

U.S. Department of Homeland Security

Federal Emergency Management Agency



Language Access Plan

Update 2020

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Introduction

The Federal Emergency Management Agency's (FEMA) mission is to help people before, during, and after disasters.

FEMA staff work together with state, local, tribal, and territorial (SLTT) emergency management personnel to prepare communities before a disaster and to respond effectively through service to disaster victims, integrated preparedness, operational planning and preparedness, incident management, disaster logistics, hazard mitigation, emergency communications, public disaster communications, and continuity programs.

Additionally, FEMA is committed to providing meaningful communication to all persons, including persons who are limited English proficient (LEP), who seek to access or participate in agency programs and activities. This commitment extends to programs and activities directly conducted by FEMA and those conducted by its contractors and grant recipients.

This Language Access Plan (LAP or Plan) updates the original LAP issued in 2016. It sets forth the standards, principles, and guidelines that FEMA will use to provide, and improve, meaningful access for LEP persons in the Agency's operations, services, activities, and programs. The LAP update also implements the Department of Homeland Security (DHS) language access policy and augments an established system within FEMA to implement Executive Order 13166, [Improving Access to Services for Persons with Limited English Proficiency](#) (August 11, 2000), which requires, among other things, that each Federal agency "examine the services it provides and 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 agency."

In Fiscal Year 2016, FEMA issued a LAP consisting of elements that explained how FEMA would provide language access to LEP persons and which included action items to expand meaningful access to FEMA programs and activities provided to LEP persons. FEMA has implemented these elements and continues to enhance and increase language services for LEP persons in operations, services, activities, and programs Agency-wide.

In Fiscal Year 2018, the DHS Office for Civil Rights and Civil Liberties issued instructions to DHS Components to update their LAP in the following four specific areas:

- 1) **Component Language Access Working Group** -Where it has not done so already, each Component should consider establishing a working group consisting of appropriate program offices to assist in evaluating and updating the Component language access plan.
- 2) **Evaluation Tools and Mechanisms** -Each Component should explain the steps it has taken to assess the effectiveness of its language access plan, policies, and procedures across the organization.

- 3) **Demographic Assessments** -Each Component should evaluate the most frequent languages/LEP populations it encounters or serves in its programs and operations and determine whether the Component's language access services are serving these populations. Components should also report on any challenges to providing language services to specific LEP populations.
- 4) **New Technologies** -Each Component should provide information on any initiatives related to the use of new technologies intended to strengthen language access efforts. Components using new technologies should explain how they will ensure the quality of language services that they deliver through the use of these technologies.

This LAP update highlights FEMA's access initiatives and activities to build trust and working relationships with diverse populations to promote community engagement throughout all phases of emergency management. This Plan applies to all organizations and program offices in FEMA. The language access activities of the program offices listed below are highlighted in this Plan:

- Office of Equal Rights (OER)
- Office of External Affairs Disaster Operations Division (OEA)
- Office of Response and Recovery (ORR)
- Individual Assistance (IA)
- Public Assistance (PA)
- Service Support Centers (SSC)
- United States Fire Academy Prevention and Information (USFA/P&I)
- National Flood Insurance Program (NFIP)
- Grant Programs Directorate (GPD)

Language Access Policy Statement

FEMA adheres to the DHS policy on language access as articulated in the DHS Language Access Plan.¹ *FEMA Directive 112-11 FEMA Title VI Civil Rights Program*² affirms the agency's language access responsibilities. In addition, FEMA has ensured effective communication with LEP persons by developing and implementing a comprehensive written

¹ It is the policy of DHS to provide meaningful access for individuals with limited English proficiency to operations, services, activities, and programs that support each Homeland Security mission area by providing quality language assistance services in a timely manner. DHS Components, therefore, should incorporate language access considerations into their routine strategic and business planning, identify and translate crucial documents into the most frequently encountered languages, provide interpretive services where appropriate, and educate personnel about language access responsibilities and how to utilize available language access resources. U.S. Department of Homeland Security Language Access Plan, February 28, 2012, <https://www.dhs.gov/publication/dhs-language-access-plan>.

²It is FEMA's policy to ensure that the civil rights of all persons receiving services or benefits from Agency programs and activities are protected. No person shall, on the grounds of race, color, national origin, sex, sexual orientation, religion, age, disability, English proficiency or economic status, be denied the benefits of, be deprived of participation in, or be discriminated against in any program or activity receiving financial assistance from FEMA. In particular, all personnel carrying out Federal major disaster or emergency assistance functions, including the distribution of supplies, the processing of the applications, and other relief and assistance activities, shall perform their work in an equitable and impartial manner without discrimination. It is Agency policy to prohibit such discrimination in any programmatic guideline, procedure, or other directives." This policy statement can be found in the *FEMA Directive 112-11 FEMA Title VI Civil Rights Program*, dated July 10, 2015. This directive is currently being revised.

language assistance program that includes policies and procedures for identifying and assessing the language needs of its LEP applicants/stakeholders. FEMA provides a range of oral and written language assistance options and publicizes its Civil Rights Notice translated into various languages. The FEMA Office of Equal Rights monitors implementation of the LAP to ensure that LEP persons are provided with meaningful language access. This policy applies to all FEMA offices and divisions, contractors, and subcontractors who encounter LEP persons.

FEMA has established procedures to identify LEP persons and obtain available language services. These procedures are outlined in this Plan under the section titled **Demographic Assessments**. In addition to the procedures used to identify LEP communities, The FEMA OER and OEA conduct periodic assessments and update procedures as needed.

Responsible Offices and Oversight

FEMA OER has compliance and enforcement authority regarding language access responsibilities which is derived from Section 601 of Title VI of the Civil Rights Act of 1964, 42 U.S.C. §2000d, that states: “No person in the United States shall on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

In addition, under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act), FEMA, State, local, Tribal, and Territorial (SLTT) partners, and non-governmental organizations (NGOs) engaged in “the distribution of supplies, the processing of applications, and other disaster relief and assistance activities [shall accomplish] these activities in an equitable and impartial manner, without discrimination on the grounds of race, color, [national origin], sex, age, disability, English proficiency, or economic status.”³ The Post-Katrina Emergency Management Reform Act amended the Stafford Act to require planning with SLTT partners for LEP persons. *See* 42 U.S.C. § 5196f.

OER also oversees efforts to meet Agency obligations under Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency.”

OEA is responsible for providing language interpretation and translation services and support to FEMA program offices.

For more information about FEMA’s Language Access Plan, members of the public may contact FEMA’s Office of Equal Rights at 202-212-3535; TTY/TDD: (202) 646-7651, or email to FEMA-civilrightsoffice@fema.dhs.gov.

Language access complaints about FEMA programs and activities, and programs and activities conducted by FEMA grant recipients, may be filed with FEMA OER by:

³Section 308 of the Stafford Act, 42 U.S.C. § 5151; *see also* Section 309 of the Stafford Act, 42 U.S.C. § 5152; 44 C.F.R. Part 7 and 44 C.F.R. § 206.11(c) (requiring organizations or governments receiving assistance under the Stafford Act to provide a written assurance of their intent to comply with regulations relating to nondiscrimination).

- calling FEMA at 202-212-3535 and press 1 for Civil Rights
- sending an email to FEMA-CivilRightsOffice@fema.dhs.gov ;or
- sending a letter explaining the issue to:

FEMA OFFICE OF EQUAL RIGHTS
Civil Rights Section
500 C Street, SW
Room 4SW-0915
Washington, DC 20472-3505

Members of the public may also file a complaint with the DHS Office for Civil Rights and Civil Liberties (CRCL). For more information about filing complaints with CRCL, see www.dhs.gov/crcl, or call CRCL at (202) 401-1474 or 1 (866) 644-8360. Complaints may be filed with CRCL in any language.

Key Terms

- **Bilingual Persons:** Persons who are bilingual are fluent in two languages and are able to conduct the business of the workplace in either of those languages. This is to be distinguished from proficiency in more than one language. An individual who is proficient in a language may, for example, be able to greet an LEP individual in their language, but not conduct agency business in that language. Interpretation and translation require the interpreter to be fluently bilingual, and also require additional specific skills as described below.
- **Interpretation and Translation:** Interpretation involves oral communication. Translation involves written communication. Interpretation involves the immediate communication of meaning from one language into another. An interpreter conveys meaning orally; as a result, interpretation requires skills different from those needed for translation. Interpreting is a complex task that combines several abilities beyond language competence in order to enable delivery of an effective professional interpretation in a given setting. From the standpoint of the user, a successful interpretation is one that faithfully and accurately conveys the meaning of the source language orally, reflecting the style, register, and cultural context of the source message, without omissions, additions, or embellishments on the part of the interpreter.

Professional interpreters are subject to specific codes of conduct and should be trained in interpretive skills, ethics, and subject-matter language. DHS components utilizing the services of interpreters should request information about certification, assessments taken, qualifications, experience, and training.

Interpreters may be physically present, or in appropriate circumstances, may appear via videoconference or telephonically. When videoconferencing or telephonic interpretation is used, options include connecting directly to a qualified professional interpreter or using

a company that provides telephonic interpretation services and has in place quality control and privacy standards.

If bilingual staff is asked to interpret or translate, staff should be qualified to do so. Assessment of ability, training on interpreter ethics and standards, and clear policies, as noted below, that delineate appropriate use of bilingual staff, or contract interpreters and translators, will help ensure quality and effective use of resources.

- **Limited English Proficient Persons:** Persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

FEMA Language Access Working Group

The FEMA Language Access Working Group is chaired by a representative from OEA and comprised of a representative from OER, and representatives from FEMA program offices with public-facing programs and activities. The group meets quarterly or on an ad hoc basis. The working group assisted in the development and implementation of the FEMA LAP and provides recommendations, guidance, and consistency in FEMA's approach to ensure effective language access. Ensuring access to FEMA's programs and activities continues to earn the trust and confidence of the public we serve.

FEMA Interactions with the Public

Public-facing programs and activities are programs and activities carried out by FEMA (or on behalf of FEMA by a contractor) where members of the public, including LEP persons are encountered or served. Examples include:

- Providing disaster assistance, conducting house inspections, providing temporary housing units;
- Administering the National Flood Insurance Program;
- Responding to inquiries from, and/or sharing information with, members of the public through regular mail, by telephone, and by internet (*i.e.* email and/or social media);
- Seeking advice from, or consulting with, external community organizations, advocacy groups, experts, academic communities, etc.;
- Operating information booths, engaging in public speaking, or engaging in similar activities at public events on behalf of FEMA; and
- Hosting events to which one or more members of the public are invited.

The FEMA helpline for disaster survivors, administered by the Individual Assistance Division within the Recovery Directorate, provides language interpreters for disaster survivors who are LEP.

The United States Fire Administration (USFA) Prevention and Information (P&I) Branch interacts with the public primarily via the USFA website: www.usfa.fema.gov. The website contains fire and life safety materials in English and Spanish, such as flyers, door hangers,

publications, infographics, and social media cards. Many of these materials are downloadable and customizable as well as available for order through the FEMA Publications Warehouse or FEMAPubs@gpo.gov. The Publications Warehouse can be accessed online at www.fema.gov/media-library-data, or via a toll-free number 800-480-2520. A sample listing of materials available in different languages can be found in **Appendix A: FEMA Publications**.

The Federal Insurance and Mitigation Administration's Risk Insurance Division produces and distributes publications in Spanish that provide information about flood awareness, flood preparedness, and flood claims processing and can be found at www.fema.gov/national-flood-insurance-program-publications.

OEA provides information to different media outlets in various languages about disaster preparedness and disaster assistance. OEA ensures diverse audiences receive critical, assessable, understandable, and timely information.

The Grants Programs Directorate interacts with the public through the issuance of grants and cooperative agreements to eligible state, local, tribal, and territorial governments and certain eligible non-governmental organizations. The terms and conditions of the grants require providing meaningful access to LEP persons throughout the recipients' programs. The *DHS Form 3095 DHS Civil Rights Evaluation* form clarifies the recipient's civil rights obligations and related reporting requirements contained in the *DHS Standard Terms and Conditions*. This form can be found at www.dhs.gov/publication/dhs-civil-rights-evaluation-tool.

Demographic Assessments

In accordance with Section 616⁴ of Post-Katrina Emergency Management Reform Act (PKEMRA), based on the Limited English Proficiency/Accessible Communication Needs (LEP/ACN) populations most commonly encountered in disasters, FEMA identifies priority languages in coordination with state and local governments. The languages most frequently encountered are Spanish, Arabic, Cambodian, Chinese, Haitian-Creole, French, Hindi, Italian, Japanese, Korean, Laotian, Russian, Tagalog, Urdu, Vietnamese, Greek, Polish, Thai and Portuguese and American Sign Language.

Identification of LEP communities is determined through assessment of the demographic make-up of the affected disaster areas as a first step following a declaration. OER, in collaboration and coordination with OEA, conducts an initial language assessment using various sources, including data from the U.S. Census Bureau, www.lep.gov, and nongovernmental, community, and

⁴ **Sec. 616. Disaster Related Information Services (42 U.S.C. 5196f)**

- (a) In General - Consistent with section 308(a), the Director of the Federal Emergency Management Agency shall –
- (b) Identify, in coordination with State and local governments, population groups with limited English proficiency and take into account such groups in planning for an emergency or major disaster;
- (c) Ensure that information made available to individuals affected by a major disaster or emergency is made available in formats that can be understood by population groups under paragraph (1) and individuals with disabilities or other special needs.

voluntary organizations. Upon identification of the principal languages, various FEMA program office operating procedures provide the written guidance on priority, contact, and release of translated materials.

FEMA includes language access as a critical element of its communication strategy. During disasters, Civil Rights Advisors (CRADs) and External Affairs Specialists (EAS) analyze demographic information and other elements to determine the need for additional language resources. All disaster information is published in the languages identified through demographic analysis of the impacted area.

FEMA provides LEP persons with notice of their right to language interpretation services free of charge via the [FEMA Civil Rights Notice](#). Active disaster sites, which include Joint Field Offices and Disaster Recovery Centers (DRC), post notices in multiple languages advising of the availability of language interpreters. During disasters, FEMA staff:

Use the DHS ***ISPEAK*** language identification booklet ([PDF](#)) to assist in identification of an LEP person's primary language. The ***ISPEAK*** booklet can be downloaded at <https://www.dhs.gov/xlibrary/assets/crcl/crcl-i-speak-booklet.pdf>.

- Post signs in regularly encountered languages in waiting rooms, reception areas, and other initial points of entry to inform applicants and beneficiaries of their right to free language assistance services and invite them to identify themselves as persons needing such services.
- Translate the Civil Rights Notice and other information in languages other than English according to a demographic assessment of the impacted communities.
- Publicize the availability of the FEMA Helpline in multiple languages reflecting the needs of the impacted communities.
- Provide a statement about the availability of language services and the right to free language assistance services⁵ in letters to applicants containing vital information, brochures, booklets, outreach and recruitment information and other materials that are routinely disseminated to the public.

CRADs deployed to disaster sites provide technical assistance on language access requirements. CRADs provide written reports and oral feedback to OER regarding civil rights concerns (including language access) on a regular basis. This information assists FEMA in improving language access services during disasters.

CRADs develop Civil Rights Community Analyses based on relevant civil rights-related data for the impacted area, including percentages of the population by race, ethnicity, age, disability,

⁵ FEMA plans to take the additional step of translating FEMA information about the availability of multilingual phone operators in the top ten languages of the impacted populations, including a translated “tagline” in a conspicuous place when issuing vital notices. This would help ensure that FEMA provides meaningful access to its programs, services, and activities to LEP persons. Here is the “tagline” to be translated: *If you have difficulty understanding English you may request interpreter services. These services are free of charge. For more information about interpreters or other language services feel free to call the **FEMA registration helpline toll free 800-621-3362.***

economic status, and languages other than English. The Community Analysis helps ensure that these communities receive accurate information in the appropriate languages.

The OEA Cadre employs language access subject matter experts. These OEA Cadre members coordinate with CRADS to assess the language needs in the impacted areas. The language access assessments are provided to state, local, tribal, and territorial governments during both steady state and throughout disaster response and recovery.

The language assessment informs outreach to members of the public, community-based organizations, and multilingual media to ensure that diverse audiences receive critical, accessible, understandable, and timely public information, including information about disaster assistance.

Disaster Survivor Assistance (DSA) personnel have protocols for identifying and communicating with LEP survivors. They employ the DHS ***ISPEAK*** language identification booklet and have ready access to phone numbers for language assistance lines to assist in communications with LEP persons while in the field. In addition to those services, if DSA personnel identify LEP populations not currently serviced, they will coordinate with OEA and the FEMA Public Information Office to tailor messaging in other languages via radio and print media to meet those language access needs. The DHS ***ISPEAK*** language identification booklet can be accessed at <https://www.dhs.gov/xlibrary/assets/crcl/crcl-i-speak-booklet.pdf>.

DSA teams function in a 100% mobile environment to provide services directly to survivors on-site and use a web-based geographic information system application to collect information, including languages spoken, that is available in real-time to response officials.

Evaluation Tools and Mechanisms

FEMA evaluates language access activities through After Action Reports, Initial Language Assessments; historical data, Community Questionnaires, and training provided to FEMA staff.

FEMA collects and tracks language access interactions in:

- After Action Reports, which are documents that review all aspects of the Agency's preparations for, immediate response to, and initial recovery from a disaster. These documents identify both strengths and areas for improvement and provide recommendations for future response and recovery efforts. After Action Reports are completed upon conclusion of every disaster.
- Initial Language Assessments are spreadsheets with data obtained from the U.S. Census Bureau, that provide information about the languages spoken at home for populations in counties where a disaster has been declared. OEA provides Initial Language Assessments for all disasters and upon request. CRADs coordinate with OEA regarding language data for their Community Analyses.

- FEMA Service Support Centers (SSCs) maintain historical data from previous disasters regarding language line usage and the number of applicants requesting to speak with an agent in Spanish and other languages (**Appendices B-E**).
- Community Questionnaires provide direct feedback from the community, indicate how effectively FEMA has reached LEP/ACN communities, and highlight areas for possible improvement.
- OEA offers Strategic Communications courses twice a year for reservist employees and full-time employees with a specialization in language access and strategic communications. These courses inform participants about effective communication strategies for the whole community during disasters. Participants include staff from Individual Assistance, SSCs, and DSA teams. All employees in applicant contact positions receive training to ensure that FEMA language access policies and procedures are followed.
- OEA full-time bilingual personnel and contractors proof-read contractor translated documents and assist with translation support. Quality assurance metrics are implemented to ensure accuracy and effectiveness.
- Contract language services are assessed via feedback received from LEP communities and stakeholders in their evaluations of translation/interpretation services and support provided by the contractors. If the standards established by FEMA are unmet, the contractors are obligated to develop and implement corrective actions to address the deficiencies.
- Appendices B through E show the number of FEMA disaster registrations – by number and language -- completed through the use of contract telephonic interpreter services during the 2017-2018 hurricane seasons; Appendix B is *Hurricane Maria, Virgin Islands*; Appendix C is *Hurricane Irma*, Appendix D is *Hurricane Harvey* and, Appendix E is *Hurricane Maria, Puerto Rico DR-4336 and DR-4339-PR*.
- Performance measures have been developed between OEA and the IA/SSCs to measure feedback from the public by using customer service surveys conducted by FEMA employees who encounter LEP populations. Results of the surveys were made available as a baseline for additional performance measures for survey implementation.

New Technologies

OEA continues to develop web pages in different languages that contain disaster-specific information, information on FEMA programs (e.g. NFIP FAQs, IA information, etc.), related links, widgets, Public Service Announcements (PSAs), and other pertinent information designed specifically for each LEP community.

Ready.gov is available in 13 additional language websites including: Ready Languages, Arabic, Chinese, French, Haitian Creole, Hindi, Japanese, Korean, Russian, Spanish, Tagalog, Urdu and Vietnamese.

The Individual Assistance Division has standard processes for supporting application services in English and Spanish; language access assistance is now available in as many as 80 additional languages through the language line contract.

OEA has developed a database with all previously translated materials including flyers, press releases, and guides for re-use. This information is periodically updated periodic updates by the Language Access Coordinator and is available to FEMA employees via internal website.

OEA has developed video blogs in American Sign Language (ASL), Narrated English, and open captions for survivors who are deaf or hard hearing.

OEA further developed the “Other Languages” page by storing more translated disaster-related content.

OEA expanded the development of pictographs to help overcome literacy barriers by communicating messages with pictures. These pictographs assist to communicate messages regarding fire safety, 911 and first aid, road safety, escape planning, home safety, pools and swimming to high-risk populations. Each was tested nationally with people who have low literacy, as well as those who speak Chinese, Hindi and Spanish — the nation’s largest immigrant groups. The pictographs are available on the US Fire Administration public site at the [Pictograph](#) page.

Acronyms

CRAD	Civil Rights Advisors
DHS	U.S. Department of Homeland Security
FEMA	Federal Emergency Management Agency
FIMA	Federal Insurance and Mitigation Administration
GPD	Grant Programs Directorate
IA	Individual Assistance
LEP	Limited English Proficiency
LEP/ACN	Limited English Proficiency/Accessible Communications Needs
NFIP	National Flood Insurance Program
OEA	Office of External Affairs Disaster Operations Division
OER	Office of Equal Rights
ORR	Office of Response and Recovery
PA	Public Assistance
P&I	Prevention and Information
PKEMRA	Post-Katrina Emergency Management Reform Act
SSC	Service Support Center
USFA	United States Fire Academy
USFA/P&I	United States Fire Academy Prevention and Information

APPENDIX A FEMA Publications

FEMA has 21 language pages, which can be found at: <http://www.fema.gov/all-languages>.

Each page contains flyers, brochures, trifolds, press releases and public service announcements tailed to provide disaster preparedness, response, recovery and mitigation information. The purpose of these web pages is to help people with limited English proficiency levels to receive important life-sustaining and life-saving information when disasters strike.

The following is a sampling of FEMA publications available in English and Spanish, and other languages and can be requested by contacting the FEMA Publications Warehouse at 800-480-2520 or FEMAPubs@gpo.gov :

Emergency Preparedness

Nothing Could Dampen the Joy of Home Ownership

Emergency Procedures for Employees with Disabilities in Offices Before Disaster Strikes

Children's Disaster Preparedness Coloring Book

Your Family Disaster Supplies Kit

Your Family Disaster Plan

Emergency Preparedness Checklist

Helping Children Cope with Disasters

Voices of Wisdom – Seniors Coping With Disasters

After Disaster Strikes

Prepare for Emergencies Now (English, Spanish, Arabic, Chinese, Japanese, Tagalog, Vietnamese, French, Haitian Creole, Hindi, Korean, Russian, and Urdu)

Prepare for Emergencies Now Booklet (Spanish)

Prepare for Emergencies Now: Information for Pet Owners English, Spanish, Arabic, Chinese, Japanese, Tagalog, Vietnamese, French, Haitian Creole, Hindi, Korean, Russian, and Urdu)

Prepare for Emergencies Now: Information for Older Americans English, Spanish, Arabic, Chinese, Japanese, Tagalog, Vietnamese, French, Haitian Creole, Hindi, Korean, Russian, and Urdu)

Prepare for Emergencies Now: Information for People with Disabilities English, Spanish, Arabic, Chinese, Japanese, Tagalog, Vietnamese, French, Haitian Creole, Hindi, Korean, Russian, and Urdu)

Prepare for Emergencies Now: Information for Businesses English, Spanish, Arabic, Chinese, Japanese, Tagalog, Vietnamese, French, Haitian Creole, Hindi, Korean, Russian, and Urdu)

Indian Country – Tribal Leaders Brochure

Indian Country – Alaska Brochure

Indian Country – Northeast Brochure

Indian Country – Northern Plains Brochure

Indian Country – Northwest Brochure

Indian Country – Southeast Brochure

Indian Country – Southern Plains Brochure

Indian Country – Southwest Brochure

Earthquakes

Earthquake Preparedness; What Every Childcare Provide Should Know

Fires

Protecting your Family From Fire

Fire Safety Poster

Sesame Street Fire Safety Station Kit

Fire Safety Door Know Hanker

Floods

Nothing to Dampen Brochure

Your Homeowners Insurance Stuffer

Coping with a Flood – Before, During and After

Who Is At Risk for Flooding?

Things You Should Know About Flood Insurance

Flood: Are You Protected from the Next Disaster

Tips on Handling Your Flood Insurance Claim

Residential Condominium Building Association Policy

General Property Policy

Dwelling Policy

Repairing Your Flood Home

Protecting Your home

Hurricanes

Coping With Children's Reactions to Hurricanes and Other Disasters

Survival in A Hurricane

Hurricanes in Puerto Rico

All Disasters

Help After A Disaster: Applicant's Guide to the Individuals & Households Program

**APPENDIX C
LANGUAGE LINE CALLS HURRICANE HARVEY - TEXAS**

Calls Interpreted for DR 4332 Texas Aug 25, 2017 - Oct 5, 2017	
Languages	Total calls per Language
Aketeko	1
Arabic	44
Amharic	3
Bengali	2
Cantonese	5
Farsi	15
French	2
Gujarati	0
Hmong	0
Hindi	4
Japanese	1
Korean	21
Laotian	1
Mandarin	41
Pashto	1
Portuguese	0
Polish	1
Punjabi	1
Romanian	1
Rwanda	1
Russian	2
Samoan	1
Spanish	11,575
Somali	1
Swahili	5
Tagalog	3
Vietnamese	129
Haitian Creole	25
Total Calls	11,860

Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
	1			
	43	1		
1	2			
	2	1		
	5			
	5	10		
	2			
	4			
	1			
1	18	2		
	1			
3	33	5		
	1			
	1			
	1			
	1			
	2			
	1			
	1			
	1			
774	9563	1238		
	1			
	5			
	3			
4	108	17		
	22	3		

**APPENDIX D
LANGUAGE LINE CALLS HURRICANE IRMA - FLORIDA**

Calls Interpreted for DR 4337 Florida Sept 9, 2017 - Oct 5, 2017	
Languages	Total calls per Language
Albanian	1
Arabic	17
Amharic	1
Bengali	2
Cantonese	2
Croatian	1
Danish	3
Estonia	1
French	18
German	1
Gujarati	2
Greek	3
Haitian Creole	562
Hausa	1
Hebrew	3
Hindi	4
Korean	7
Laotian	2
Mandarin	20
Pashto	1
Portuguese	18
Russian	9
Samoan	4
Spanish	28,514
Serbian	2
Tagalog	2
Thai	2
Vietnamese	35
Total Calls	29,238

Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
	1			
	11	6		
	1			
	2	1		
	1	1		
	1			
	3			
	1			
	14	4		
		1		
	2			
	3			
	415	147		
	1			
	3			
	3	1		
	5	2		
	2			
	13	7		
	1			
	14	4		
	4	5		
	4			
	18582	9932		
	2			
	1	1		
	1	1		
	21	14		

