



LIMITED ENGLISH PROFICIENCY

PURPOSE

In the administration of its official duties and functions, the Florida Department of Environmental Protection (DEP) interacts with persons who may have limited English proficiency (LEP). The intent of this directive is to provide general information, specific methodologies and support systems to ensure meaningful access for LEP persons to agency programs, services and important information.

VISION

DEP believes that access to and understanding of important information is critical for ensuring programs, services and activities are available to everyone in Florida. This includes taking reasonable steps to ensure meaningful access for persons with LEP.

AUTHORITY & RESPONSIBILITY

The Secretary of DEP directs the establishment of an LEP program to ensure operational compliance with the Florida Civil Rights Act and U.S. Executive Order (EO) 13166 as they relate to agency activities impacting LEP individuals and communities. The Secretary shall designate a Limited English Proficiency Coordinator (LEPC) who is responsible for the operation and implementation of DEP's LEP directive. The LEPC will lead; advise leadership; coordinate with districts, divisions, offices, and other subsidiaries; advocate for resources and continual improvement; conduct analysis and reporting; and carry out day-to-day activities as needed for the success of the program.

The DEP Office of Inspector General (OIG) has systems and procedures to receive, process, investigate and respond to discrimination complaints.

All DEP managers, supervisors, employees and contractors share responsibility for ensuring fair LEP access to programs, services, notifications and presentations. Employees at all levels must consider likely audiences when developing communications and outreach in their subject matter areas. Primary languages spoken by targeted as well as significant potential and impacted audiences should be considered when developing written, spoken or produced materials intended to convey DEP activities, services and notices.

Employees at all levels should also be aware of how to respond if they receive a request for interpretation or translation services. Local leadership must ensure that staff have the tools and information to appropriately process or timely forward requests for language assistance.

Implementation is accorded the same priority as compliance with all other legal obligations incurred by DEP in its grants and funding agreements with the U.S. Environmental Protection Agency and other federal entities.



BACKGROUND

DEP is a recipient of federal grants and funding from the EPA.

The U.S. government has long established laws, rules and regulations that prohibit discrimination based on race, color and national origin to grant and funding recipients from the U.S. government. These can be found in Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and 42 U.S. Code 2000(d) to 2000(d)-4.

In Florida, the Civil Rights Act of 1992 (Title XLIV Chapter 760, Sections [760.01](#), [760.11](#) and [509.092 .01](#)) mirrors federal requirements to remedy discrimination and unequal treatment of minorities. The act secures freedom from discrimination based on race, color, religion, sex, pregnancy, national origin, age, handicap, or marital status for all Florida residents and visitors. The act further seeks to protect personal dignity; enable full productive capacity; reduce domestic strife; improve public safety, health and welfare; and promote the interests, rights and privileges of every individual in the state.

On Aug. 11, 2000, the President of the United States signed Executive Order (EO) 13166, which required federal agencies to develop methods and systems for improving communications with the LEP community that are consistent with the fundamental mission of the agency without burdening it. EO 13166 also directed federal agencies to issue guidance to ensure that recipients of federal financial assistance take reasonable steps to provide meaningful access to their programs and activities by LEP persons.

On June 25, 2004, the EPA published its guidance for entities receiving assistance from that agency ([69 FR 35602](#)).

RESPONDING TO LEP NEEDS

Leadership and employees throughout DEP, its divisions, districts, offices, and contractors determine general availability of language services based on the size and makeup of LEP populations in areas impacted by their activities. These services may be enhanced or augmented as needed at the discretion of local leadership, depending on interest and potential for impact.

DEP has adopted the U.S. Department of Justice (DOJ) four-factor test¹ to determine the quantity, quality and type of LEP services that may be needed in each service area.

1. Number or proportion of LEP persons in the service population.
2. Frequency with which LEP individuals come into contact with the program or activity.
3. Importance of the service provided by the program.
4. Resources available.

LEP services may be provided in two ways: **verbal interpretation** and **written translation**.

¹ 67 Fed. Reg. 117, s. V (June 18, 2002).



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1. **Verbal interpretation** is the act of listening to something in one language (source language) and orally translating it into another language (target language).
 2. **Written translation** is the replacement of a written text from one language (source language) into an equivalent written text in another language (target language).

IMPORTANCE & PRIORITY

All DEP programs and services are important; however, those related to public safety as well as air, water and soil quality are among the most important. Materials developed to convey public information on these topics will be given priority for translation into languages for populations most likely to have interest or be impacted. DEP will also provide interpretation and/or translation of other notices, outreach and public information when reasonable and within the available resources.

In other cases, DEP will strive to provide alternative but meaningful accessibility. DEP will continually evaluate its programs, services and activities to ensure that persons who may have LEP are provided with meaningful access. Notices of potential or actual agency actions that may impact the rights, health, property or commerce of LEP individuals or communities will be given priority for proactive translation and be provided on request at no cost to affected parties.²

² Internal reports, studies, research, correspondence, drafts and other records created in English for the day-to-day business of the agency may not be immediately eligible for interpretation or translation. These records may be translated at the discretion of subject matter management and any costs accrued may be charged to the requester.

Administrative Directive DEP 220



Approved by the Secretary
Effective December 8, 2023

DIRECTION

This directive establishes the operational steps necessary to implement the above referenced general guidance. This directive also authorizes and implements procedures and activities that facilitate meaningful access to agency programs and services in compliance with EO 13166.

This directive sets minimum standards and requirements but does not preclude departmental entities from offering more extensive or tailored LEP services to meet localized needs or address the needs of specific populations.

This directive will be reviewed and updated every five (5) years.

For additional information, contact the LEPC at LEP@FloridaDEP.gov or 850-245-2118.

This section is presented in six (6) parts:

- I. Organization.
- II. Training.
- III. Outreach & Public Noticing.
- IV. LEP Procedures.
- V. Record Keeping.
- VI. Complaint Procedures.



I. ORGANIZATION

The designated LEPC is a responsible person appointed by the Secretary or their designee for the purpose of providing statewide leadership and coordination and fostering the success of the LEP program. The LEPC will remain current on all federal and state requirements; provide coordination, counsel and assistance to leadership and staff; gather and analyze data; update plans; and prepare guidance and submit reports as necessary to fulfill the objectives of the LEP program. The LEPC may fill this role as a shared responsibility with other duties.

Organizational leadership in the various divisions, districts, offices, etc., retain responsibility for awareness and effective implementation of this directive to benefit their specific areas of responsibility.

In addition to the LEPC, each division, district, and office will designate an LEP/Title VI contact (LEP Liaison) to assist with coordinating local assistance for LEP individuals and advising on outreach development. LEP Liaisons will continually assess local demographics and customer interactions in order to advise leadership and the LEPC on substantial trends and changes that may require different approaches or services. Likewise, LEP Liaisons will maintain awareness of new and emerging technologies in order to effectively communicate and conduct outreach to groups with LEP.

The LEP Liaison is responsible for:

1. Training local staff when and how to utilize language service tools and providers.
2. Ensuring that language service procedures, tools and contacts are easily available to staff most likely to encounter LEP customers.
3. Assisting, advising, arranging, and coordinating local access to language tools and providers when needed.
4. Managing an inventory of local documents available in languages other than English.

II. TRAINING

DEP has approximately 3,000 employees statewide, all of whom receive annual nondiscrimination training. This training is tracked by the DEP Office of Organizational Development and Engagement, within the Division of Administrative Services.

Training materials for employees and contractors on effective communication with LEP individuals and outward nondiscrimination will be included as part of annually required staff training and easily accessible to all DEP employees, and contractors.

III. OUTREACH & PUBLIC NOTICING

DEP understands that environmental issues are of critical importance to the lives and well-being of those living in and visiting Florida. It is important that those with LEP can access and understand notices, rules, regulations, permit documents and other essential materials that may impact their lives and property. When working in an LEP community, the DEP will develop translations of commonly requested written, printed,



and online materials in the predominant languages spoken in areas impacted by our work and make these easily accessible by those populations.

Because DEP divisions, districts, and offices each impact unique and diverse populations, determination of which documents to translate will be made on a case-by-case basis. These decisions will be made by program management based on the predominant language(s) represented within affected geographic areas and populations based on these guidelines:

- I. DEP's public notices clearly state that language services are available with specified notice.
- II. Notices on issues of interest or impact to LEP communities are routinely translated and posted both in minority publications and at public forums.
- III. Printed or posted items (e.g., fact sheets, hand-outs and informational brochures) that might be made available at public meetings and for raising awareness of important issues are translated and made available in formats and locations similar to their English equivalents. Determination of which language(s) receive translation is based on the DOJ four-factor test and may be expanded at the discretion of subject matter management.

DEP's public notices will clearly state that language services are available with specified notice. The following statement will be included on all 30-day public notices:

"Public participation is solicited without regard to race, color, religion, sex, pregnancy, national origin, age, handicap, or marital status. Persons who require special accommodations under the American with Disabilities Act (ADA) or persons who require translation services (free of charge) are asked to contact [person listed in the notice] at 850-245-2118 or LEP@FloridaDEP.gov at least ten (10) days before the meeting. If you have a hearing or speech impairment, please contact the agency using the Florida Relay Service, 800-955-8771 (TDD) or 800-955-8770 (voice)."

The following statement will be included on all 7-day public notices:

"Public participation is solicited without regard to race, color, religion, sex, pregnancy, national origin, age, handicap, or marital status. Persons who require special accommodations under the American with Disabilities Act (ADA) or persons who require translation services (free of charge) are asked to contact [person listed in the notice] at 850-245-2118 or LEP@FloridaDEP.gov at least forty-eight (48) hours before the meeting. If you have a hearing or speech impairment, please contact the agency using the Florida Relay Service, 800-955-8771 (TDD) or 800-955-8770 (voice)."

In areas with high numbers of persons speaking Florida's identified LEP languages, Spanish and Haitian Creole language media sources are used to advise communities in their primary language of available language services (for example):

Spanish - *Se solicita la participación del público sin distinción de raza, color, religión, sexo, embarazo, origen nacional, edad, discapacidad o estado civil. Las personas que requieran adaptaciones especiales según la Ley de Estadounidenses con Discapacidades (ADA) o las*



personas que requieran servicios de traducción (sin cargo) deben comunicarse con [la persona que figura en el aviso] al menos [hasta pero no más de diez (10)] días antes de la reunión.

Creole (Haitian) - *Yo mande patisipasyon piblik san konsiderasyon ras, koulè, relijyon, sèks, gwosès, orijin nasyonal, laj, andikap, oswa eta sivil. Moun ki bezwen akomodasyon espesyal dapre Lwa Ameriken andikape yo (ADA) oswa moun ki bezwen sèvis tradiksyon (gratis) yo mande pou kontakte [moun ki endike nan avi a] omwen [jisika dis (10) men pa plis pase dis (10)] jou anvan reyinyon an.*

IV. LEP PROCEDURES

Florida is a culturally rich state with residents and visitors from all over the world. In recognition of this, DEP's goal is to provide competent interpretation services to LEP persons when given reasonable notice. Once it is determined that an LEP person needs assistance, employees should take reasonable steps to obtain an interpreter in an efficient manner so that the LEP person does not experience an unreasonable delay while attempting to obtain services or information.

Eligibility Process

Determinations on providing language translation or interpretation services will be guided by the DOJ's four-factor test:

1. The proportion of people eligible and likely to be served. Are significant numbers of LEP people residing in a jurisdictional area or likely to be interested or impacted?
2. Frequency of contact. Have significant numbers of LEP people contacted DEP with interest or concern about activities or services?
3. Nature and importance of the information. Is the information about issues or events that may significantly impact health, safety, employment, financial interests, or access to programs or services?
4. Resources and cost. Do the above conditions exist to the extent that the cost of translation and/or interpretation services are warranted or possible?

Verbal Interpretation

DEP employees reflect the demographics of the communities where they live, and many are fluent in languages other than English. Division and district management are aware of employees who are competent in foreign languages and fluent with environmental industry terms and concepts in those languages. Local management are familiar with, and may call on, staff members for day-to-day interactions with the LEP community who are best suited for providing the highest level of verbal interpretation and/or written translations appropriate for conducting business.

As part of this process, it is important to make a good faith effort to identify the preferred language of the person(s). When possible, this may be done using a language identification sheet or "I speak" card. It is the responsibility of the DEP employee engaged in the interaction to obtain the LEP person's contact information



and ensure a timely return visit (or call) is arranged or that the issue is referred to appropriate leadership for a response. When determining the correct accommodation for the LEP need, employees should consider:

1. **Local employee support:** Districts, divisions and offices may use local DEP staff who are both fluent in a language and familiar with the subject being discussed to provide translation services as appropriate. Bilingual staff should be determined to be competent and comfortable with translating before engaging in this activity. If bilingual staff are used to interpret between languages, or to orally explain written documents, they should be competent in the skill of interpreting. Being bilingual is not the same as having the ability to interpret, particularly when dealing with a highly technical issue. There may also be times when the role of the bilingual employee conflicts with the role of an interpreter. If at any time the employee is uncomfortable with the role of interpreter/translator, end the discussion and coordinate a better method to communicate.
2. **Professional support:** While internal staff that are fluent in various languages may be able to communicate with LEP individuals on a day-to-day basis, DEP recognizes that it may not always be able to provide all verbal interpretation with in-house resources. When no local resources are available to provide translation or interpretation services, or when needed for a public meeting, professional translation services must be requested from the LEPC.
3. **Community assistance:** If no local staff or professional support is available, it is permissible to temporarily communicate via a family member or friend who is fluent. However, this should be for emergency or short-term purposes only and primarily for the purpose of collecting contact information of the LEP person, the subject of interest and to advise them that someone fluent and familiar with the topic will be in touch soon. Family or friends may not be reliable for discussing important agency-related information with an LEP person. Limit reliance on family and friends to translation of essential and immediate topics only.

Using a friend or family member as an interpreter presents special challenges as they may not be qualified or understand the subject matter. They may not be able to provide a full and accurate interpretation or may color interpretation with their own observations. This is particularly problematic where confidential issues are involved or where the friend or family member may have a conflict of interest.

Outside of an emergency or short-term collection of information, **the following criteria must be met** before using friends or family members to interpret:

- A free and qualified interpreter has been offered to the LEP person.
- The LEP person knowingly, freely and voluntarily rejects that offer, requesting that a friend or family member interpret instead.
- The friend or family member is over the age of 18.
- The friend or family member is capable of providing competent interpretation.
- There are no issues of confidentiality, privacy or conflicts of interest between the interpreter and the LEP person.
- All of the above information is documented in the LEP log.



4. Translation tools and apps: When no other resources are available, you may use online translation tools or apps to help collect contact information and subjects of interest and communicate with the LEP person that a person who speaks the preferred language will contact them soon. Online translation tools and apps may not be reliable for discussing important agency-related information with an LEP person. Limit the use of these aids to the translation of essential and immediate topics only.

Interpretation Services for Public Hearings or Meetings

When scheduling a public meeting, presentation or event that includes topics likely to impact substantial LEP persons or communities, planners must consider providing professional interpreters fluent in the most prevalent language of the people or community affected.

Staff who are engaged in the subject matter of the public meeting or hearing shall promptly inform the LEP Liaison of any potential need for an interpreter. The LEP Liaison will review the content and apply the DOJ four-factor test to determine applicability. If it is approved, the LEP Liaison shall refer the information to the [LEPC](#) and request the necessary professional interpretation services.

Written Translation

Document translation may be requested or required. Whether a document will be translated at no cost to a requester depends on the type and content of the document. When a translation of documents is requested by an external party, the LEP Liaison will review the content and apply the DOJ four-factor test to determine applicability. If it is approved, the LEP Liaison will ensure that the document is in an approved, most current and final form. Then, the Liaison will submit the documents to an approved provider for translation. The process of translation should be completed within a reasonable time to minimize delays, expenses or other negative impacts to the requester due to their not having the information.

The following types of documents may have a direct impact on a person or community and therefore should be evaluated for translation upon request: notices, orders, warnings, instructions, application forms, permit responses and supporting information.

Types of documents that may (or may not) be translated on request at the discretion of the appropriate division, district, or office include internal reports, data and analysis; internal communications such as emails and memos; building plans and blueprints; legal and legislative strategy communications; historical reports and records; items submitted by external sources; and information that is non-critical and low impact on the person requesting the translation. For example, general information on a state park webpage might be translated only at the discretion of the Division of Recreation and Parks. Such translations may be subject to charges to the requester.

As new documents and records are created, the division, district or office developing those records must consider the LEP constituency impacted by the content and arrange for appropriate translation as part of developing their communication plan. For example, notices of public meetings that take place within or may impact specific LEP groups should include translation as part of their outreach development.



Costs & Charges

Many translation and interpretation services may be provided at no cost to the party being served. Provision of required services that facilitate meaningful access to ongoing public services and activities directly impacting LEP populations will be provided at no cost. Notices of potential or actual agency actions that may impact the rights, health, property or commerce of LEP individuals or communities will be given priority for proactive translation and be provided on request at no cost to affected parties.

There may be occasions when requests are made to translate or interpret other content and other records that do not directly impact access to services. Should requests be made to translate or interpret these items, there may be charges to the requestor. These charges will be determined by appropriate management and reflect the actual costs of providing these services. No translation or interpretation on these documents will be conducted until an estimate of charges is agreed to by the requester and payment (or deposit) is made.

Any questions about charging for services may be directed to the [LEPC](#).

V. RECORD KEEPING

The LEP Liaison in each division, district or office must maintain an LEP log. All public meetings requiring interpretive services must be documented in the log. These details are to be regularly reported in the format, schedule and method established by the LEPC.

LEP log entries must include:

- Date of meeting.
- Language(s) translated.
- Medium (e.g., telephone or in-person).
- Type of language assistance (e.g., oral or written).
- Service provider utilized.
- Total costs (if any).
- Staff time.
- Subject (e.g., assist in permitting process).

Reports

To maintain an effective and continually improving LEP program, the LEPC will track the frequency of requests for interpretation and translation at public meetings as well as how often these services were provided. The LEP Liaisons will be responsible for providing the information to the LEPC, who will make these annual reports available upon request.



Sample/draft annual reporting tracker:

Limited English Proficiency Tracker	FY 20XX
# of translation services requested	
# of translation services provided	
# of interpreter services requested	
# of interpreter services provided	
cost of translation programs	
cost of interpreter programs	

VI. COMPLAINT PROCEDURES

Anyone who believes that an entity of DEP has discriminated against someone on the basis of race, color, religion, sex, pregnancy, national origin, age, handicap, or marital status may file a complaint. The DEP OIG will receive, process, investigate and respond to all complaints including violations of this directive in accordance with the procedures provided in DEP 221, Nondiscrimination Grievance Procedure Directive. Complaints may be filed using the [OIG website](#). Complaints may also be made by calling the OIG at 850-245-3151, emailing IG.Complaints@FloridaDEP.gov, or by mail to the Office of Inspector General, 3800 Commonwealth Blvd., MS 40, Tallahassee, FL 32399.

CONCLUSION

DEP believes that its alternative language services meet or exceed LEP requirements by focusing on providing access to the LEP community as well as compliance with federal guidelines.

DEP is committed to providing meaningful access to people with LEP needs in accordance with the letter and spirit of the law. Leadership and employees at all levels will consider LEP needs as they develop outreach and materials and plan interactions with the public. DEP will continually adjust and adapt its resources, plans and training in order to best address the needs of Florida’s changing demographics.

For questions or concerns regarding LEP, contact LEP@FloridaDEP.gov or 850-245-2118.



DEFINITIONS

District. One of the six (6) DEP regulatory offices located regionally throughout the state and primarily responsible for permit processing, inspections of permitted facilities, response to reports of environmental damage, compliance assistance and enforcement activities.

Division. One of the many specialized authorities within DEP responsible for statewide operations related to their specific mission. These include State Parks, State Lands, Law Enforcement and Emergency Response, Air Resource Management, and others.

Florida Department of Environmental Protection (DEP). The state of Florida's lead agency for environmental management and stewardship, charged with protecting air, water and land.

Limited English Proficiency (LEP). Individuals who have limited ability to read, speak, write or understand English.

Office. One of the many specialized activities within DEP responsible for statewide operations in support of high-level agency operations. These include General Counsel, Inspector General, Water Policy and Ecosystems Restoration, and others.

Verbal Interpretation. Spoken explanation of statements, presentations, written documents, actions, notices, etc., so that they may be understood by someone who is not proficient in English.

Written Translation. Interpreting written words or text from one language into another so that it may be read and understood by someone who is not proficient in English.



**APPENDIX A
SAFE HARBOR**

Federal law provides a “safe harbor” stipulation so that recipients of federal funding and grants can ensure their compliance with LEP obligations. In short, this means if an agency provides written translation services, this will be considered strong evidence of compliance with obligations under Title VI.

Please note, the failure to provide written translations under the circumstances does not mean there is noncompliance. Rather it provides a guide for recipients that would like greater certainty of compliance that can be provided by a fact-intensive, four-factor analysis. For example, if written translation of a certain document(s) would be so burdensome as to defeat the legitimate objectives of its program, safe harbor is not necessary. Other ways of providing meaningful access, such as effective oral interpretation of certain vital documents, might be acceptable under such circumstances.

Strong evidence of compliance with the recipient’s written-translation obligations under safe harbor includes providing written translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. DEP’s translation of other documents, if needed, can be provided orally.

This safe harbor provision applies to the translation of written documents only. It does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable.



**APPENDIX B
STATISTICS**

The attached appendix pages provide a quick reference guide for DEP leadership and staff who are developing outreach or preparing for public communications on topics that may impact or be of interest to those in the LEP community. These statistics should be used to determine the most likely languages that may be encountered in order to anticipate and prepare for the most likely LEP interpretation and translation needs.

According to the U.S. Census Bureau - American Community Survey (ACS), in 2020 Florida had a total population of 21,538,187. Of this, 70.6% reported speaking English only. Nearly 29.4% reported also speaking a language other than English. Spanish was the second most frequently spoken language, with 21.8% reporting it as what was spoken at home. The next most frequent (5.3%) was not a single language, but a grouping of similar languages categorized as Indo-European (German to Farsi). Within these groups of people fluent in languages other than English are those with LEP.

The percentage of Florida households with members who spoke English less than “very well” remained at 6.9% between the 2010 and 2020 ACS surveys. The percentage of individuals also stayed constant at 12% over that same time period. However, this does not mean that the number of individuals in the state with LEP remained static over that time. The number of individuals with LEP has increased along with the overall population.

Table 1 – LEP households in Florida 2010--2020

Label	Estimate	Percent
All households		6.9%
Households speaking -		
Spanish		28.7%
Other Indo-European languages		18.8%
Asian and Pacific Island languages		22.7%
Other languages		17.0%

Label	Total Estimate	Percent	Limited English... Estimate	Percent limited...
All households	7,931,313	(0)	543,395	6.9%
Households speaking -				
Spanish	1,682,009	21.2%	497,489	29.7%
Other Indo-European languages	471,484	5.9%	76,522	16.1%
Asian and Pacific Island languages	141,288	1.8%	27,416	19.4%
Other languages	65,697	0.8%	8,368	12.7%

Table 2 – LEP individuals in Florida 2010--2019

2010 ACS	Florida	FL	LEP
Label	POPULATION	LEP	PCT
TOTAL	17,431,114	2,063,298	12%
Speak only English	12,786,704		
Spanish or Spanish Creole:	3,408,312		
Speak English less than "very well"	1,586,755	1586755	9% 77%

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2019 ACS	Florida			LEP
Label	POPULATION	LEP	PCT	PCT
TOTAL	19,773,422	2,353,336	12%	
Speak only English	13,956,872			
Spanish:	4,312,975			
Speak English less than "very well"	1,830,118	1,830,118	9%	78%

Between 2010 and 2019, Florida’s total LEP population increased by over 290,000. If this trend continues, we can expect approximately 32,000 new people with LEP to enter the state (and be subject to DEP regulations, notifications and activities) each year into the foreseeable future.

The [U.S. Census 2020 American Community Survey \(B16001\)](#) provides the most recent data on languages spoken in each state along with estimates of the numbers in the LEP category. The data reveals the top five LEP languages in Florida as follows:

1. **Spanish** - 1,844,887 (**9.2%** of total population and 78% of LEP population).
2. **Creole (Haitian)** - 165,374 (**0.8%** of total population and 7% of LEP population).
3. **Portuguese** - 50,742 (**0.3%** of total population and 2.1% of LEP population).
4. **French** – 42,145 (**0.21%** of total population and 1.8% of LEP population).
5. **German** – 38,889 (**0.19%** of total population and 1.6% of LEP population).

As previously mentioned, these are statewide totals and averages. LEP populations and interests will vary greatly across counties and districts.

Florida’s population and diversity varies greatly from the Panhandle to the Keys. As a reflection of this, neither the individual language numbers above nor the 12% average is evenly represented in every county throughout the state. The largest LEP populations are concentrated in specific, mostly southern, areas of the state. For example, in 2019, Miami-Dade County counted 35% of its population as LEP, while in the northern part of the state Baker and Dixie counties each had less than 1%. Frequency of contact with DEP by LEP individuals is also relative to their interest in activities and services offered. This varies widely depending on the area of the state.