



# Maine Human Rights Commission

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## LANGUAGE ASSISTANCE PLAN

### Introduction – Limited English Proficiency and Meaningful Access


Most individuals living in the United States read, write, speak, and understand English. There are many people, however, for whom English is not their primary language. If these individuals have a limited ability to read, write, speak, or understand English, they have limited English proficiency or “LEP” (here, “LEP persons”). Language for LEP persons can be a barrier to accessing important benefits or services, understanding and exercising important rights, or complying with applicable responsibilities.

The Maine Human Rights Commission (“the Commission”) provides meaningful access to its programs and services for LEP persons. It is our policy to remove barriers to accessing our services which are caused by a person’s limited English proficiency.

To further our understanding in this area, the Commission has conducted an individualized assessment balancing the following four factors: (1) the number or proportion of LEP persons eligible to be served or likely to be encountered; (2) the frequency with which LEP persons come in contact with the Commission; (3) the nature and importance of the Commission’s program, activity, or service; and (4) the Commission’s available resources. The assessment’s results are attached as Appendix A. The Commission has developed and implemented this Plan to address the identified needs of LEP populations served by the Commission.

### Identifying LEP Individuals Who Need Language Assistance

In order to provide meaningful access to LEP persons, the Commission must first identify those who need language assistance. Commission staff may identify people who are LEP persons through communication in written, telephonic or face-to-face form.

- **In person.** The Commission has posted an *I Speak* poster in its reception area, which is an effective tool for an LEP person to communicate the language the person speaks. Commission staff will direct people to the *I Speak* poster when it is apparent that they are having difficulty speaking or understanding English. The staff member will then utilize the language services described in this Plan. For persons speaking in American Sign Language (“ASL”), this symbol may be used: 
- **In writing.** If a staff member receives a written communication in a foreign language, the staff member will contact the Executive Director to determine the best way to proceed.
- **Telephone.** If a staff member receives a telephone call from a person who speaks a foreign language or ASL, or has a speech or language disability, and is having difficulty communicating in English, the staff member will use a telephone interpreting service described below.
- **Record keeping.** When staffers are likely to have repeated contacts with a person who is LEP (e.g., ongoing intake or complaint investigation), staffers will make appropriate notations in the paper and electronic files identifying the person as LEP, indicating the language spoken, and listing the language assistance tools requested and utilized.

## Oral Language Assistance – Interpreting

Interpretation is the act of listening to something in one language and verbally translating it into another language. In the case of ASL, interpretation is the act of viewing language in sign language and verbally translating it into another language. In the case of certain hearing or speech disabilities, interpreters or facilitators can assist a person with effective communication. The Commission offers language interpreting services to all persons with LEP at no cost to the person with LEP.

- Commission staff will offer an interpreter as soon as it is apparent that a person has a limited ability to read, write, speak, or understand English. An LEP person who is a companion of a person seeking services from the Commission may also request interpreting assistance.
- Interpreters will be scheduled as quickly as possible.
- Any staff member making the determination that an interpreter is needed may make the arrangements.
- All requests for interpreters, written or oral, will be documented in the appropriate paper and electronic files.
- Commission staff will ensure that each interpreter:
  - Is proficient (or, in the case of ASL interpreters, properly licensed) in communicating information accurately in both English and in the other language and using the appropriate mode of interpreting (i.e. consecutive, simultaneous, summarization and site translation);
  - Has knowledge in both languages of any specialized terms used in connection with Commission's programs, services, and activities;
  - Understands and complies with the Commission's confidentiality requirements;
  - Conducts herself or himself impartially; and
  - Understands and adheres to her or his role as interpreter without deviating into the role of counselor, legal advisor, or other role.
- If staff will be discussing documents with a person with LEP, they will give the interpreter adequate opportunity to review the documents prior to the discussion, and any questions about the documents will be addressed. Staff will discuss any specialized terms with the interpreter.
- The following types of oral interpreting services will be used:

### *Telephone Interpreter Services*

- A. Foreign Language Interpreting. The State has signed a contract with AT&T for the Language Line interpreting service. This service offers "over-the-phone" interpretation, 24 hours per day, seven days per week, in more than 140 languages. There is a per-minute charge for use of the line. The Language Line is the preferred foreign language interpreting service, but Appendix C lists alternative options as well.

B. Interpreters for hearing or speech disabilities through ASL, transliteration, cued speech or another communication method:

1. For telephone calls only, via Relay Service. The federal and state governments have established free Relay services to provide persons with communication disabilities access to landline phone service. This service can be accessed by dialing 711 or via the internet. It provides persons with hearing or speech disabilities with access to communication supports or ASL interpreters.
2. For in-person visits, it may be possible to use video remote interpreting (“VRI”) rather than an in-person interpreter. Please see the Executive Director to discuss this option.

C. Commission staff will use either the Language Line or Relay Service as follows:

- When it is not possible to communicate effectively with a person on the telephone or when the caller requests an interpreter;
- To identify the language being spoken by an individual if you are not able to do so in another fashion;
- If staff interpreters are not present and face-to-face interpreters are not available (but not for ASL, when video remote interpreting may be used); and
- In order to communicate that an appointment will be set up and an interpreter provided.

Attached as Appendix B is the Language Line Quick Reference Guide. Staff will keep a copy of this near their phone and will utilize it when using telephone interpreting. Staff will need to use a speaker phone for in-person contacts and one with conference call capabilities for phone calls. Staff will be familiar with the speaker and conference call feature of their phones.

#### *Staff Interpreters*

The Commission does not currently employ staff interpreters. Because of the infrequent contact with persons with LEP, the Commission has not targeted interpreters in its hiring practices (e.g. hiring staff interpreters or preference for interpreters when hiring in other positions). The Commission will continue to monitor changes in the LEP population in the State and assess the need to target interpreters in its hiring practices or hire staff interpreters. The Commission does employ an Investigator who is fluent in Spanish. That Investigator will be utilized by the Commission to communicate with constituents who are LEP who speak Spanish, but the Investigator will not act as an interpreter. Staff members will consult with the Executive Director about the appropriate way to involve the Investigator with people who speak Spanish and are LEP.

#### *Face-to-Face Contract Interpreters*

An in-person, face-to-face interpreter will be provided by the Commission when an in-person meeting with a person who is LEP is scheduled. Staff will obtain prior approval from the Executive Director for face-to-face interpreter services.

To arrange a face-to-face interpreter, staff will contact one of the agencies or interpreters listed in Appendix C and make the necessary arrangements. For ASL interpreters, staff must use one of the agencies listed in Appendix C. If using a foreign language interpreter not listed in Appendix C, staff will ask the interpreter to

submit a copy of her or his credentials. Staff will document all attempts to make arrangements in the appropriate file and use the Interpreter/Translator Requests Documentation Form, attached as Appendix D. For Commission meetings involving a party who is LEP, staff will make the appropriate arrangements for a face-to-face interpreter to be present.

Staff will notify the Personnel Specialist (currently Melody Piper) of the estimated expenditure for all interpreters. (A copy of the letter verifying the arrangement is usually sufficient.) In doing so, staff will find out how long the individual(s) plans to attend, allowing for travel time both ways. NOTE: Payment is required by law to be processed within 10 days of receipt of invoice. Staff will also be sure that all interpreters are on the State of Maine vendor file (vendor code is noted next to the names in Appendix C). If not, the Vendor must complete a current Vendor Form and submit it to the Personnel Specialist for processing in AdvantageME before an invoice can be processed for payment. (Forms are available on-line at: <http://www.maine.gov/osc/accounting/vendor.htm>.) Some agencies/interpreters require a contract or purchase order. If so, staff will see Personnel Specialist for assistance.

### *Informal Interpreters*

The Commission discourages the use of family members (particularly children), friends, and other informal interpreters to interpret for persons with LEP. In certain circumstances these individuals may not be competent, and issues of confidentiality, privacy, or conflict of interest may arise. Nevertheless, if a person with LEP requests that she or he be permitted to use an informal interpreter after the Commission has offered a free, professional interpreter, the Commission will respect the person's wishes and allow it, except that a minor child may not be used to interpret other than in an emergency involving an imminent threat to the safety or welfare of an individual or the public where there is no interpreter available. The offer of a free, professional interpreter will be documented in the paper and electronic file. Depending on the circumstances, even if an informal interpreter is used, staff may nevertheless choose to have a professional interpreter present, such as to protect the Commission's interests. If unsure, staff will consult with the Executive Director.

## **Written Language Assistance – Translation**

Translation is the act of converting written text in one language (source language) into the equivalent written text in another language (target language). In the past, the Commission has lacked the resources to translate documents into foreign languages, other than its sexual harassment poster, which has been translated into Spanish. Nevertheless, the Commission will translate vital documents upon request by any person with LEP at no cost to the person with LEP. Oral language and ASL interpreters are also provided free of charge to any LEP client who needs assistance interpreting any document provided by the Commission.

The Commission uses Google Translate on its website to allow users to translate any page or document on the site a foreign language, including Spanish and French. The Commission recognizes that Google Translate does not always provide accurate translations. The Commission provides the following notice on its website: "If you are having difficulty reading the contents of this website, and would like a document interpreted from English to another language (including American Sign Language) or provided in an accessible format, please contact us at (207) 624-6290 to request interpreting, translation or accommodations." The Commission will provide this notice in Spanish, French, and Somali, which are the languages of the Commission's most frequently encountered LEP groups.

The Commission will also seek funding to translate its vital documents into Spanish and French, the two languages spoken by groups of LEP people in Maine that exceed 1000 people (see Appendix A). To determine which documents are vital, the Commission has considered the importance of the program,

information or service involved and the consequence to the person with LEP if the information is not provided accurately or in a timely manner. The Commission has also considered that awareness of rights or services is an important part of “meaningful access.” The following documents have been identified as vital:

- After a Complaint Has Been Filed with the MHRC (website page)
- Instructions for Intake Form (website page and printable form)
- General Intake Form (website page and printable form)
- Housing Intake Form (website page and printable form)
- Dismissal letters notifying complainants of their right to file a complaint in court
- Fair Housing Overview (website page and poster)
- Important Information Regarding Your Fair Housing Rights Under State and Federal Law
- Maine Human Rights Act Guarantees (website page and poster)
- Sexual Harassment Overview (website page and poster)
- Frequently Asked Questions (website page)
- What it is! How it Works! (website page)
- Contact Us (website page)
- Visitor Information (website page)

The Commission will seek funding to translate these documents into Spanish and French. In selecting translators, the Commission will bear in mind that the skill of translating is different than the skill of interpreting. Nevertheless, like interpreters, translators must be competent. Competency does not necessarily mean formal certification as a translator, but certification is preferable. If a translator is not certified, membership in a professional translation association may be another indicator of competence.

### **Training**

Commission staff will be trained in this Plan as a part of their new employee orientation, on at least an annual basis, and after substantive changes.

### **Notice to LEP Persons and Monitoring**

In order to ensure that LEP persons know that the language services described in this Plan are available, the Commission will post notices on its website and in its lobby in the five most common languages that free language assistance is available.

The Commission will continue to explore and implement other outreach efforts and will keep staff informed.

The Commission will continue to monitor its LEP services in light of state and federal requirements, changes to the Commission’s documents and procedures, changes to the composition of the State’s LEP population, and the effectiveness of its language translation services. This Plan will be updated periodically based on the Commission’s findings.

## **APPENDIX A INDIVIDUALIZED ASSESSMENT**

### **Introduction**

The Maine Human Rights Commission (“the Commission”) has conducted an individualized assessment to assess the needs of individuals with limited English proficiency (“LEP”) served by the Commission. In doing so, it has balanced the following four factors: (1) The number or proportion of people with limited English proficiency (here, “LEP persons”) eligible to be served or likely to be encountered; (2) the frequency with which LEP persons come in contact with the Commission; (3) the nature and importance of the Commission’s program, activity, or service; and (4) the Commission’s available resources.

### **Number and Proportion of LEP Persons Eligible to be Served or Likely to be Encountered**

The Commission first considered the number or proportion of LEP persons from a particular language group served or encountered in the Commission’s eligible service population. The greater the number or proportion of these LEP persons, the more likely language services are needed. Because the Commission administers the Maine Human Rights Act, which affords nondiscrimination protection to people throughout the State, the eligible service population is the entire population of the State of Maine.

To determine the number of LEP persons within Maine, the Commission first examined its own LEP encounters. These have been few in number. The two staff members who answer most incoming calls and usually greet members of the public who visit the Commission report having less than fifteen contacts per year with LEP persons. The most common foreign language encountered in this context has been Somali. Commission Investigators also have infrequent LEP contacts. Two reported only a few each over a five-year period. The languages encountered included Mandarin, French, and Spanish. One, who is fluent in Spanish and is often consulted by staff when communicating with Spanish-speaking constituents, reports a total of between three and five LEP contacts per year, all in Spanish. One Investigator reported that she has had one LEP contact in the six months that she has been here, and in that case a complainant asked that a friend be permitted to interpret for her (Somali). The Commission’s Intake Officer recalls only one or two individuals over a five-year period who required language interpretation for effective communication, and she has received only one written intake in a foreign language, which was Spanish. The Compliance Manager and Office Manager each report no contacts with LEP persons. In the past five years, only a few individuals have requested foreign language interpreters while participating in complaint investigations (one French and one Vietnamese), and the Commission has provided interpreters whenever requested. The Commission has consulted with another state agency, the Maine State Housing Authority, which has had a similarly small number of encounters with people with LEP.

The Commission has reviewed U.S. Census Bureau data from the American Community Survey and the 2000 U.S. census. Although that data does not identify people as being “LEP,” it records the number of people who identify themselves as able to speak English “very well,” “well,” “not well,” and “not at all.” The Commission considers those who identify their English-speaking ability as “not well” or “not at all” as being LEP. *See* United States Department of Housing and Urban Development Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons, 72 FR pp 2738, 2740.

According to the Community Survey, there are approximately 1468 people over the age of five in Maine who speak Spanish at home and speak English “not well” or “not at all”; 3064 who speak other Indo-European languages and speak English “not well” or “not at all”; 1948 who speak Asian and Pacific Island languages and speak English “not well” or “not at all”; and 913 who speak other languages and speak English “not well” or “not at all.” The Community Survey data is attached. Unfortunately, the Community Survey is not language-specific other than Spanish. The 2000 census data, also attached, shows that there were 1200 people in Maine over the age of five who spoke Spanish or Spanish Creole at home and spoke English “not well” or “not at all” and 4105 who spoke French at home and spoke English “not well” or “not at all.” There were no other foreign languages spoken by more than 450 people in Maine who identified themselves as speaking English “not well” or “not at all.” Combining the data from the Community Survey and the 2000 census, it is likely that Spanish and French are the only two foreign languages spoken in Maine by more than 1000 people who are LEP.

### **Frequency with which LEP persons come in contact with the Commission**

As is discussed above, people with LEP come into contact with the Commission infrequently. The majority of contacts are with members of the public who contact the Commission by telephone for general information. Members of the public who are LEP rarely come to the Commission in person. Others the Commission may encounter include participants in complaint investigations and employees and tenants attending informational seminars or workshops. The most frequent languages encountered have been Spanish, French, and Somali.

### **Nature and importance of the Commission’s program, activity, or service**

The Maine Human Rights Act is Maine’s antidiscrimination law in the areas of employment, housing, public accommodations, education, and credit. It is very important that people who contact the Commission for information accurately understand their rights and responsibilities. In investigating complaints alleging unlawful discrimination, it is also very important that the Commission communicate effectively with the participants and facilitate communication between them. This increases the likelihood that unlawful discrimination will be detected and remedied through voluntary compliance or enforcement action.

### **The Commission’s available resources**

The Commission has very little available resources to pay for language assistance services. As it is, the Commission’s budget is inadequate to fund its primary programs of complaint investigation, litigation, and outreach. Accordingly, the Commission has been unable to fund document translation projects using its own resources. It has nevertheless provided meaningful access to people who are LEP through existing staff (a current Investigator who is fluent in Spanish; a prior Investigator who was a Vietnamese interpreter), telephone interpreter services, and charitable organizations that provide free or low-cost interpreter services. Currently, the Commission is seeking Partnership funding from the United States Department of Housing and Urban Development to fund the translation of various housing discrimination documents into its most commonly encountered foreign languages. The Commission has also contacted other organizations, Pine Tree Legal Assistance and the Maine State Housing Authority, to explore additional ways to provide LEP services.





*When receiving a call:*

- 1 **Use Conference Hold** to place the non-English speaker on hold.
- 2 **Dial 1 800 874-9426**
- 3 **Give information**
  - Language needed
  - Client I.D. number
  - Organization name
  - Personal Code
- 4 **Add non-English speaker** to the line.
- 5 **Wait** for the Answer Point to conference in the Interpreter.
- 6 **Brief the Interpreter.** Summarize what you wish to accomplish and give any special instructions.
- 7 **Say "end of call"** to the Interpreter when the call is completed.

Client ID: [REDACTED]  
 Organization:  
**Maine Human Rights Commission**  
 Personal Code: *Case # or my name*

*When placing a call to a non-English speaker, begin at Step 2*

**Language Line Services needs your information** You must provide the Client I.D., Organization Name, and Personal Code to be connected to an Interpreter. The Answer Point will assist with language identification if necessary.

**Working with an Interpreter** Give the Interpreter specific questions to relay. Group your thoughts or questions to help conversation flow quickly.

**Interpreter identification** Our Interpreters identify themselves by first name and number only. For reasons of confidentiality, they do not divulge either their full names or phone numbers.

**Length of call** Expect interpreted comments to run a bit longer than English phrases. Interpreters convey meaning-for-meaning, not word-for-word. Concepts familiar to us often require explanation or elaboration in other languages and cultures.

**Line quality problems** If you experience problems with the sound quality and the Answer Point is still on the line, ask him or her to re-dial the Interpreter. If the Answer Point has left the line, call us back, explain the problem and ask the Answer Point to stay on the line to check for sound quality.

**Demonstration line** Want to hear a recorded demonstration of over-the-phone interpretation? Call our demonstration line at 1 800 821-0301 or visit our website at [www.language.com](http://www.language.com).





**APPENDIX C  
MHRC LANGUAGE INTERPRETERS**

**FOREIGN LANGUAGE INTERPRETERS**

**TELEPHONE:**

AT&T Language Line

OR

Pacific Interpreters

Tel: 800- 874-9426

Tel: 800-311-1232

Provide the following items:

Account # [REDACTED]

1. Client ID: [REDACTED]
2. Organization Name:  
Maine Human Rights Commission
3. Case # [REDACTED]

**ON SITE:**

Catholic Charities of Maine

OR

Maine State Interpreter

Tel: 207-523-2700 Fax:207-774-7166

mainestateinterpreters@hotmail.com

risinterpret@ccmaine.org

Tel:(207) 221-0740 Fax: 541-3777

Online PDF request form

Online request

Cust# [REDACTED]

**AMERICAN SIGN LANGUAGE INTERPRETERS**

- Mary Jane Grant Interpreting: Telephone 651-3146 or <http://www.maryjanegrant.com/requests.html>
- Certified Interpreting: Telephone 798-7995 and/or <https://www.certifiedinterpreting.com/serviceRequest.aspx>
- Kewl ASL: Telephone 549-4733 or [kewlasl@gmail.com](mailto:kewlasl@gmail.com)
- Bangor Interpreting Agency: Telephone 862-2947 or 862-4063
- Professional Interpreting: Telephone 774-3068 or <http://www.professionalinterpretinginc.com/professional-sign-language-interpreter.html>
- Pine Tree Society: Telephone 885-0536 or [http://www.pinetreesociety.org/interpreting\\_request.asp](http://www.pinetreesociety.org/interpreting_request.asp)

For more details, visit the State of Maine Division of Purchasing website listing approved ASL interpreters for state agency business at

<http://www.maine.gov/purchase/contracts/americansignlang.shtml>

**Appendix D**  
**INTERPRETER/TRANSLATOR REQUESTS**  
**DOCUMENTATION FORM**

1. TYPE OF TRANSLATION NEEDED:

- Somali    ASL (American Sign Language)    VietNameese    Spanish    French  
 Chinese – Mandarin    Chinese – Cantonese    Creole – Haitian
- Other (specify) \_\_\_\_\_

2. EVENT:    Intake    IRC/FFC    Comm. Meeting    Interview    Other (specify) \_\_\_\_\_

3. Name of Investigator/Intake Staffer: \_\_\_\_\_

4. Date of Event: \_\_\_\_\_ Time: \_\_\_\_\_ to \_\_\_\_\_  
(Begin) (End – estimate)

5. REQUEST MADE BY \_\_\_\_\_

METHOD OF REQUEST:    ORALLY    IN WRITING (incl. Fax and E-Mail)

DATE OF REQUEST: \_\_\_\_\_ TIME: \_\_\_\_\_

NAME OF CLIENT: \_\_\_\_\_

CLIENT'S Contact # \_\_\_\_\_

MHRC CASE#: \_\_\_\_\_ CAPTION: \_\_\_\_\_ vs. \_\_\_\_\_

6. MHRC STAFF MEMBER MAKING ARRANGEMENTS: \_\_\_\_\_

7. AGENCY/INTERPRETER CONTACTED: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

8. DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

9. ARRANGEMENTS MADE: \_\_\_\_\_  
\_\_\_\_\_

10.  OFFER OF PROFESSIONAL INTERPRETER MADE BY MHRC STAFF

11. CLIENT REFUSED OFFER OF PROFESSIONAL INTERPRETER AND REQUESTED USE OF  
\_\_\_\_\_ AS INTERPRETER.    FAMILY    FRIEND    OTHER



B16004

**AGE BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER**

Universe: Population 5 years and over

2007-2011 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

	Maine	
	Estimate	Margin of Error
Total:	1,259,157	+/-263
5 to 17 years:	208,201	+/-268
Speak only English	197,433	+/-747
Speak Spanish:	2,967	+/-400
Speak English "very well"	2,187	+/-359
Speak English "well"	352	+/-142
Speak English "not well"	360	+/-132
Speak English "not at all"	68	+/-72
Speak other Indo-European languages:	4,829	+/-519
Speak English "very well"	4,039	+/-476
Speak English "well"	484	+/-126
Speak English "not well"	298	+/-103
Speak English "not at all"	8	+/-12
Speak Asian and Pacific Island languages:	1,403	+/-228
Speak English "very well"	998	+/-201
Speak English "well"	318	+/-114
Speak English "not well"	73	+/-60
Speak English "not at all"	14	+/-18
Speak other languages:	1,569	+/-272
Speak English "very well"	814	+/-206
Speak English "well"	622	+/-247
Speak English "not well"	107	+/-76
Speak English "not at all"	26	+/-39
18 to 64 years:	843,227	+/-307
Speak only English	788,762	+/-1,459
Speak Spanish:	9,125	+/-756
Speak English "very well"	6,855	+/-654
Speak English "well"	1,312	+/-248
Speak English "not well"	666	+/-169
Speak English "not at all"	292	+/-117
Speak other Indo-European languages:	34,671	+/-1,332
Speak English "very well"	28,970	+/-1,226
Speak English "well"	3,975	+/-384
Speak English "not well"	1,614	+/-236
Speak English "not at all"	112	+/-56

	Maine	
	Estimate	Margin of Error
Speak Asian and Pacific Island languages:	7,000	+/-593
Speak English "very well"	3,284	+/-377
Speak English "well"	2,312	+/-351
Speak English "not well"	1,241	+/-262
Speak English "not at all"	163	+/-67
Speak other languages:	3,669	+/-381
Speak English "very well"	2,133	+/-295
Speak English "well"	840	+/-213
Speak English "not well"	538	+/-192
Speak English "not at all"	158	+/-81
65 years and over:	207,729	+/-276
Speak only English	184,631	+/-812
Speak Spanish:	686	+/-139
Speak English "very well"	508	+/-129
Speak English "well"	96	+/-52
Speak English "not well"	62	+/-43
Speak English "not at all"	20	+/-34
Speak other Indo-European languages:	21,254	+/-778
Speak English "very well"	16,376	+/-742
Speak English "well"	3,846	+/-357
Speak English "not well"	926	+/-178
Speak English "not at all"	106	+/-65
Speak Asian and Pacific Island languages:	764	+/-167
Speak English "very well"	188	+/-68
Speak English "well"	119	+/-70
Speak English "not well"	285	+/-131
Speak English "not at all"	172	+/-113
Speak other languages:	394	+/-97
Speak English "very well"	283	+/-82
Speak English "well"	27	+/-20
Speak English "not well"	22	+/-20
Speak English "not at all"	62	+/-54

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

While the 2007-2011 American Community Survey (ACS) data generally reflect the December 2009 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2000 data. Boundaries for urban areas have not been updated since Census 2000. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2007-2011 American Community Survey

#### 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.

**Table 21a. Maine -- Ability to Speak English by Language Spoken at Home for the Population 5 Years and Over: 2000**  
 Internet Release Date: October 29, 2004 (revised 2/06)

[Data based on a sample. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see <http://www.census.gov/prod/cen2000/doc/sf3.pdf>]

Language spoken at home	Total	Speak English "very well"		Speak English "well"		Speak English "not well"		Speak English "not at all"	
	Number	Number	Percent	Number	Percent	Number	Percent	Number	Percent
<b>Population 5 years and over</b>	1,204,165	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak only English	1,110,200	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak language other than English	93,965	69,905	74.4	16,370	17.4	6,990	7.4	705	0.8
<b>Spanish or Spanish Creole</b>	9,610	6,945	72.3	1,465	15.2	1,075	11.2	125	1.3
<b>Other Indo-European languages</b>	76,080	57,915	76.1	13,005	17.1	4,825	6.3	340	0.4
French (incl. Patois, Cajun)	63,640	48,275	75.9	11,260	17.7	3,905	6.1	200	0.3
French Creole	55	25	45.5	30	54.6	0	0.0	0	0.0
Italian	1,475	1,190	80.7	205	13.9	80	5.4	0	0.0
Portuguese or Portuguese Creole	520	405	77.9	80	15.4	10	1.9	25	4.8
German	4,005	3,385	84.5	340	8.5	260	6.5	20	0.5
Yiddish	115	100	92.6	4	3.7	4	3.7	0	0.0
Other West Germanic languages	385	350	90.0	20	5.1	15	3.9	4	1.0
Scandinavian languages	780	675	87.1	70	9.0	30	3.9	0	0.0
Greek	765	580	75.9	125	16.4	55	7.2	4	0.5
Russian	895	505	56.1	170	18.9	195	21.7	30	3.3
Polish	765	555	72.6	185	24.2	25	3.3	0	0.0
Serbo-Croatian	520	245	46.7	170	32.4	110	21.0	0	0.0
Other Slavic languages	400	285	70.4	90	22.2	15	3.7	15	3.7
Armenian	85	80	95.2	0	0.0	4	4.8	0	0.0
Persian	340	235	69.1	60	17.7	20	5.9	25	7.4
Gujarathi	65	25	42.4	30	50.9	4	6.8	0	0.0
Hindi	130	115	92.0	10	8.0	0	0.0	0	0.0
Urdu	110	90	81.8	20	18.2	0	0.0	0	0.0
Other Indic languages	245	225	91.8	20	8.2	0	0.0	0	0.0
Other Indo-European languages	785	560	71.3	125	15.9	90	11.5	10	1.3
<b>Asian and Pacific Island languages</b>	5,735	3,250	56.7	1,455	25.3	840	14.7	190	3.3
Chinese	1,260	645	51.2	310	24.6	210	16.7	95	7.5
Japanese	605	365	60.3	165	27.3	75	12.4	0	0.0
Korean	405	225	55.0	110	26.9	70	17.1	4	1.0
Mon-Khmer, Cambodian	1,085	595	55.1	225	20.8	235	21.8	25	2.3
Miao, Hmong	5	4	100.0	0	0.0	0	0.0	0	0.0
Thai Laotian	110	60	57.7	30	28.9	10	9.6	4	3.9
Vietnamese	135	65	48.2	35	25.9	35	25.9	0	0.0
Other Asian languages	910	430	47.3	250	27.5	175	19.2	55	6.0
Tagalog	235	210	89.4	15	6.4	10	4.3	0	0.0
Other Pacific Island languages	770	510	65.9	250	32.3	10	1.3	4	0.5
	215	140	65.4	60	28.0	10	4.7	4	1.9
<b>Other languages</b>									
Navajo	2,540	1,790	70.7	445	17.4	250	9.8	55	2.1
Other Native North American languages	10	4	50.0	4	50.0	0	0.0	0	0.0
Hungarian	1,180	950	80.2	210	17.7	25	2.1	0	0.0
Arabic	110	110	96.5	4	3.5	0	0.0	0	0.0
Hebrew	335	230	68.9	90	27.0	10	3.0	4	1.2
African languages	120	110	93.2	4	3.4	4	3.4	0	0.0
Other and unspecified languages	480	165	34.4	75	15.6	190	39.6	50	10.4
	300	225	75.0	55	18.3	20	6.7	0	0.0

(X) Not applicable.