

**Language Assistance Plan (LAP)
Accommodating Persons with
Limited English Proficiency
in NASA/KSC-Conducted Programs and
Activities**

Name and Title of Responsible Official:

**Kenny E. Aguilar
Director of Equal Opportunity Office
NASA Kennedy Space Center**

Approved by:

**Roy D. Bridges, Jr.
Director
NASA Kennedy Space Center**

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1 Purpose

The NASA Kennedy Space Center (KSC) Language Assistance Plan (LAP) is prepared in compliance with Executive Order 13166, August 11, 2000, entitled “Improving Access to Services for Persons with Limited English Proficiency.” The purpose of the executive order is to improve access to federally-conducted and assisted programs for persons who, as a result of national origin, are limited in their English Proficiency (LEP).

KSC will use this LAP as a guide when preparing its federally conducted programs and activities to ensure access by LEP persons and to assist in fulfilling its responsibilities to LEP persons.

2 Scope

This LAP, administered by the KSC Equal Opportunity Office (EO), has examined the services it provides and will, on an on-going basis, develop and implement a system by which LEP persons can meaningfully access those services consistent with, and without unduly burdening, the fundamental mission of the Center.

This LAP will focus on the LEP population nationally, in the State of Florida, and in Brevard County (where KSC is located). Nationally, the LEP population consists of 12.5 percent Hispanics and 3.7 percent other (from the 2000 U.S. Census). In Florida, the LEP population that interface with KSC, LEP is comprised of 16.8 percent Hispanics and 1.8 percent other. In Brevard County population, which is where KSC is located, is comprised of 4.6 percent Hispanics and 1.6 percent other. The Hispanic population is the largest LEP in our demographic area, but we will review and consider our over all visitors and customer requirements.

3 References

- Section 601 of Title VI of the Civil Rights Act of 1964, 42 U.S.C. Section 2000d.
- Regulations implementing Title VI, provided in part at 45 C.F.R. Section 80.3 (b).
- Executive Order 13166 entitled “Improving Access to Services for Persons with Limited English Proficiency.”
- NASA Policy Directive 2090.5B, effective October 17, 1997 (Nondiscrimination in Federally Assisted and Federally Conducted Programs of NASA-Delegation of Authority), expires October 17, 2002.
- NASA Language Assistance Plan for accomodating persons with limited English Progencyency.
- 14 CFR 1250
- Department of Justice, “Guidance to Federal Financial Assistance Reeciipients”. Regarding Title VI Prohibition Against Orgin Discrimination Affecting Limited English Proficient Persons.

4 Background

For most people living in the United States English is their Native language, or they have learned to read, speak, and understand English. There are others for whom English is not their primary language. If they also have limited ability to read, speak, or understand English, then they are limited English proficient, or “LEP”. For them language can be a barrier to accessing benefits or services, understanding and exercising important rights, or understanding other information provided by federally funded programs or activities at NASA.

This policy guidance is consistent with a Department of Justice (DOJ) directive, noting that recipients of federal financial assistance have an obligation, pursuant to Title VI regulation issued by Department of Justice (DOJ) in 1976, “Coordination of Enforcement of Nondiscrimination in Federally Assisted Programs, “28 C. F. R. Part 42, Subpart F. That regulation addresses the circumstances in which recipients must provide written language assistance to LEP persons. Executive Order 13166 requires federal agencies to adopt the same principles and requirements applied to federal recipients of financial assistance in the conduct of their respective programs and activities.

On January 12, 2001, NASA Administrator Dan Goldin signed the NASA Language Assistance Plan for Accommodating Persons with Limited English Proficiency in NASA-Conducted Programs and Activities. The plan establishes the goal for each NASA center, including Headquarters, to provide quality language assistance to LEP persons, as appropriate, in its respective programs and activities. Each center has the responsibility to prepare a LAP for LEP persons by April 30, 2001.

5 Records and Forms

NASA Form 1206 (referenced in NPD 2090.5B)

- In order to promote uniformity with other Government agencies, the normal NASA assurance will be in accordance with the requirements set forth in Form 1206, “Assurance of Compliance with the National Aeronautics and Space Administration Regulation pursuant to nondiscrimination in Federally Assisted Programs.”

6 Definitions

6.1 Limited English Proficient (LEP)

A person who lives in the U. S. who cannot speak, read, write, or understand the English language at a level that permits him/her to interact effectively. Because of these language differences and their inability to speak or understand English, LEP persons are often excluded from programs, experience delays or denials of services, or receive care and services based on inaccurate or incomplete information.

6.2 Language Assistance Plan (LAP)

The KSC plan is prepared in compliance with Executive Order 13166, entitled “Improving Access to Services for Persons with Limited English Proficiency.”

6.3 Science Communication Working Group (SCWG)

The SCWG was initiated in 1995 by the NASA Chief Scientist in response to suggestions from a forum chaired by NASA Administrator and Dr. Carl Sagan, in which several participants raised concerns that NASA’s scientific knowledge was difficult to obtain. The resulting report acknowledged the work of the group and demonstrated where their work fit in the scope of NASA’s communication efforts within Zone 1: Public-Laymen, Interested/Knowledgeable, Unknowledgeable; Zone 2: Government- - Libraries/Museums/Planetariums, Education, Publishers, Media; Zone 3: Industry Applications/Technology Transfer; and, Zone 4: Research Community/Science Institutes.

6.4 Vital

The DOJs define programs and activities that are a matter of life or death versus programs and activities open to the public and considered informational/background only and are therefore not vital.

7 Responsibilities

7.1 Center Senior Management

Center Senior Management is ultimately responsible for:

- Creating the organizational climate.
- Influencing the organizational culture.
- Allocating the resources at KSC necessary to implement the LEP and LAP.

7.2 KSC Organizations

The following organizations have primary responsibility for the preparation and dissemination of information.

7.3 KSC Employees

KSC employees are responsible for seeking reasonable avenues available to them to comply with LEP requirements.

- **The EO Office** will administer the LAP and will be responsible for updating the plan, as required, and will assist in finding KSC employees who will volunteer to assist LEP persons.
- **The External Relations & Business Development Office** has a variety of services and products designed to present and distribute information to the public, including media services, Web site development, and maintenance. Programs to support Educational and Outreach to the community.
- **The Workforce and Diversity Management Office** develops, uses, and disseminates recruitment materials.
- **The Spaceport Services Directorate** provides institutional web & computer services and advice in the development and implementation of electronic communication systems, including those to the external community.

7.4 NASA Headquarters

NASA organizational structure encompasses corporate, Agency-wide management, and the management of the NASA Human Exploration and Development of Space (HEDS) Enterprise, as well as the other Enterprises, through which it implements its mission and communicates with external customers. Agency-level management is responsible for Agency leadership, the development of NASA's strategy, and the integrated management of the HEDS installations. It is the external focal point for NASA communication and accountability.

8 Core Principle

By implementing the LAP, KSC will respond to requests for language assistance in a manner that ensures equal access by LEP persons to KSC programs and activities. In order for the LAP to be effective, KSC will adhere to the following:

- **Assessment: Needs and Capacity** – KSC will have in place mechanisms to assess, on an ongoing basis, the LEP status and language assistance needs of its target audience(s) in KSC – conducted programs and activities, as well as mechanisms to assess KSC's capacity to meet these needs according to the LAP.
- **Oral Language Assistance-** KSC will arrange for the provision of oral language assistance to LEP persons in both face-to-face and telephone encounters in its conducted programs and activities where such assistance is requested and/or anticipated
- **Translation of Written Materials-** KSC will provide *vital* documents in languages other than English where there is a significant number or percentage of LEP persons in its target audience for KSC-conducted programs and activities.
- **Procedures-** will have in place specific procedures related to each of the plan's core principles and designated staff/organizations which will be responsible for implementing activities relating to the KSC LAP.
- **Notification of Availability of Free Language Services-** KSC will inform the target audience of its conducted programs and activities, through oral or written notice in the relevant primary language assistance activities.
- **Staff Training** – KSC will provide training to appropriate program staff on the policies and procedures of its language assistance activities.
- **Monitoring Accessibility and Quality** – KSC will institute procedures to monitor the accessibility and quality of language assistance activities for LEP persons in KSC- conducted programs and activities.

9 Process

9.1 Establish LAP Committee

KSC review of LEP needs and their impact on programs/activities are grouped by “information” and “education.” The following is the list of those programs/activities, the nature and proportion of LEP recipients/beneficiaries, frequency of contact, nature and importance of the benefit/program, and resources available. We have determined all of these to be non-vital.

Informing the Public: Communication with the Public as Part of On-going Agency Operations

Programs/Activities	Number and Proportion of LEP Recipients/Beneficiaries*	Frequency of contact	Resources Available
Open House	General public	Annual event	Bilingual employees, bilingual pamphlets, and case-by-case responses as appropriate
Speaker’s Bureau	General public	Unpredictable	Bilingual employees, case-by-case as appropriate
Exhibits-conferences, schools and Universities	General public, students, business and civic organizations	Some annual & as scheduled	Bilingual employees, case-by-case responses as appropriate
Visitor Center	General Public, business and civic organizations	Daily	Bilingual employees, bilingual pamphlets, and case-by-case responses as appropriate
Public use Web sites	General public	Unpredictable	Case-by-case responses as appropriate

*KSC expectation is that less than 5 percent of participants in these programs may expect LEP assistance.

**Educating the Public: Public contact Administered by the Agency for the Program
Beneficiaries and Participants**

Programs/Activities	Number and Proportion of LEP Recipients/Beneficiaries*	Frequency of Contact	Resources Available
Speaker's Bureau	General public, business and civic organizations	Based on requests	Bilingual employees, and case-by-case responses as appropriate
Business outreach	Business and Universities	Annual	Bilingual employees, and case-by-case responses as appropriate
Public use Web sites (including education websites)	General public	Unpredictable	Case-by-case responses as appropriate
Various students and faculty summer programs	Participants must speak English to work at KSC	Annual	Case-by-case responses as appropriate
Distance learning	Students and educators	Unpredictable	Bilingual employees, and case-by-case responses as appropriate
Educator Resource Center	Educators and education organizations worldwide	Unpredictable	Case-by-case responses as appropriate

9.2 Inform staff and public of its LEP services and policies by

- Distribution of KSC announcement specifying the formal policy.
- Presentation of information to Senior Staff.
- Meetings with Center organizations most involved in public programs and activities and where language assistance is likely to be needed.
- Establishment of Web link from KSC homepage to other KSC homepages, with LEP assistance information, where appropriate.
- Development of process to have ready access to proficient interpreters, in a timely manner.
- Development of notification plan for LEP beneficiaries, including notice of no charge for the service.
- Compilation of list of volunteer employee interpreters, who are competent in both English and at least one other language.
- Develop a plan for providing written materials in languages other than English, where the expectation is that a large number of LEP persons may utilize KSC programs or activities.

9.3 Training

- Prepare and present training for appropriate personnel responsible for LAP implementation.

9.4 Oversight

- The EO Office will monitor the LAP.
- The LAP Committee will develop metrics to determine the best method of measuring the effectiveness of the LAP.