons, pursuant to Title VI of the Civil Rights Act of 1964 and implementing regulations. It was prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., and its implementing regulations provide that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance.

## **Executive Order 13166**

Executive Order 13166 "Improving Access to Services for Persons With Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation. Executive Order 13166 further directs that all such guidance documents be consistent with the compliance standards and framework detailed in the Department of Justice's (DOJ's) Policy Guidance entitled "Enforcement of Title VI of the Civil Rights Act of 1964--National Origin Discrimination Against Persons With Limited English Proficiency." (See 65 CFR 50123, August 16, 2000 DOJ's General LEP Guidance). Different treatment based upon a person's inability to speak, read, write, or understand English may be a type of national origin discrimination.

Executive Order 13166 applies to all federal agencies and all programs and operations of entities that receive funding from the federal government, including state agencies, local agencies and governments such as the County, private and non-profit entities, and sub-recipients.

## **Plan Summary**

The Board of County Commissioners of Citrus County, Florida, a political subdivision of the State of Florida has developed this Limited English Proficiency (LEP) Plan to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to County programs as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details the procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates.

In developing the plan while determining the County's extent of obligation to provide LEP services, the County undertook a U.S. Department of Transportation four factor LEP analysis which considers the following: 1) The number or proportion of LEP persons eligible in the County to be served or likely to encounter a County program, activity, or service; 2) the frequency with which LEP individuals come in contact with a County program, activity, or

service; 3) the nature and importance of the program, activity or service provided by the County to the LEP population; and 4) the resources available to the County and the likely costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

It is important to ensure that written materials routinely provided in English also are provided in regularly encountered languages other than English. It is particularly important to ensure that vital documents are translated into the non-English language of each regularly encountered LEP group eligible to be served or likely to be affected by the program or activity. A document will be considered vital if it contains information that is critical for obtaining the federal services and/or benefits, or is required by law. Vital documents include, for example, housing assistance, emergency medical services, solid waste collection, applications; consent and complaint forms; notices of rights and notices advertising LEP persons of the availability of free language assistance; and written tests that do not assess English language competency, but rather competency for a particular license, job or skill for which English competency is not required; and letters or notices that require a response from the beneficiary or client.

Vital documents must be translated when 1000 people or 5% of the population eligible to be served or likely to be directly affected by the program/activity, needs services or information in a language other than English to communicate effectively. For many larger documents, translation of vital information contained within the document will suffice and the documents need not be translated in their entirety.

It may sometimes be difficult to draw a distinction between vital and non-vital documents, particularly when considering outreach or other documents designed to raise awareness of rights or services. It is impossible from a practical and cost-effective perspective to translate every piece of outreach material into every language; Title VI and E.O. 13166 do not require this of their recipients. However, in some circumstances, lack of awareness of the existence of a particular program may effectively deny LEP individuals meaningful access. It is important for recipients, sub-recipients, and contractors to continually survey/assess the needs of eligible service populations in order to determine whether certain critical outreach materials should be translated into other languages.

The obligation to provide meaningful opportunity to individuals who are LEP is not limited to written translations. Oral communication between recipients and beneficiaries often is a necessary part of the exchange of information. Thus, a recipient that limits its language assistance to the provisions of written materials may not be allowing LEP persons “effectively to be informed of or to participate in the program”.

There are several steps that can assist recipients in providing such oral assistance. They range from hiring bilingual staff or staff interpreters competent in the skill of interpreting, to contracting qualified outside in-person or telephonic interpreter services, to arranging formally for the services of qualified voluntary community interpreters who are bound by confidentiality agreements. Generally, it is not acceptable for agencies or recipients to rely upon an LEP individual’s family members or friends to provide the interpreter services. The agency or recipient should meet its obligations under E.O. 13166 and Title VI by supplying competent language service free of cost.

## **Four Factor Analysis**

### **1. The number or proportion of LEP persons eligible to be served or likely to encounter a County program, activity, or service.**

The County examined the US Census Bureau's 2013 Estimated/ACS data and was able to determine that approximately 5.5% or 7,375 of the County population age 5 and older spoke a language other than English at home.

The ACS survey further indicates that, of the 7,375 who speak a language other than English at home, 2,736 or 2.0% speak English less than "very well". In Citrus County, Spanish is the primary language other than English. The survey further indicates that 3,348 (2.5%) speak Spanish, and 1,808 (1.35%) speak English less than "very well".

For Citrus County the breakdown of other languages identified are as follows:

- Other Indo-European 2,694 (2.0%); speak English less than "very well" 630 (0.5%)
- Asian and Pacific Islander 1,245 (0.9%); speak English less than "very well" 317 (0.2%)
- Other languages 132 (0.1%); speak English less than "very well" 36 (0.0%)

### **2. The frequency with which LEP individuals come in contact with a County program, activity, or service.**

The County assesses the frequency at which staff has or could possibly have contact with LEP persons. This includes documenting phone inquiries and surveying public meeting attendees. From January 1 to December 31, 2016, the County recorded zero requests for an interpreter in any language and zero requests for translated County documents.

Based on the above data from the ACS survey, the County will ensure that Spanish language brochures and transit schedules are available on the vehicles, at all county government offices; at transfer centers and other County facilities.

### **3. The nature and importance of the program, activity, or service provided by the County to the LEP community.**

While there is a relatively small concentration of Spanish-speaking persons in the County, the County will evaluate the need for any formal outreach efforts to identify those County programs that would be of importance to a Spanish-speaking LEP person. One area that has been addressed to help accommodate the Spanish population was the paratransit system. The transit operators have translated their system brochures and are available to the public. The County also has the ability to translate any of its documents and brochures into Spanish as needed.

Many Spanish-speaking Outreach Operation clients are economically disadvantaged and receive medical services through Medicaid. The County coordinates its

Transportation Disadvantaged Program (TD) thru Citrus County Transit. The TD Program was also identified as a potential provider of important services for the Spanish-speaking LEP person.

#### **4. The resources available to the County and overall costs**

The County assessed its available resources that could be used for providing LEP assistance. This included identifying what staff and volunteer language interpreters (see Appendix B) are readily available, how much a professional interpreter and translation service would cost, which documents should be translated, taking an inventory of available organizations that the County could partner with for outreach and translation efforts, examining which financial and in-kind sources could be used to provide assistance, and what level of staff training is needed.

After analyzing the four factors, the County developed the plan outlined in the following section for assisting persons of Limited English Proficiency.

### **How to Identify an LEP Person who Needs Language Assistance**

Below are tools to help identify persons who may need language assistance:

- Examine records requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings;
- When County sponsored workshops or conferences are held, set up a sign-in sheet table, have a staff member greet and briefly speak to each attendee. To informally gage the attendee's ability to speak and understand English, ask a question that requires a full sentence reply;
- Have the Census Bureau's "I Speak Cards" at the workshop or conference sign-in table. While staff may not be able to provide translation assistance at a particular meeting, the cards can be an excellent tool to identify language needs for future meetings. Also, have the cards available at the County office reception area and Transportation Disadvantaged Program office's walk-in counter; and;
- Post a notice of available language assistance at County reception areas.

## **Language Assistance Measures**

When an interpreter is needed, in person or on the telephone, first determine what language is required. County staff can currently provide only informal verbal interpretation. If the required language is not available or if a formal interpretation is required, staff shall use the telephone interpreter service, Language Line, at 1-800-752-6096 and this service is available 24 hours a day, 7 days a week.

The County will continue to provide translation of documents to Spanish.

The County will maintain a list of employees who fluently speak Spanish and other languages and who are willing to provide translation and/or interpretation services (see appendix B).

Staff may be able to assist with written communications and small County document translation requests from LEP persons. Citrus County web pages may be translated by scrolling to the bottom of the page and clicking “TRANSLATE” with Bing.

The following County documents are currently available in Spanish: Transportation Disadvantaged Program brochure and application, Citrus Transit (deviated fixed-route transit) routes and information, as well as the Title VI discrimination complaint form.

## **County Staff Training**

All County staff will be provided with the LEP Plan and will be educated on procedures and services available. This information will also be part of the County staff orientation process for new hires. Training topics are listed below:

- Understanding the Title VI LEP responsibilities;
- What language assistance services the County offers;
- Use of LEP “I Speak Cards;”
- How to access a staff interpreter;
- Documentation of language assistance requests;
- How to handle a complaint; and
- The importance of educating sub-recipients on the County’s LEP program responsibilities and their obligation to provide language assistance.

## **Providing Notice of Available Language Service to LEP Persons**

- Post signs that language assistance is available in public areas such as at the County Transit Program's walk-in counter at the office of the Citrus County Transit and in primary County reception areas.

### Outreach Techniques:

- If staff knows that they will be presenting a topic that could be of potential importance to an LEP person or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, have meeting notices, fliers, advertisements, and agendas printed in an alternative language, such as Spanish.
- When running a general public meeting notice, staff should insert the clause **“Un traductor del idioma español estará disponible”**. This means, “A Spanish translator will be available”. Or if not sure of the need, staff should insert this clause, **“Si usted necesita la ayuda de un traductor del idioma español, por favor comuníquese con la (insert staff name) al teléfono (###-####), cuando menos 48 horas antes de la junta,”** which asks persons who need Spanish language assistance to make arrangements with the County within two days of the publication notice.
- As a rule, Spanish speaking staff or a hired interpreter should be on hand at public meetings intended for gathering public input.

## **Monitoring and Updating the LEP Plan**

This plan is designed to be flexible and is one that can be easily updated. At a minimum, the County will follow the Title VI Program update schedule for the LEP Plan. Each update should examine all plan components such as:

- How many LEP persons were encountered?
- Were their needs met?
- What is the current LEP population in Citrus County?
- Has there been a change in the types of languages where translation services are needed?
- Is there still a need for continued language assistance for previously identified County programs? Are there other programs that should be included?
- Have the County's available resources, such as technology, staff, and financial costs changed?
- Has the County fulfilled the goals of the LEP Plan?
- Were any complaints received?

## **Dissemination of the County Limited English Proficiency Plan**

The County will post the LEP Plan on its website at: <http://www.citrusbocc.com>.

Additionally, the Policy Statement and Complaint Procedure will be posted at the offices of the Planning Department, County Administration, and all of the listed agencies included in Appendix C. The Policy Statement and Complaint Procedure are also included on all the deviated fixed-route and paratransit vehicles.

Any person, including social service, non-profit, and law enforcement agencies and other community partners with internet access will be able to access the plan. For those without personal internet service, all Citrus County libraries and the County Resource Office offers free internet access. Copies of the LEP Plan will be provided to the Citrus County Office of Human Resources, the Florida Department of Transportation, Federal Highway Administration, the Federal Transit Administration, and any person or agency requesting a copy. Each County sub-recipient and program participants will be provided a copy and will be educated on the importance of providing language assistance. LEP persons may obtain copies/translations of the plan upon request.

Any questions or comments regarding this plan should be directed to the County Title VI Coordinator:

Jessica Flynn,  
Title VI Nondiscrimination Coordinator  
3600 W. Sovereign Path  
Lecanto, FL., 34461  
Phone: (352) 527-5370 ext. 5361  
Fax: (352) 527-5372  
Email: [Jessica.Flynn@citrusbocc.com](mailto:Jessica.Flynn@citrusbocc.com)

Hearing Impaired: <https://www.fcc.gov/consumers/guides/711-telecommunications-relay-service>

**APPENDIX A**

<b>2009-2013 CITRUS COUNTY POPULATION</b>			
<b>General Characteristics</b>	<b>Estimate</b>	<b>Percent</b>	<b>U.S.</b>
Total Citrus County Population	140,214	%	%
Male	67,871	48.4	49.2
Female	72,343	51.6	50.8
Median age (years)	54.6	(X)	37.3
Under 5 years	5,454	3.9	6.4
18 years and over	118,357	84.4	76.3
65 years and over	46,100	32.9	13.4
One single race	138,432	98.7	97.2
White	130,835	93.3	74.0
Black or African American	4,184	3.0	12.6
Hispanic or Latino (of any race)	6,710	4.8	16.6
American Indian and Alaska Native	545	0.4	0.8
Asian	2,131	1.5	4.9
Native Hawaiian and Other Pacific Islander	12	0.0	0.2
Some other race	725	0.5	4.7
Two or more races	1,782	1.3	2.8
Disability status (population 5 years and over)	27,433	19.8	12.1

<b>Economic Characteristics</b>	<b>Estimate</b>	<b>Percent</b>	<b>U.S.</b>
In labor force (population 16 years and over)	51,945	42.8	64.3
Mean travel time to work in minutes (workers 16 years and over)	25.9	(X)	25.5
Median household income (in 2013 inflation-adjusted dollars)	\$39,100	(X)	\$53,046
Median family income (in 2013 inflation-adjusted dollars)	\$48,013	(X)	\$64,719
Per capita income (in 2013 inflation-adjusted dollars)	\$23,148	(X)	\$28,155
Families below poverty level	10.8	7.5	11.3
Individuals below poverty level	17.0	10.9	15.4

Source: US Census Bureau 2009-2013 or 2011-2013 American Community Survey.  
An (X) means that the estimate is not applicable or not available from the US Census Bureau

### **2013 CITRUS COUNTY LANGUAGE SPOKEN AT HOME**

<b>Citrus County Population 5 years and over</b>	<b>134,091</b>	<b>100.0%</b>
Speak English only	126,716	94.5%
Language other than English	7,375	5.5%
Speak English less than "very well"	2,736	2.0%
<b>Spanish</b>	<b>3,348</b>	<b>2.5%</b>
Speak English less than "very well"	1,808	1.4%
<b>Other Indo-European languages</b>	<b>2,694</b>	<b>2.0%</b>
Speak English less than "very well"	630	0.5%
<b>Asian and Pacific Islander languages</b>	<b>1,245</b>	<b>0.9%</b>
Speak English less than "very well"	317	0.2%
<b>Other languages</b>	<b>132</b>	<b>0.1%</b>
Speak English less than "very well"	36	0.0%

Source: US Census Bureau 2013 American Community Survey.

## **APPENDIX B**

### **List of Available Translation Resources**

#### **Informal Staff Translation and Interpretation:**

Spanish

If the required language is not available or if a formal interpretation is required, staff shall use the telephone interpreter service.

Formal Interpreter and Translation Service:

The County will utilize the Language Line Interpreter Services at 1-800-752-6096.

County staff members available to assist with translation/language:

#### **FRENCH**

Maci Kepler – (352) 795-1478

#### **GERMAN**

Jacky Moore – (352) 795-3716

Susan Mutschler - (352) 628-5626

#### **ITALIAN**

Julia Vascimini – (352) 527-5304

#### **PERSIAN**

Danesh Ayromloo – (352) 746-8400

#### **POLISH**

Maria Rusinski – (352) 746-9077

#### **SPANISH**

Tony Seara – (352) 527-7600

Lanette Ferdinand – (352) 257-5239

Genesis Redwan – (352) 527-7520

Sandy Allgood - (352) 746-6622

## **APPENDIX C**

### **Citrus County Discrimination Complaint Procedure**

Title VI of the Civil Rights Act of 1964 as amended prohibits discrimination on the basis of race, color and national origin for programs and activities receiving federal financial assistance. As a recipient of federal financial assistance, the Board of County Commissioners of Citrus County, Florida, a political subdivision of the State of Florida has in place a Title VI complaint procedure.

1. Any person who believes that he or she, or any specific class of persons, has been subjected to discrimination or retaliation, from the Board of County Commissioners of Citrus County, Florida, a political subdivision of the State of Florida administration of federally funded programs, as prohibited by Title VI of the Civil Rights Act of 1964, as amended, and related statutes, may file a written complaint. (Note: If the person filing a complaint believes they have been discriminated against by another branch of the Citrus County Government, they are directed to contact the Citrus County Office of Human Resources at (352) 527-5370 x 5361. All written complaints received by the County are referred immediately by the County's Title VI Coordinator, Jessica Flynn, and to the FDOT's District Seven Title VI Coordinator for processing in accordance with approved State procedures.

**Written complaints may be sent to:**

Jessica Flynn,  
Title VI Nondiscrimination Coordinator  
3600 W. Sovereign Path  
Lecanto, FL., 34461  
Phone: (352) 527-5370 ext. 5361  
Fax: (352) 527-5372  
Email: [Jessica.Flynn@citrusbocc.com](mailto:Jessica.Flynn@citrusbocc.com)

Hearing Impaired: <https://www.fcc.gov/consumers/guides/711-telecommunications-relay-service>

2. The County's Title VI Coordinator shall resolve verbal and non-written complaints received by the County informally. If the issue has not been satisfactorily resolved through informal means, or if at any time the complainant requests to file a formal written complaint, the Complainant shall be referred to the FDOT's District Seven Title VI Coordinator for processing in accordance with approved State procedures.
3. The County's Title VI Coordinator will advise the FDOT's District Seven Title VI Coordinator within five (5) calendar days of receipt of the allegations. The following information will be included in every notification to the FDOT's District Seven Title VI Coordinator:
  - (a) Name, address, and phone number of the Complainant;
  - (b) Name and address of the County;
  - (c) Basis of complaint (i.e., race, color, national origin, sex, age, disability, religion, familial status or retaliation);

- (d) Date of alleged discriminatory act(s);
  - (e) Date complaint received by the County;
  - (f) A statement of the complaint;
    - (g) Other agencies (state, local or Federal) where the complaint has been filed; and
    - (h) An explanation of the actions the County has taken or proposed to resolve the allegation(s) raised in the complaint.
4. Within ten (10) calendar days, the County's Title VI Coordinator will acknowledge receipt of the allegation(s), inform the Complainant of action taken or proposed action to process the allegation(s), and advise the Complainant of other avenues of redress available, such as the FDOT's Equal Opportunity Office (EOO).
  5. Within thirty (30) calendar days, the recipient's County Title VI Coordinator will conduct and complete a review of the verbal or non-written allegation(s) and based on the information obtained, will render a recommendation for action in a report of findings to the County Administrator.
  6. Within sixty (60) calendar days of the verbal or non-written allegation(s) receipt, the County Administrator will notify the Complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the Complainant of his/her right to file a formal complaint with the FDOT's EOO if they are dissatisfied with the final decision rendered by the County. The County's Title VI Coordinator will also provide the FDOT's District Seven Title VI Coordinator with a copy of this decision and summary of findings.
  7. The County's Title VI Coordinator will maintain a log of all verbal and non-written complaints received by the recipient. The log will include the following information:
    - (a) Name of Complainant;
    - (b) Name of Respondent;
    - (c) Basis of complaint (i.e., race, color, national origin, sex, age, disability, religion, familial status or retaliation);
    - (d) Date verbal or non-written complaint was received by the recipient;
    - (e) Date recipient notified the FDOT's District Seven Title VI Coordinator of the verbal or non-written complaint; and
    - (f) Explanation of the actions the County has taken or proposed to resolve the issue raised in the complaint.

**TITLE VI PROGRAM AND RELATED STATUTES DISCRIMINATION  
COMPLAINT AGAINST CITRUS COUNTY**

Name:	Telephone (home):	Telephone (work):
Address:	City, State, Zip Code:	
Name of County Staff Person that You Believe Discriminated Against You:		
Address:	City, State, Zip Code:	
Date of Alleged Incident:		
You were discriminated because of:		
Race	<input type="checkbox"/> Retaliation	<input type="checkbox"/> Sex
Color	<input type="checkbox"/> National Origin	<input type="checkbox"/> Age
	<input type="checkbox"/> Other (Language)	<input type="checkbox"/> Disability
		<input type="checkbox"/> Familial Status
		<input type="checkbox"/> Religion
<p>Explain as briefly and clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include how other persons were treated differently than you. Also attach any written material pertaining to your case.</p>		
Signature:	Date:	

**FORMULARIO DE QUEJA  
CONDADO DE CITRUS**

Nombre de la persona discriminada:	N°mero de Teléfono (residencia):	N°mero de Teléfono (trabajo):										
Direccion de Residencia (N°mero y calle, n°mero de departamento):	Ciudad, Estado y Código Postal de Residencia:											
Nombre de la persona que discrimina contra usted, y nombre de la dependencia (si lo sabes):												
Direccion de la persona o dependencia que discrimina contra usted:	Ciudad, Estado y Código Postal de la persona o dependencia que discrimina contra usted:											
Fecha del incidente discriminatorio:												
Causa de la discriminación:												
<table border="0"> <tr> <td>Raza</td> <td><input type="checkbox"/> Retaliación</td> <td><input type="checkbox"/> Sexo</td> <td><input type="checkbox"/> Estado Civil</td> <td><input type="checkbox"/> Religión</td> </tr> <tr> <td>Color de Piel</td> <td><input type="checkbox"/> Nacionalidad</td> <td><input type="checkbox"/> Edad</td> <td><input type="checkbox"/> Impedimento Fisico</td> <td><input type="checkbox"/> Otro o Mental</td> </tr> </table>			Raza	<input type="checkbox"/> Retaliación	<input type="checkbox"/> Sexo	<input type="checkbox"/> Estado Civil	<input type="checkbox"/> Religión	Color de Piel	<input type="checkbox"/> Nacionalidad	<input type="checkbox"/> Edad	<input type="checkbox"/> Impedimento Fisico	<input type="checkbox"/> Otro o Mental
Raza	<input type="checkbox"/> Retaliación	<input type="checkbox"/> Sexo	<input type="checkbox"/> Estado Civil	<input type="checkbox"/> Religión								
Color de Piel	<input type="checkbox"/> Nacionalidad	<input type="checkbox"/> Edad	<input type="checkbox"/> Impedimento Fisico	<input type="checkbox"/> Otro o Mental								
<p>Explique claramente como sucedió la discriminación y quienes participaron en ella. Incluya en su explicación cualquier conocimiento que tenga de tratamiento diferente a otras personas. Adjunte cualquier otro escrito relacionado con su caso.</p>												
<b>Firma:</b>	<b>Fecha:</b>											

## CITRUS COUNTY LIST OF ENVIRONMENTAL JUSTICE PROGRAM PARTICIPANTS

<b>Agency</b>	<b>Contact</b>	<b>Agency</b>	<b>Contact</b>
African American Club President: Purvis L. Hunt, Jr.	PO Box 641103 Beverly Hills, FL 34464 Tel: (352) 201-4326	Citrus Memorial (HCA) Hospital	502 W. Highland Blvd Inverness, FL 34452 Tel: (352) 726-1551
Citrus County Habitat for Humanity President/CEO - George Rusaw	7800 W. Gulf to Lake Hwy Crystal River, FL 34429 P.O. Box 1041 Crystal River, FL 34423-1041 Tel: (352)563-2744 Email: <a href="mailto:habitatgeorge@gmail.com">habitatgeorge@gmail.com</a>	Wishing Well Center for the Blind Chief Executive Officer: Sylvia Stinson-Perez	6055 N. Carl G Rose Hwy Hernando, FL 34442-2140 Tel: (352) 637-1739 <a href="http://www.lvib.org/contact-us">http://www.lvib.org/contact-us</a>
Children & Families Circuit 5 Administrator: Joelle Aboytes	1601 W. Gulf Atlantic Hwy Wildwood FL 34785 Tel: (352) 330-2162	City of Inverness City Manager: Frank DiGiovanni	212 W. Main St. Inverness, FL 34450 Tel: (352) 726-2611
FL Dept of Education (Vocational Rehabilitation) Supervisor Ashley Harper	Inverness Unit 10AA 204 S. Apopka Ave. Inverness, FL 34452 Tel: (352) 560-6029	Key Training Center Director: Chet Cole	5399 W. Gulf to Lake Hwy Lecanto, FL 34461 Tel: (352) 795-5541 E-Mail: <a href="mailto:info@keytrainingcenter.org">info@keytrainingcenter.org</a>
Dept. of Elder Affairs	1515 E. Silver Springs Blvd, # 203 Ocala, FL 34470 Tel: (352) 620-3461	Hospice of Citrus County & The Nature Coase	PO Box 641270 Beverly Hills, FL 34464 Tel: (866) 642-0962 <a href="http://hospiceofcitrus.org">http://hospiceofcitrus.org</a>
City of Crystal River City Manager: Dave Burnell	123 NW Hwy 19 Crystal River, FL 34428 Tel: (352) 795-4216 <a href="http://www.crystalriverfl.org">http://www.crystalriverfl.org</a>	Health Department	3700 W. Sovereign Path Lecanto, FL 34461 Tel : (352) 527-0068
Spanish American Club of Citrus County: President: Josie Coury	PO Box 2591 Inverness FL 34451-2591 Tel: (352) 422-3785	St. Benedict Catholic Church.... Deacon James R. Pullar, PhD	455 S. Suncoast Blvd Crystal River, FL 34429 Tel: 352-795-4479
Citrus County Board of County Commissioners Executive Assistant to the Board: Doug Wright	110 N. Apopka Ave. Inverness, FL Tel: (352) 341-6560	Citrus County Social Service	2804 W. Mac Knighton Ct. Lecanto, FL 34461 Tel: (352)527-5989
Veterans Services Division Service Officer: Kimberly Stibbs-Menster	2804 W. Marc Knighton Ct. Lecanto, FL 34461 Tel: (352)527-5915 <a href="http://www.citrusbocc.com/commserg/suppserv/vets/veterans.htm">http://www.citrusbocc.com/commserg/suppserv/vets/veterans.htm</a>	Salvation Army Phillip & W. Lynn Irish	712 S. School Ave Lecanto, FL 34461 Tel:(352) 513-4960
Citrus Hearing Impaired Program Services: Interpreter Coordinator Maryjo Lawson	Citrus Hearing Impaired Program Services 109 NE Crystal St., Ste. B Crystal River, FL 34428 Tel: (352 ) 795-5000 <a href="http://www.citrushearingimpaired.org/contact.html">http://www.citrushearingimpaired.org/contact.html</a>	Citrus County Family Resource Center Director: Nuris Lemire	2435 N. Florida Ave. Hernando FL, 34442 Tel: (352) 344-1001 <a href="http://www.ccfrc.org/index.html">http://www.ccfrc.org/index.html</a>
United Way of Citrus County: Chairman: Dr. Vernon Lawter	1205 NE 5th St., Ste. A Crystal River, FL 34429 Tel:(352) 795-5483 <a href="http://www.citrusunitedway.org/">http://www.citrusunitedway.org/</a>	Temporary Assistance to Needy Families (TANF)	Tel: (866) 762-2237 <a href="http://www.myflorida.com/accessflorida">www.myflorida.com/accessflorida</a>
Citrus County Community Support Services: Director: Pat Coles	2800 W. Marc Knighton Ct., Ste. B Lecanto, FL 34461 (352) 527-5900	Citrus County Housing Authority Director: Tammy Harris	Citrus County Housing Services 2804 W. Marc Knighton Ct. Lecanto, FL 34461 Tel: (352) 527-7520

**APPENDIX D**

**Notice to County Grant and Program Sub-recipients**

All programs and operations of entities that receive assistance from the federal government, including the County and its sub-recipients, must comply to the fullest reasonable extent for improving access to services for Limited English Proficiency (LEP) persons.

Sub-recipients are encouraged to have in place written policies on the provision of interpreter and translation services.

I acknowledge that a copy of the County's Limited English Proficiency (LEP) Plan has been provided to our organization and I have read the contents and fully understand the LEP Plan obligations and responsibilities.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Organization