

# Boise City Ada County Housing Authority

- ◆ Providing Services to the  
Limited English Proficient customer
- ◆ Writing the agency policy for  
Limited English Proficient customers
- ◆ Tools, Tips & Techniques

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# Determining the Need

- ◆ Is there a need in your community?
- ◆ Extent of need?
- ◆ How often required at your organization?
- ◆ Languages spoken in your community?
- ◆ Demographics in your community?

# U.S. Census Bureau

U.S. Census Bureau

- ◆ Find data by nation, state, county, or city
- ◆ Find data by language
- ◆ Find data by place of birth
- ◆ Find data by race
- ◆ Find data by many other types of criteria



USCENSUSBUREAU

*Helping You Make Informed Decisions*

# U.S. Census Bureau

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## Questions?

 Ask

Your Gateway to Census 2000 ·  
Census 2000 EEO Tabulations ·  
Summary File 4 (SF 4) · Summary  
File 3 (SF 3)

## People

Estimates · American Community  
Survey · Income · Poverty ·  
Health Insurance Coverage ·  
Projections · Housing ·  
International · Genealogy

## Business

Economic Census · NAICS ·  
Survey of Business Owners ·  
Government · E-Stats · Foreign  
Trade | Export Codes ·  
Local Employment Dynamics

## Geography

Maps · TIGER · Gazetteer

Releases · Facts for Features ·

## Data Finders

### Population Clocks

U.S. **296,074,743**  
World **6,440,417,018**  
15:34 GMT (EST+5) May 09, 2005

### Population Finder →

city/ town, county, or zip  
  
state  
-- select a state --

### Latest Economic Indicator →

Monthly Wholesale Trade: Sales and Inventories

### Economic Indicators →

Select an indicator  
-- select an indicator --

Visit the Economic Briefing Room

Find An Area Profile with QuickFacts →

Census 2000: Summary File 4 (SF4) - Microsoft Internet Explorer


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Address [Back to Census Bureau Home Page](#) release/www/2003/SF4.html Go Links Norton Internet Security

# U.S. Census Bureau

[Census 2000 Gateway](#) | [Glossary](#)



## Summary File 4 (SF 4)

Summary File 4 (SF4) contains the sample data, which is the information compiled from the questions asked of a sample of all people and housing units.


The sample data are presented in 213 population tables (matrices) and 110 housing tables, identified with "PCT" and "HCT", respectively. Each table is iterated for 336 population groups: the total population, 132 race groups, 78 American Indian and Alaska Native tribe categories (reflecting 39 individual tribes), 39 Hispanic or Latino groups, and 86 ancestry groups.

SF 4 is released as individual files for each of the 50 states, the District of Columbia, and Puerto Rico; and for the United States. The tables (matrices) are identical for all files, but the geographic coverage differs. Data are provided down to the census tract level.

Data: [Access to all tables and maps in American FactFinder](#)

Purchase Products: [Summary Files for sale through Customer Services Center](#)

Product Support: [Summary File 4 Disc Product Support](#)



Internet

Start | Inbox - Microsoft... | Census 2000: S... | Microsoft PowerP... | 9:49 AM

- POPULATION FINDER
- FACT SHEET
- PEOPLE
- HOUSING
- BUSINESS AND GOVERNMENT
- ABOUT THE DATA
- DATA SETS**
- MAPS AND GEOGRAPHY
- REFERENCE SHELF
- TOOLS

[Main](#) ▶ All Data Sets

### DATA SETS

[Load Query](#) | [Clear all selections](#)

- 1990 & 2000 Decennial Census**
- 2000-2003 American Community Survey
- Annual Population Estimates
- 1997 & 2002 Economic Censuses
- Annual Economic Surveys

The Decennial Census occurs every 10 years, in years ending in zero, to count the population and housing units for the entire United States. Its primary purpose is to provide the population counts that determine how seats in the U.S. House of Representatives are apportioned. [more...](#)

#### Other Resources

- [Census 2000 Gateway](#)
- [Census 2000 Release Schedule](#)
- [Census 2000 Notes and Errata \(PDF - 2.2 MB\)](#)
- Download data sets via [FTP](#)

[Explain Table and Map Formats](#)

#### 2000

##### Census 2000 Summary File 1 (SF 1) 100-Percent Data

Summary File 1 presents counts and information [age, sex, race, Hispanic/Latino origin, household relationship, whether residence is owned or rented] collected from all people and housing units.

##### Census 2000 Summary File 2 (SF 2) 100-Percent Data

Population and housing characteristics iterated for many detailed race and Hispanic or Latino categories, and American Indian and Alaska Native tribes.

[SF 2 Thresholds](#)

##### Census 2000 Summary File 3 (SF 3) - Sample Data

Summary File 3 presents detailed population and housing data (such as place of birth, education, employment status, income, value of housing unit, year structure built) collected from a 1-in-6 sample and weighted to represent the total population.

[Comparing SF 3 Estimates with Corresponding Values in SF 1 and SF 2](#)

Select from the following:

- [Detailed Tables](#)
- [Geographic Comparison Tables](#)
- [Quick Tables](#)
- [Thematic Maps](#)
- [Reference Maps](#)
- Custom Table



## Select Geography

You are here: [Main](#) ▶ [All Data Sets](#) ▶ [Data Sets with Quick Tables](#) ▶ **Geography** ▶ [Tables](#) ▶ [Results](#)  
Census 2000 Summary File 3 (SF 3) - Sample Data, Quick Tables

■ Choose a selection method

**list** | name search | address search | map | geo within geo

[Show all geography types](#) | [Explain Census Geography](#)

■ Select a geographic type

..... County

■ Select a state

Idaho

■ Select one or more geographic areas and click 'Add'

All Counties  
Ada County  
Adams County  
Bannock County  
Bear Lake County  
Benewah County  
Bingham County  
Blaine County

Map It

Add

Current geography selections:

==== County =====  
Ada County, Idaho

Remove

Next ▶



### Select Tables

You are here: [Main](#) ▶ [All Data Sets](#) ▶ [Data Sets with Quick Tables](#) ▶ [Geography](#) ▶ **Tables** ▶ Results  
Census 2000 Summary File 3 (SF 3) - Sample Data, Quick Tables

■ Choose a table selection method

[by subject](#) [by keyword](#) **[show all tables](#)**

■ Select one or more tables and click 'Add'

- QT-H12. Contract Rent and Gross Rent: 2000
- QT-H13. Gross Rent as a Percentage of Household Income in 1999: 2000
- QT-H14. Value, Mortgage Status, and Selected Conditions: 2000
- QT-H15. Mortgage Status and Selected Monthly Owner Costs: 2000
- QT-H16. Selected Monthly Owner Costs as a Percentage of Household Income in 1999: 2000
- QT-P13. Ancestry: 2000
- QT-P14. Nativity, Citizenship, Year of Entry, and Region of Birth: 2000
- QT-P15. Region and Country or Area of Birth of the Foreign-Born Population: 2000
- QT-P16. Language Spoken at Home: 2000**
- QT-P17. Ability to Speak English: 2000

[What's this?](#)

**Add** ▼

Current table selections:

- QT-P16. Language Spoken at Home: 2000

[Remove](#)

[Show Result](#) ▶







# U.S. Census Bureau

## American FactFinder

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### Quick Tables

You are here: [Main](#) ▶ [All Data Sets](#) ▶ [Data Sets with Quick Tables](#) ▶ [Geography](#) ▶ [Tables](#) ▶ **Results**

Use the links above to change your results | [Options](#) | [Print / Download](#) | [Related Items](#)

### QT-P16. Language Spoken at Home: 2000

Data Set: [Census 2000 Summary File 3 \(SF 3\) - Sample Data](#)

Geographic Area: **Ada County, Idaho**

NOTE: Data based on a sample except in P3, P4, H3, and H4. For information on confidentiality protection, sampling error, nonsampling error, and definitions see <http://factfinder.census.gov/home/en/datanotes/expsf3.htm>.

Language	Number	Percent
<b>Population 5 years and over</b>	<b>277,902</b>	<b>100.0</b>
Speak only English	256,116	92.2
Speak a language other than English	21,786	7.8
<b>Speak a language other than English</b>	<b>21,786</b>	<b>7.8</b>
Spanish or Spanish Creole	10,291	3.7



## Resources to determine languages, demographics & need in your community

<b>Refugee Services Organizations</b>	<b>International Student Associations</b>	<b>Immigrant Services Organizations</b>
<b>Cultural Groups &amp; Clubs</b>	<b>Non-English Media Sources</b>	<b>United States Census Bureau</b>

# Resources for translations & development of non-English forms & applications

<b>Refugee Services Organizations</b>	<b>International Student Associations</b>	<b>Immigrant Services Organizations</b>
<b>Cultural Groups &amp; Clubs</b>	<b>University Modern Language Dept.</b>	<b>Internal Staff &amp; Outside Translations</b>



# Boise Area Refugee Services Organizations

- ◆ Agency for New Americans
- ◆ World Relief
- ◆ International Rescue Committee
- ◆ Idaho Office for Refugees
- ◆ Mountain States Group/English Language Center

# Agency for New Americans

- ◆ The mission of Agency for New Americans (ANA) is to help refugee families achieve durable economic self-sufficiency within the shortest amount of time possible after their arrival into our community. Additionally, we wish to facilitate the social integration of refugees into the community and encourage full participation in American life.



# World Relief



- ◆ *The Mission of World Relief, as originated within the National Association of Evangelicals, is to work with, for and from the Church to relieve human suffering, poverty and hunger worldwide in the name of Jesus Christ.*

# Idaho Office for Refugees

**The organization works locally, nationally, and internationally to promote citizen and community leadership in improving health and human services; and provides high quality direct services for diverse populations. All of our programs work toward the common mission of people shaping their own lives and sharing in their communities.**



# International Rescue Committee

**The International Rescue Committee serves refugees and communities victimized by oppression or violent conflict worldwide. Founded in 1933, the IRC is committed to freedom, human dignity, and self-reliance. This commitment is expressed in emergency relief, protection of human rights, post-conflict development, resettlement assistance, and advocacy.**





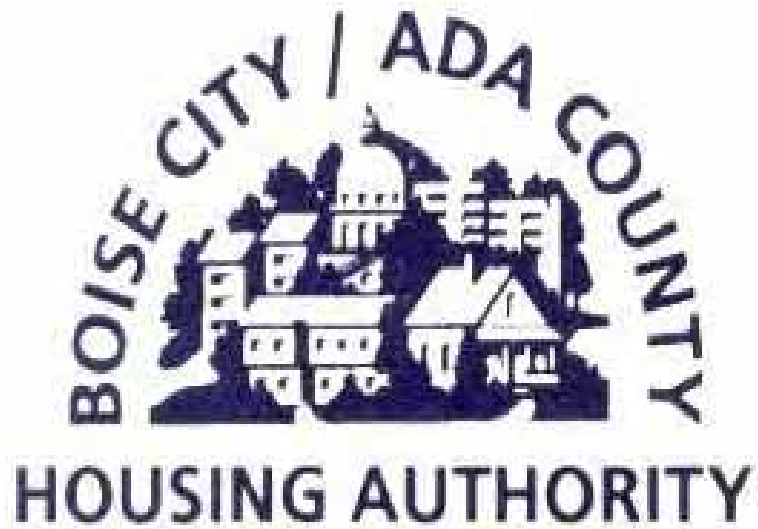
# Mountain States Group English Language Center

**Our mission is to promote self-sufficiency and life long learning skills through ELT and computer classes within an emotionally, spiritually, and physically safe environment for refugees and other language learners.**

<input type="checkbox"/>	املا هذا المربع اذا كنت تقرأ أو تتحدث العربية.
<input type="checkbox"/>	Խնդրում ենք 'նշում' կատարել այս բանադրումը, եթե խոսում կամ կարդում եք հայերեն:
<input type="checkbox"/>	যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।
<input type="checkbox"/>	សូមបញ្ចូលស្តីប្រយោជន៍: បើអ្នកអាន ឬនិយាយភាសា (ខ្មែរ) ។
<input type="checkbox"/>	Matka i kahhon komu un taitai pat un sang i Chamorro.

**" I speak" cards**

# BCACHA LEP Survey



- ◆ How often do you assist customers, per month, that have limited English proficiency?
- ◆ How much time do you spend, per month, working with customers that have limited English proficiency?

- ◆ Do you use outside sources, (Refugee services, etc), other than family to assist with translations/interpreting?
- ◆ How often do you use family, friends or other persons brought in by customers to do translations/interpreting?
- ◆ What is the predominant language that you encounter when working with limited English proficient customers?
- ◆ Have you ever used a translation/interpretation service? Yes \_\_\_\_\_ No \_\_\_\_\_
- ◆ What type? In-person \_\_\_\_\_  
Telephone \_\_\_\_\_ Internet \_\_\_\_\_ Other \_\_\_\_\_
- ◆ Do you speak another language other than English fluently? Yes \_\_\_\_\_ No \_\_\_\_\_
- ◆ If yes, what  
Language(s) \_\_\_\_\_
- ◆ Would you be comfortable translating/interpreting in that language?  
Yes \_\_\_\_\_ No \_\_\_\_\_



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# International Student Organizations

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**BOISE STATE  
UNIVERSITY**

*Treasure Valley  
Community College*

**ALBERTSON College of Idaho**

**UNIVERSITY OF IDAHO**

**Northwest Nazarene University**



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# Immigrant Services Organizations

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## **BASQUE CENTER**

Idaho Commission on Hispanic Affairs

*Boise Islamic Center*

International Community Center of Idaho

*Hispanic Cultural Center*

# Cultural Groups & Clubs



- University Cultural Centers
- Cultural Museums
- Athletic Clubs
- Folkloric Dance Groups
- Community Action Groups



# Non-English Media



- ◆ Idaho Unido
- ◆ La Prensa Libre
- ◆ Las Paginas Amarillas

\*Numerous Spanish Language Radio Stations





# Boise State University Service Learning

1. Sign up to be a Service Learning Agency Partner
2. Create Projects for students in variety of disciplines
3. Work directly with professors to develop projects
4. Create Internship opportunities
5. Coordinate with Service Learning Staff



# Language Line Services



- ◆ **Speak 150 Languages Within Seconds... Do you have customers who don't speak English?** More limited English speaking customers than ever before? Do you need to connect with them in their own languages? And, you need to do that right now?

**You can! It's simple! Language Line Services is the Answer!**

Language Line is your "Language Service Provider"... whatever your needs... 24 hours a day, every day!

**For 20 Years, Language Line Services** has been the World's Largest and **Only** Global provider of Languages Services!

# Some helpful websites

<http://www.lep.gov/>

<http://www.usdoj.gov/crt/cor/Pubs/ISpeakCards.pdf>

<http://www.lep.gov/selfassesstool.htm>

<http://www.languageine.com/>

<http://www.census.gov/>

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