

Language Access Plan

Risk Management Office

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Municipality of Anchorage Risk Management Office
Language Access Representative
Anneliese Roberts

Contents

I. INTRODUCTION	3
II. DEPARTMENT DESCRIPTION	3
III. LANGUAGE ACCESS PLAN	Error! Bookmark not defined.
IV. STAFF TRAINING	5
V. TRANSLATION OF DOCUMENTS	5
VI. MONITORING	5
VII. DISSEMINATION OF RISK MANAGEMENT'S OFFICE LANGUAGE ACCESS PLAN	6
VIII. DEFINITIONS	7

LANGUAGE ACCESS PLAN OUTLINE

I. INTRODUCTION

This *Language Access Plan* has been prepared to address the Municipality of Anchorage Risk Management Office's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

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.

Pursuant to Anchorage's Municipal Policy and Procedure #16-6, the Municipality of Anchorage must "provide timely and meaningful access to LEP and deaf or hard-of-hearing individuals in the conduct of municipal business." Part of meaningful access is up-to-date plans for each Municipal Agency to best support residents and visitors of this city, not only to meet Federal Civil Rights laws, but also to create a more welcoming municipal government and community for all people.

II. DEPARTMENT DESCRIPTION

Risk Management handles all claims regarding damage to municipal property and claims pertaining to municipal damage to third parties and/or property. Risk Management handles all workers' compensation claims for municipal employees. Risk Management also approves and can answer your questions regarding all third-party insurance requirements.

III. LANGUAGE ACCESS PLAN

Risk Management has developed this *Language Access Plan* [LAP] to help identify reasonable steps for providing language assistance to persons with limited English proficiency [LEP] who wish to access services provided. As defined Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

(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 Risk Management’s 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.

(B) The frequency with which LEP persons come in contact with Risk Management.

The Risk Management Language Access Representative reviewed the frequency with which the Risk Management office staff have, or could have, contact with LEP persons. To date, the Risk Management office has not provided in-person or telephonic services to LEP persons.

(C) The nature and importance of services provided by the Risk Management to the LEP population.

Due to the great diversity of languages spoken in the Municipality of Anchorage, the Risk Management office recognizes that staff will come into contact with the LEP population. The Risk Management staff are most likely to encounter LEP individuals through office visits or phone conversations.

(D) How the Risk Management staff may identify an LEP person who needs language assistance:

- Signage about language services in different languages
- Language Identification Guides and Posters – “Point to Your Language” posters and brochures
- Self-identify as needing an interpreter
- 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 front line staff of any direct or indirect contact with LEP individuals.

(E) Language Assistance Measures

The Risk Management Office will be using LanguageLink and the Language Interpreter Center. Invoices from both vendors assist in providing this information.

1. Risk Management 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:

- a. “Point to your Language” posters and brochures will be in easy view of front desk
- b. Language Link brochures with “Point to Your Language” identification and instructions for use will be given to all Risk Management employees
- c. 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
- d. Staff will utilize Google Translate 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.
- Working with an interpreter
- Specific note that staff are prohibited from asking for citizenship status of any individual

All contractors or subcontractors performing work for the Municipality of Anchorage will be required to follow the Title VI/LEP guidelines.

V. TRANSLATION OF DOCUMENTS

The Risk Management Office does not produce forms that would be considered “Vital Documents”, so we do not expect many documents in need of translation.

When staff prepares a document, or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population.

Quotes for translation services will be received from both vendors before a contract is signed.

VI. MONITORING

Monitoring and Updating the LAP- the Risk Management Office will update the LAP as required. At a minimum, the plan will be reviewed annually and updated with data points from following year and incorporate any new U.S. Census data as available. Updates will incorporate data gained from the reporting tool and staff observation, including:

- The number of documented LEP persons encountered in previous year
- Determination of the current LEP population in the service area
- How the needs of LEP persons have been addressed
- Determination as to whether the need for translation services has changed
- Determination whether local language assistance programs have been effective and sufficient to meet the need
- Determination whether Risk Management’s financial resources are sufficient to fund language resources needed
- Determination whether Risk Management fully complies with the goal of this Language Access Plan
- Determination whether complains have been received concerning the agency’s failure to meet the needs of LEP individuals

VII. DISSEMINATION OF RISK MANAGEMENT’S OFFICE LANGUAGE ACCESS PLAN

- Post signs at District office notifying LEP persons of the LAP and how to access language services.
- The Notice of Rights under Title VI to the public is posted at the entrance in the Risk Management Office
- LAP will be posted on the Risk Management Office webpage
- Copies of the LAP 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. Any questions or comments regarding this plan should be directed to:

Municipality of Anchorage Risk Management Office
 Language Access Representative
 Anneliese Roberts
 P.O. Box 196650 Anchorage, AK 99519-6650
 907-343-2521 (phone)
robertsac@muni.org

And

Amy Coffman
 Mayor’s Language Access Liaison
 (907) 343-7112
Coffmanaj@muni.org

Language Access Services Complaint Process:

- The complaint process will be included in the posted notification of the right to an interpreter;

- The Department Language Access Representatives will notify individuals of the complaint procedures and notification in languages most encountered;
- 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;
- 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 Risk Management’s Language Access Liaison, who will timely respond and make recommendations for corrective action, if needed;

Complaint form can be found online at:

https://moa_onlineforms.formstack.com/forms/language_access_complaint

Hard Copies will be available at the front desk and will be translated into Spanish, Tagalog, Korean, Hmong, Samoan and Yup’ik

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 LAP 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.