



### **Limited English Proficiency Four Factor Analysis (2018)**

**The most recent U.S. Census Bureau data shows that only a very small percentage of the population served by ETHRA’s Public Transit Program speaks little or no English. The majority of these individuals are concentrated in Hamblen, Loudon, and Knox counties, with those considered Limited English Proficient (LEP) at 3.3%, 2.1%, and 1.3% respectively. Many of the other counties in this service area have statistically negligible LEP populations (Scott at 0.0%, Roane at 0.2% and Claiborne at 0.1%).**

**An internal review of data from the Public Transit and other agency programs shows statistically small but regular contact with LEP clients. The provider of telephone interpreter services is Verbatim Solutions, and this service is used regularly (approximately 37 times in 2017). Although Spanish is the most often encountered languages (over 95% of the time), the use of Verbatim Solutions has allowed ETHRA employees to effectively communicate with those who spoke other languages such as Mandarin and Russian.**

**The latest Census data (American FactFinder, effective 5/11/2018) shows that Spanish-speaking households make up the largest category of families who speak a language other than (or in addition to) English. The largest number of these households live in Knox County (5,137), and most rural counties have relatively few of these families (37 in Hancock and 56 in Scott). The percentage of these families considered LEP range from a high of 43% in Grainger County (84 out of 192 families) to zero in rural counties such as Grainger and Cocke.**

**Households speaking languages “other than Indo-European” make up the next largest group but the numbers are relatively small, ranging from a high of 3,434 in Knox County to a low of 7 in Scott County. The percentage of these families considered LEP ranges from a high of 14.3 % to zero.**

**Asian and Pacific Islander languages are in the third largest category although the raw numbers are relatively small, ranging from a high of 2,652 in Knox County to zero in Hancock and Scott Counties. Although the total numbers of these families are small relative to the overall population, the percentage of these households considered LEP can be high (61% in Union County and 43% in Grainger County).**

**Based on our analysis of demographic data (see attachment) and the demonstrated frequency of contact with LEP clients, the program's most essential documents have been translated into Spanish. These include the agency's Title VI and Equal Opportunity guidelines and complaint procedures. With current online software such as Google Translate, documents can be uploaded and instantly translated into most any other language on an as-needed basis.**

**As an agency receiving both federal and state funds, the ability to effectively serve all clients, including the LEP population, is paramount. Although these expenses are tracked, there is no budgetary limit imposed due to the importance of this mandate.**

*(Attachment of LEP Data from U.S. Census Bureau)*

Subject	Anderson County, Tennessee							
	Total		Percent		Limited English-speaking households		Percent limited English-speaking households	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
All households	30,660	+/-512	(X)	(X)	220	+/-90	0.7%	+/-0.3
Households speaking --								
Spanish	771	+/-149	2.5%	+/-0.5	102	+/-71	13.2%	+/-9.0
Other Indo-European languages	544	+/-135	1.8%	+/-0.4	0	+/-28	0.0%	+/-5.8
Asian and Pacific Island languages	349	+/-75	1.1%	+/-0.2	118	+/-53	33.8%	+/-14.2
Other languages	95	+/-70	0.3%	+/-0.2	0	+/-28	0.0%	+/-28.3

Subject	Blount County, Tennessee							
	Total		Percent		Limited English-speaking households		Percent limited English-speaking households	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
All households	49,379	+/-531	(X)	(X)	436	+/-134	0.9%	+/-0.3
Households speaking --								
Spanish	1,027	+/-168	2.1%	+/-0.3	268	+/-116	26.1%	+/-10.7
Other Indo-European languages	758	+/-220	1.5%	+/-0.4	39	+/-28	5.1%	+/-4.0
Asian and Pacific Island languages	311	+/-105	0.6%	+/-0.2	118	+/-72	37.9%	+/-18.0
Other languages	141	+/-87	0.3%	+/-0.2	11	+/-20	7.8%	+/-14.9

Subject	Campbell County, Tennessee							
	Total		Percent		Limited English-speaking households		Percent limited English-speaking households	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
All households	15,902	+/-416	(X)	(X)	46	+/-47	0.3%	+/-0.3
Households speaking --								
Spanish	127	+/-70	0.8%	+/-0.4	26	+/-38	20.5%	+/-23.8
Other Indo-European languages	73	+/-52	0.5%	+/-0.3	9	+/-13	12.3%	+/-17.7
Asian and Pacific Island languages	27	+/-26	0.2%	+/-0.2	11	+/-18	40.7%	+/-56.9
Other languages	4	+/-6	0.0%	+/-0.1	0	+/-25	0.0%	+/-100.0

Subject	Claiborne County, Tennessee							
	Total		Percent		Limited English-speaking households		Percent limited English-speaking households	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
All households	12,783	+/-307	(X)	(X)	9	+/-19	0.1%	+/-0.2
Households speaking --								
Spanish	84	+/-35	0.7%	+/-0.3	0	+/-25	0.0%	+/-31.0
Other Indo-European languages	94	+/-49	0.7%	+/-0.4	9	+/-19	9.6%	+/-19.4
Asian and Pacific Island languages	39	+/-29	0.3%	+/-0.2	0	+/-25	0.0%	+/-47.5
Other languages	34	+/-29	0.3%	+/-0.2	0	+/-25	0.0%	+/-50.9



Subject	Cocke County, Tennessee							
	Total		Percent		Limited English-speaking households		Percent limited English-speaking households	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
All households	14,564	+/-437	(X)	(X)	0	+/-25	0.0%	+/-0.2
Households speaking --								
Spanish	212	+/-86	1.5%	+/-0.6	0	+/-25	0.0%	+/-14.2
Other Indo-European languages	100	+/-57	0.7%	+/-0.4	0	+/-25	0.0%	+/-27.2
Asian and Pacific Island languages	31	+/-33	0.2%	+/-0.2	0	+/-25	0.0%	+/-53.3
Other languages	9	+/-14	0.1%	+/-0.1	0	+/-25	0.0%	+/-98.9

Subject	Grainger County, Tennessee							
	Total		Percent		Limited English-speaking households		Percent limited English-speaking households	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
All households	8,865	+/-242	(X)	(X)	96	+/-51	1.1%	+/-0.6
Households speaking --								
Spanish	192	+/-50	2.2%	+/-0.6	84	+/-44	43.8%	+/-25.4
Other Indo-European languages	71	+/-41	0.8%	+/-0.5	0	+/-22	0.0%	+/-34.8
Asian and Pacific Island languages	28	+/-23	0.3%	+/-0.3	12	+/-22	42.9%	+/-57.1
Other languages	3	+/-5	0.0%	+/-0.1	0	+/-22	0.0%	+/-100.0

Subject	Hamblen County, Tennessee							
	Total		Percent		Limited English-speaking households		Percent limited English-speaking households	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
All households	24,442	+/-409	(X)	(X)	808	+/-172	3.3%	+/-0.7
Households speaking --								
Spanish	2,014	+/-244	8.2%	+/-1.0	748	+/-179	37.1%	+/-9.1
Other Indo-European languages	228	+/-97	0.9%	+/-0.4	12	+/-19	5.3%	+/-8.4
Asian and Pacific Island languages	185	+/-63	0.8%	+/-0.3	48	+/-45	25.9%	+/-24.5
Other languages	52	+/-54	0.2%	+/-0.2	0	+/-28	0.0%	+/-41.1

Subject	Hancock County, Tennessee							
	Total		Percent		Limited English-speaking households		Percent limited English-speaking households	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
All households	2,751	+/-139	(X)	(X)	0	+/-17	0.0%	+/-1.2
Households speaking --								
Spanish	37	+/-35	1.3%	+/-1.2	0	+/-17	0.0%	+/-48.8
Other Indo-European languages	23	+/-26	0.8%	+/-0.9	0	+/-17	0.0%	+/-61.8
Asian and Pacific Island languages	0	+/-17	0.0%	+/-1.2	0	+/-17	-	**
Other languages	6	+/-10	0.2%	+/-0.4	0	+/-17	0.0%	+/-100.0

Subject	Jefferson County, Tennessee							
	Total		Percent		Limited English-speaking households		Percent limited English-speaking households	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
All households	19,767	+/-454	(X)	(X)	135	+/-62	0.7%	+/-0.3
Households speaking --								
Spanish	481	+/-103	2.4%	+/-0.5	105	+/-53	21.8%	+/-11.0
Other Indo-European languages	198	+/-70	1.0%	+/-0.4	0	+/-28	0.0%	+/-15.1
Asian and Pacific Island languages	70	+/-66	0.4%	+/-0.3	12	+/-21	17.1%	+/-32.9
Other languages	18	+/-25	0.1%	+/-0.1	18	+/-25	100.0%	+/-69.9

Subject	Knox County, Tennessee							
	Total		Percent		Limited English-speaking households		Percent limited English-speaking households	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
All households	181,336	+/-1,075	(X)	(X)	2,379	+/-339	1.3%	+/-0.2
Households speaking --								
Spanish	5,137	+/-350	2.8%	+/-0.2	1,347	+/-244	26.2%	+/-4.6
Other Indo-European languages	3,434	+/-307	1.9%	+/-0.2	216	+/-71	6.3%	+/-2.0
Asian and Pacific Island languages	2,652	+/-293	1.5%	+/-0.2	562	+/-142	21.2%	+/-4.8
Other languages	1,198	+/-260	0.7%	+/-0.1	254	+/-118	21.2%	+/-8.8

Subject	Loudon County, Tennessee							
	Total		Percent		Limited English-speaking households		Percent limited English-speaking households	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
All households	20,060	+/-336	(X)	(X)	418	+/-128	2.1%	+/-0.6
Households speaking --								
Spanish	1,201	+/-173	6.0%	+/-0.8	418	+/-128	34.8%	+/-10.6
Other Indo-European languages	210	+/-111	1.0%	+/-0.6	0	+/-28	0.0%	+/-14.3
Asian and Pacific Island languages	71	+/-50	0.4%	+/-0.3	0	+/-28	0.0%	+/-34.8
Other languages	3	+/-5	0.0%	+/-0.1	0	+/-28	0.0%	+/-100.0

Subject	Monroe County, Tennessee							
	Total		Percent		Limited English-speaking households		Percent limited English-speaking households	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
All households	17,311	+/-464	(X)	(X)	77	+/-76	0.4%	+/-0.4
Households speaking --								
Spanish	431	+/-104	2.5%	+/-0.6	77	+/-76	17.9%	+/-16.4
Other Indo-European languages	190	+/-86	1.1%	+/-0.5	0	+/-25	0.0%	+/-15.7
Asian and Pacific Island languages	31	+/-34	0.2%	+/-0.2	0	+/-25	0.0%	+/-53.3
Other languages	34	+/-37	0.2%	+/-0.2	0	+/-25	0.0%	+/-50.9

Subject	Morgan County, Tennessee							
	Total		Percent		Limited English-speaking households		Percent limited English-speaking households	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
All households	7,221	+/-237	(X)	(X)	7	+/-9	0.1%	+/-0.1
Households speaking --								
Spanish	60	+/-34	0.8%	+/-0.5	4	+/-9	6.7%	+/-17.6
Other Indo-European languages	109	+/-54	1.5%	+/-0.8	3	+/-4	2.8%	+/-4.2
Asian and Pacific Island languages	4	+/-7	0.1%	+/-0.1	0	+/-22	0.0%	+/-100.0
Other languages	23	+/-32	0.3%	+/-0.4	0	+/-22	0.0%	+/-61.8

Subject	Roane County, Tennessee							
	Total		Percent		Limited English-speaking households		Percent limited English-speaking households	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
All households	21,532	+/-494	(X)	(X)	38	+/-50	0.2%	+/-0.2
Households speaking --								
Spanish	431	+/-107	2.0%	+/-0.5	38	+/-50	8.8%	+/-10.8
Other Indo-European languages	154	+/-75	0.7%	+/-0.3	0	+/-28	0.0%	+/-18.9
Asian and Pacific Island languages	38	+/-36	0.2%	+/-0.2	0	+/-28	0.0%	+/-48.1
Other languages	11	+/-17	0.1%	+/-0.1	0	+/-28	0.0%	+/-89.4

Subject	Scott County, Tennessee							
	Total		Percent		Limited English-speaking households		Percent limited English-speaking households	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
All households	8,368	+/-292	(X)	(X)	0	+/-22	0.0%	+/-0.4
Households speaking --								
Spanish	56	+/-53	0.7%	+/-0.6	0	+/-22	0.0%	+/-39.6
Other Indo-European languages	7	+/-9	0.1%	+/-0.1	0	+/-22	0.0%	+/-100.0
Asian and Pacific Island languages	0	+/-22	0.0%	+/-0.4	0	+/-22	-	**
Other languages	2	+/-4	0.0%	+/-0.1	0	+/-22	0.0%	+/-100.0

Subject	Sevier County, Tennessee							
	Total		Percent		Limited English-speaking households		Percent limited English-speaking households	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
All households	36,982	+/-724	(X)	(X)	719	+/-170	1.9%	+/-0.5
Households speaking --								
Spanish	1,386	+/-172	3.7%	+/-0.5	549	+/-142	39.6%	+/-10.3
Other Indo-European languages	788	+/-193	2.1%	+/-0.5	113	+/-80	14.3%	+/-9.6
Asian and Pacific Island languages	236	+/-95	0.6%	+/-0.3	51	+/-45	21.6%	+/-18.2
Other languages	128	+/-84	0.3%	+/-0.2	6	+/-9	4.7%	+/-8.9

Subject	Union County, Tennessee							
	Total		Percent		Limited English-speaking households		Percent limited English-speaking households	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
All households	7,271	+/-284	(X)	(X)	43	+/-42	0.6%	+/-0.6
Households speaking --								
Spanish	109	+/-96	1.5%	+/-1.3	24	+/-29	22.0%	+/-32.8
Other Indo-European languages	54	+/-50	0.7%	+/-0.7	0	+/-19	0.0%	+/-40.4
Asian and Pacific Island languages	31	+/-33	0.4%	+/-0.4	19	+/-28	61.3%	+/-56.6
Other languages	0	+/-19	0.0%	+/-0.4	0	+/-19	-	**

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

Explanation of Symbols:

1. An '\*\*\*' entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An '-' entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An '-' following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An '+' following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An '\*\*\*\*' entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An '\*\*\*\*\*' entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An '(X)' means that the estimate is not applicable or not available.

American FactFinder, U.S Census Bureau effective 5/11/2018

<https://factfinder.census.gov/faces/nav/jsf/pages/searchresults.xhtml?refresh=t#none>



