

# Language Access Plan

Development Services Department

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Development Services Language Access Liaison

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## I. INTRODUCTION

The Development Services Department has the responsibility to ensure, for all people, our handouts, polices and building safety documents are carried out in a manner that is not discriminatory, regardless of race, color, national origin, or sex (gender). Development Services is committed to fulfilling this obligation.

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 200d, et seq., and its implementing regulations provide no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance.

Executive Order 13166, titled *Improving Access to Services for Persons with Limited English Proficiency*, indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including the Municipality of Anchorage.

### PLAN SUMMARY

Development Services has developed this *Language Access Plan* (LAP) to help identify reasonable steps to provide language assistance for Limited English Proficient (LEP) persons seeking meaningful access to our services as required by the Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

In order to prepare this plan, Development Services used the four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served by the Development Services Department.
2. The frequency with which LEP persons come in contact with Development Services Department services.
3. The nature and importance of services provided by the Development Services Department to the LEP population.
4. The interpretation services available to the Development Services Department and overall cost to provide LEP assistance. A summary of the results of the four-factor analysis is in the following section.

## II. MEANINGFUL ACCESS: FOUR-FACTOR ANALYSIS

### 1. The number or proportion of LEP persons in the service area who may be served or are likely to require Development Services Department services.

The Mayor's Language Access Liaison examined the U.S. Census Bureau's 2009-2013 American Community Survey, Table B16001 "Language Spoken at Home by Ability to Speak English for the Population 5 years and Over." Through an analysis of population sorted by census tracts within the Development Services Department, it was determined that approximately 6.2% of the Anchorage population (17,050 individuals) speak English "less than very well". It should be noted that "less than very well" is inclusive of responses indicating they spoke English "not well," and "not at all."

**Table 2**  
**Populations Exceeding the LEP Safe Harbor Threshold**  
**(5% of total population or 1,000 individuals – whichever is less)**

Primary Language Spoken	# of Individuals	% of Population
Tagalog	3881	1.4
Spanish or Spanish Creole	3287	1.2
Hmong	1687	0.6
Korean	1539	0.6
*Other Pacific Island Languages	1379	0.5

\* "Other Pacific Island Languages" includes, but is not limited to: Chamorro, Hawaiian, Ilocano, Indonesian, and Samoan

**2. The frequency with which LEP individuals may come in contact with a Development Services Employee**

The Development Services' Building Safety permit counter interacts with individuals who speak English as a second language occasionally. During the summer months, these encounters increase but the majority of encounters year-around are from English speaking residents. Staff uses a variety of strategies to convey information including *Language Link* interpretation services.

Development Services log shows two calls through *Language Link* since they began using its services in 2016. The majority of *Language Link* interpretation services were needed for Spanish speakers.

**3. The nature and importance of services provided by Development Services to the LEP population**

The ability to effectively communicate with the public is essential to ensure that the extent of our services are easily understood by those seeking to use our Permitting Division and all other divisions in our Department.

The ability to effectively communicate with the public is essential to ensure the extent of our services are easily understood by those seeking to use our public permitting counter.

**4. The resources available to Development Services and overall costs to provide LEP assistance**

Development Services reviewed its available resources that could be used for providing LEP assistance and which documents would be most valuable to be translated if the need should arise. Development Services' will use *Language Link* for telephonic interpretation services, the Alaska Institute for Justice-Language Interpreter Center for in-person interpretation and will seek quotes

for necessary translation from both entities. Currently, Language Link does not provide services in any Alaska Native Language, so we will exclusively use the Language Interpreter Center for these needs.

### **III. LANGUAGE ACCESS PLAN OUTLINE**

#### **A. Identification of a LEP Person who needs language assistance services**

A person who does not speak English as their primary language and who has a limited ability to read, write, speak or understand English may be a Limited English Proficient person and may be entitled to language assistance with respect to the Development Services services. Language assistance can include interpretation, which means oral or spoken transfer of a message from one language into another language and/or translation, which means the written transfer of a message from one language into another language. Encounters with LEP person are expected to occur as stipulated in Part II, Section 3.

#### **How the Development Services' staff may identify a LEP person who needs language assistance:**

- Signage about language services in different languages
- “Point to Your Language Posters”
- Self-identify as needing an interpreter
- Assessed and trained bilingual staff to assist
- Examine records requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings;
- At public meetings, set up a sign-in sheet table and have a staff member greet and briefly speak to each attendee. This method will allow staff to informally gauge the attendee’s ability to speak and understand English, while asking an open ended question that requires a full sentence reply;
- Survey frontline staff of any direct or indirect contact with LEP individuals.

#### **B. Language Assistance Measures**

Although the Development Services has been using Language Link and the Language Interpreter Center since 2016, a recording and reporting mechanism will be implemented. Invoices from both vendors assist in providing this information.

1. The Development Services staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating English.
2. The following resources will be available to accommodate LEP persons:
  - i. “Point to your language” posters and brochures will be in easy view of front desk
  - ii. Language Link brochures with “Point to your language” language identification and instructions for use will be given to all Development Services employees
  - iii. Staff will be trained on how to identify language of LEP through use of “Point to your language” cards or through assistance of Language Link operator
  - iv. Staff will utilize Google Translates for quick assistance if a LEP person requires assistance with a document. Determination will be made for long documents if paid

translation is to be pursued.

#### **IV. STAFF TRAINING**

The following training will be provided to all staff:

- Information on the MOA's responsibilities per/in regard to Title VI Policy and Language Access for LEP individuals
- Description of language assistance services offered to the public
- Use of the "Point to your language" cards
- Documentation of language assistance requests
- How to handle a potential Title VI/LEP complaint
- Specific note staff are prohibited from asking for citizenship status of any individual

All contractors or subcontractors performing work for the Development Services Department will be required to follow the Title VI/LEP guidelines.

#### **V. TRANSLATION OF DOCUMENTS**

- If necessary, quotes for translation services will be received from both vendors before a contract is signed
- Documents will be translated on an as needed basis' as we do not expect many documents in need of translation.

#### **VI. MONITORING AND UPDATING THE LAP**

This plan is designed to be flexible and is one that can be updated regularly. At a minimum, the plan will be reviewed annually and updated with data points from the following year and incorporated any new U.S. Census data as available. Updates will incorporate data gained from the reporting toll and staff observation, including:

- The number of documented LEP person contacts encountered annually
- Determination of the current LEP population in the service area
- How the needs of LEP persons have been addressed
- Determine whether local language assistance programs have been effective and sufficient to meet the need
- Determine whether the Development Services Department financial resources are sufficient to fund language assistance resources needed
- Determine whether the Development Services Department fully complies with the goal of this Language Access Plan
- Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals.

## VII. DISSEMINATION OF DEVELOPMENT SERVICES LANGUAGE ACCESS PLAN

- Post signs at Permit Counter notifying LEP persons of the LAP and how to access language services
- Includes the LAP with its Title VI Policy and Complaint Procedures. The Notice of Rights under Title VI to the public is posted at the permit counter and on the Department's website at [www.muni.org/building](http://www.muni.org/building)
- LAP will be posted on Development Service webpage
- Copies of the LEP will be provided, on request, to any person(s) requesting the document via phone, in person, by mail or email. LEP persons may obtain copies/translations of the plan upon request

### Language Access Services Complaint Process:

- A complaint regarding the denial of language accessible services, or regarding the quality of language accessible services, including interpreters or translated materials, may be made in person, or in writing; or online at: [https://moa\\_onlineforms.formstack.com/forms/language\\_access\\_complaint](https://moa_onlineforms.formstack.com/forms/language_access_complaint)
- The complaint should specify the date, individuals involved, and the nature of the client (i.e. the interpreter was summarizing, or a LEP individual was denied services because they did not bring their own interpreter);
- All complaints will be directed to the Department's Language Access Representative and the Mayor's Language Access Liaison, who will timely respond and make recommendations for corrective action, if needed;

Hard copies will be available at the front desk and will be translated into Spanish, Tagalog, Korean, Hmong, Samoan and Yup'ik.

Any questions or comments regarding this plan should be directed to:

Municipality of Anchorage  
Development Services Department  
Tana Klunder  
4700 Elmore Road  
Anchorage, AK 99507  
Phone: 907-343-8301  
Fax: 907-343-8200  
[wwdevsvc@muni.org](mailto:wwdevsvc@muni.org)

And

Municipality of Anchorage Mayor's Office  
Language Access Representative  
Amy Coffman  
P.O. Box 196650 Anchorage, AK 99519-6650  
907-343-7112 (phone)  
[coffmanaj@muni.org](mailto:coffmanaj@muni.org)

## VIII. DEFINITIONS

- A. Essential Public Information: Any information used by a department when dealing with the public which is necessary to accomplish the department's mission and with respect to public safety, public health, and economic development.
- B. Department Language Access Representative: The employee designated by the department director to be responsible for the department Language Access Plan (LAP) program.
- C. Four Factor Analysis: The procedure to determine the level of need for language services by documenting: 1) the number and proportion of LEP persons as reported by the most recent census; 2) the frequency with which LEP persons visit various MOA locations; 3) the nature and kind of programs or activities LEP persons use; and 4) the available resources and overall costs for LEP services.
- D. Frontline: Applies to departments and/or personnel that have regular and substantive contact with the public via in person or telephonic communication. See addendum for MOA organization chart with highlighted departments required to have written Language Access Plans.
- E. Interpretation: The immediate spoken communication of meaning from one language (the source language) to another (the target language).
- F. Interpreter: A person who is bilingual or multilingual and possesses the ability to successfully convey a message from one language to another through oral communication.
- G. Language Access Plan (LAP): Department specific documents outlining the procedures and practices that the department will implement to provide language access services to LEP individuals.
- H. Limited English Proficient (LEP): Someone who is not able to speak, read, write or understand English at a level that allows the person to interact effectively with department staff. Individuals maintain the right to self-identity as a LEP person and should not in any circumstances be expected to pay for translation or interpretation services in order to effectively communicate with the department.
- I. Mayor's Language Access Liaison: The employee designated by the Mayor to support the LEP program and to support the Department Language Access Representative.
- J. Telephonic Interpretation: A service that connects human interpreters via telephone to individuals who wish to speak to each other but do not share a common language. The telephone interpreter converts the spoken language from one language to another, enabling listeners and speakers to understand each other. Interpretation over the telephone most often takes place in a consecutive mode, which means that the interpreter waits until the speaker finishes an utterance before rendering the interpretation into the other language.
- K. Translation: The written communication of meaning from one language (the source language) to another (the target language).
- L. Translator: A person who is bilingual or multilingual and possesses the ability to translate from one language to another in written form.