



*JOHNSON CITY  
POWER BOARD*

# Johnson City Power Board

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Limited English Proficiency (LEP) Plan  
Title VI Documentation

March 2016

## I. Introduction

This *Limited English Proficiency Plan* has been prepared to address Johnson City Power Boards' responsibilities as they relate to the needs of individuals with limited English proficiency (LEP). The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, U.S.C. 2000d, et seq., and Executive Order 13166 and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

### A. Plan Summary

As a recipient of federal funds, Johnson City Power Board is required to take reasonable steps to ensure meaningful access to our services by LEP persons. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training, and how to notify LEP persons that assistance is available. The following four-factor LEP analysis has been used to determine what steps JCPB will take to ensure that vital information, both written and verbal, which is provided in English is translated into the non-English language of regularly encountered LEP groups served by our company:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter Johnson City Power Board for electric service.
2. The frequency with which LEP persons come in contact with Johnson City Power Board for electric service.
3. The nature and importance of programs, activities or services provided by Johnson City Power Board to the LEP population.
4. The resources available to Johnson City Power Board and overall cost to provide LEP assistance.

## II. Meaningful Access: Four-Factor Analysis

- 1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter Johnson City Power Board for electric service.**

Johnson City Power Board reviewed the information available for Washington County on [City-Data.com/county/Washington\\_County-TN.html](http://City-Data.com/county/Washington_County-TN.html) on March 17, 2016 and determined the following:

### **Washington County Tennessee Summary of People with Limited English Proficiency** (Based on 2012 Data)

Total County Population: 125,094

Races in Washington County:

White Non-Hispanic Alone 90.2%

Black Non-Hispanic Alone	3.8%
Hispanic or Latino	3%
Two or more races	1.5%
Asian Alone	1.2%

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<b>Resident who speak English at home</b>	96.6%
<b>Residents who speak Spanish at home</b>	1.7%
Of the 1.7% who speak Spanish at home:	
Speak English, very well	66%
Speak English, well	18%
Speak English, not well	14%
Speak no English	2%
<b>Resident who speak other Indo-European language at home</b>	1.1%
Of the 1.1% who speak Indo-European at home:	
Speak English, very well	75%
Speak English, well	17%
Speak English, not well	8%
Speak no English	0%
<b>Residents who speak Asian or Pacific Island language at home</b>	.4%
Of the .4% who speak Asian or Pacific Island at home:	
Speak English, very well	79%
Speak English, well	16%
Speak English, not well	5%
Speak no English	0%
<b>Residents who speak other language at home</b>	.1%
Of the .1% who speak other language at home	
Speak English, very well	77%
Speak English, well	17%
Speak English, not well	5%
Speak no English	0%

**2. The frequency with which LEP persons come in contact with Johnson City Power Board for electric service.**

Johnson City Power Board tracks the frequency with which staff has contact with LEP persons. In the previous year 2015, JCPB bilingual staff assisted 412 customers for an average of 34/month. Based on this review and the small number of people that in fact fall into this category we estimate that our staff has had minimal contact with LEP persons. There have been no reports of issues arising where our staff has been unable to meet the needs of an LEP customer.

**3. The nature and importance of programs, activities or services provided by Johnson City Power Board to the LEP population.**

Johnson City Power Board provides electric service to all of Washington County and a small portion of 3 surrounding counties; Carter, Greene and Sullivan Counties. However, Washington County customers make up 86% of our customers. Electricity is a vital service that all people in the service area use. All citizens use our services including those that have Limited English Proficiency.

#### **4. The resources available to Johnson City Power Board and overall cost to provide LEP assistance.**

Johnson City Power Board currently employs two full-time employees in the Customer Support Department who are bilingual; both speak fluent Spanish and English. This is at no extra cost to the company because both employees fulfill the duties of their job description in addition to having the ability to interpret if called upon. Our application for service and instructions on how to apply for service are in Spanish on our website and our automated telephone system also gives instruction for Spanish speaking callers.

Since most of the contact a customer will have with Johnson City Power Board is during the application for service process or in regards to a billing question, the main method for assistance will continue to be via the website or our interpreters either in person or over the telephone. It is a relatively low cost solution.

### **III. Language Assistance**

A person who does not speak English as their primary language and who has a limited ability to read, write, speak or understand English may be a Limited English Proficient person and may be entitled to language assistance with respect to Johnson City Power Board services. Language assistance can include interpretation, which means oral or spoken transfer of a message from one language into another language and/or translation, which means the written transfer of a message from one language into another language. Johnson City Power Board will normally utilize interpretation services provided by our bilingual employees.

Johnson City Power Board will utilize the interpretation services based on the need expressed by the individual. Employees of the Customer Support Department have been trained on how to identify a LEP person and know how to contact each of our bilingual employees.

#### **A. Language Assistance Measures**

Since there are a very low percentage of customers that qualify as LEP according the U.S. Census, Johnson City Power Board presently does not take any additional measures beyond those outlined above. Johnson City Power Board will monitor the effectiveness of this program and will provide interpretation methods for other languages as determined necessary by Johnson City Power Board to ensure people that qualify as LEP are provided access to our services.

Other measures will be evaluated as the need arises, but the primary language assistance measure will continue to be the translated instructions provided via the telephone system, the company website and on-site bilingual employees.

## **IV. Staff Training**

The following training is provided to Johnson City Power Board Customer Support employees:

1. Information on LEP responsibilities.
2. Contact information for bilingual employees.
3. Steps to be taken in tracking of language assistance requests.
4. Location of translated information on Johnson City Power Board website.
5. Instructions on translated menu option via telephone system.

## **V. Translation of Documents**

Full instructions for customers applying for service are available on our website in Spanish.

## **VI. Formal Interpreters**

Johnson City Power Board will continue to work through bilingual employees and translated information via our company website as the main source of formal interpreters to assist customers with application for service.

## **VII. Informal Interpreters**

Informal interpreters may include the family members, friends, legal guardians, service representatives or advocates of the LEP customer. Johnson City Power Board staff will determine whether it is appropriate to rely on informal interpreters, depending upon the circumstances and subject matter of the communication. However, in many circumstances, informal interpreters, especially children, are not competent to provide quality and accurate interpretations. There may be issues of confidentiality, competency or conflict of interest. These informal interpreters will be used on a case by case basis.

An LEP person may use an informal interpreter of his or her own choosing and at their expense, either in place or as a supplement to translation services Johnson City Power Board offers.

## **VIII. Outside Resources**

Outside resources may include community volunteers and may be used at public or informal meetings or events.

## **IX. Monitoring and Updating**

This plan is designed to be flexible and should be viewed as a work in progress. As such it is important to consider whether new documents and services need to be made accessible for LEP persons. Johnson City Power Board will monitor changes in demographics and types of services and the LEP will be reviewed periodically to assess and update the plan as needed.

## **X. Dissemination of the Johnson City Power Board LEP Plan**

The plan will be posted on the Johnson City Power Board website at [jcpb.com](http://jcpb.com). Questions or comments should be submitted to the Human Resources Department of Johnson City Power Board at:

Johnson City Power Board  
Attn: Human Resources  
PO Box 1636  
Johnson City, TN 37605