



Language Assistance Plan

1. Purpose

The City recognizes the importance of effective and accurate communication between its personnel and the community it serves. This Language Assistance Plan (LAP) sets forth the purpose and the actions the City will take to ensure that persons with Limited English Proficiency (LEP) have meaningful access to all City services, programs, and activities. The guidelines and procedures contained in this document apply to all departments and employees of Millcreek who interact directly or indirectly with LEP individuals.

The City is committed to providing meaningful access to its services, programs, and activities to all eligible individuals regardless of race, color, or national origin including those for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

In accordance with federal guidelines and as a federal grant recipient, the City will make reasonable efforts to provide or arrange for free language assistance for LEP persons. Requests for language assistance services, complaints, grievances, and any other questions about this LAP should be made to:

hrinfo@millcreekut.gov

OR

Millcreek, a Utah Municipal Corporation
Attn: Human Resources Department
1330 E Chambers Ave
Millcreek, UT 84106

2. Meaningful Access: Four Factor Analysis

Federal guidelines require that organizations receiving federal funds provide LEP persons with meaningful access to City services, programs, and activities. LEP persons are considered to have meaningful access when they are given adequate information, can understand the services and benefits available to them, have access to the services for which they are eligible, and can

communicate the relevant circumstances of their situation to the service provider(s). The following four factors were considered when preparing the City’s LAP:

- 1) The number or proportion of LEP persons eligible to be served or likely to be encountered by the City’s programs and activities.
- 2) The frequency with which LEP persons using a particular language come in contact with the City services, programs, and activities.
- 3) The nature and importance of the City service, program, or activity to the LEP population.
- 4) City Resources available and costs to provide LEP assistance.

Factor #1:

The number or proportion of LEP persons eligible to be served or likely to be encountered by the City’s programs and activities is based on data obtained from the U.S. Census Bureau.

Based on the eligible population, the following chart reflects the top language preferences in the City by number and proportion.

Millcreek, UT	Population	LEP Population	% of LEP from Population > 5 years old
Total Population	63,430	-	-
Populations 5 years and over	59,392	-	-
Speak only English	49,197	-	-
Speak a Language other than English	10,195	2,973	5.0%
Spanish	3,894	1,127	1.9%
Other Indo-European Languages	3,038	649	1.1%
Asian and Pacific Islander languages	1,327	256	0.9%
Other languages	1,936	641	1.1%

Factor #2:

The frequency in which LEP persons come in contact with the City’s services, programs, and activities.

Of the estimated 59,392 residents of the City aged 5 years and over, 1.9% speak Spanish with LEP, 1.1% speak other Indo-European languages with LEP, .9% speak Asian and Pacific Islander languages with LEP, and 1.1% speak other languages with LEP. Requests for language assistance from LEP persons have been infrequent since the City’s incorporation in 2016. However, the City recognizes its responsibility to be readily accessible and welcoming to the LEP community, as well as the entire City.

Factor #3:

The nature and importance of the City service, program, or activity to the LEP population.

LEP persons need to be able to obtain vital city services, interact with city employees, and participate in city-provided programs and activities. Additionally, the CDBG program the City provides includes several different types of programming designed to assist and improve the lives of low to moderate income residents, which include LEP persons.

Factor #4:

City resources available and costs to provide LEP assistance.

City resources are of concern in providing appropriate levels of service to LEP persons. Some City departments may need to use translation services or interpreters more frequently than other departments. As a result, the City intends to utilize available City resources on an as-needed basis including but not limited to:

- Using "I Speak" language identification cards (Appendix A) to determine the language spoken by the LEP person. "I Speak" cards are available to anyone at the Information Center located inside City Hall, on the City's website, or on the LEP.gov website.
- Contracting with professional in-person or virtual interpreting and translation services including a handheld translation device kept at the City's Information Center and inWhatLanguage, an online language translation service. City employees must have approval from the City Manager or the City Manager's designee before contracting with any interpreting or translation services.
- Utilizing Google Translate, a website plugin, which provides instant informal translation of documents. The plug-in is available on the City's website; <http://translate.google.com> and <http://freetranslation.com> can also be used for informal translation services.
- Utilizing bilingual City employees to interpret or translate. Bilingual employees should be fluent in order to provide effective communication to LEP persons. Employees who are fluent in another language are identified on a list maintained on the City's shared, electronic storage drive.
- Honoring an LEP person's preference or request to use a family member or friend as an interpreter. However, family members or friends of the LEP person will not be used as interpreters unless specifically requested by the individual and the use of such a person as an interpreter is appropriate under the circumstances. Extra caution shall be used when issues of confidentiality or privacy are requisite, or when a potential conflict of interest exists.

3. Language Assistance Measures

Language assistance includes interpretation, which means oral or spoken transfer of a message from one language into another language, and translation, which means the written transfer of a

message from one language into another language. The City will determine when interpretation and/or translation services are needed and are reasonable.

City employees will take reasonable steps to provide the opportunity for meaningful access to language assistance for LEP persons who have difficulty communicating in English. If reasonably possible, the City will provide language assistance in the LEP person's preferred language.

The City currently has employees who are fluent in Spanish and Mandarin. The City will secure interpretation or translation services for other languages in which the City lacks a fluent interpreter. The City's website uses Google Translate to provide immediate translation services for website users.

This LAP can be accessed on the City's website or in-person at the Information Center at City Hall.

4. Staff Training

This LAP will be distributed to all employees of the City and can be accessed on the City's shared, electronic storage drive. Certain City employees will receive periodic training on this LAP and new employees will be trained upon hire to ensure they understand the LAP.

5. Translation of Documents

Currently, the City disseminates all information in English. The City will determine what vital documents need to be translated on a case-by-case basis. Vital documents include but are not limited to, complaint forms, written notices of important legal rights, documents that are critical for obtaining services and benefits, documents identifying upcoming fee and service changes, and notices advising LEP individuals of free language assistance. There is no fee associated with document translation for LEP persons.

The City will follow proper procurement practices when selecting vendor(s) to provide translation services.

6. Monitoring and Updating

The City's efforts will be monitored on an annual basis and updates to this LAP will be made periodically or as needed.

Monitoring efforts include:

- Tracking demographic changes in Millcreek's service area on [census.gov](https://www.census.gov).
- Reviewing and quickly resolving complaints, from LEP persons, related to access of services, programs, and activities.
- Posting this LAP and any subsequent changes on the City's website.
- Soliciting routine feedback from city staff on the City's efforts and LAP.

- Quantifying language assistance requests.

7. Fair Housing

The City is committed to affirmatively furthering fair housing and providing equal access to housing opportunities to all residents without regard to race, color, sex, disability, sexual orientation, familial status, national origin, or source of income including those for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

The City currently qualifies as an entitlement city through Housing and Urban Development (HUD) but has chosen to remain with the urban county (Salt Lake County) for its CDBG allocation. As such, the City does not directly provide affordable housing services but works through the Salt Lake County housing office. LEP persons requesting housing services will be referred to the appropriate county agency for access to affordable housing options.

8. Complaint Process

Any complaints about this LAP should be directed to the Human Resources Department by emailing hrinfo@millcreek.us. To enable Millcreek staff to respond in the most helpful manner, please indicate the nature of your complaint and your contact information. Please allow seven (7) business days' response time.

9. Definitions

- a) *Bilingual*: the ability to speak fluently and communicate directly and accurately in both English and another language.
- b) *CDBG*: The Community Development Block Grant is a federally funded grant program administered by the U.S. Department of Housing and Urban Development (HUD) aimed to assist low to moderate-income communities in community development projects.
- 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 data provided by the U.S. Census Bureau; 2) the frequency with which LEP persons come in contact with City services, programs, and activities; 3) the nature and importance of City services, programs, and activities to LEP persons; and 4) the available resources and overall costs for LEP services.
- d) *Interpretation*: the act of listening to a communication in one language and orally converting it to another language, while retaining the same meaning.
- e) *Language Assistance Plan (LAP)*: a plan for providing LEP persons with meaningful access to services, programs, and activities by providing, upon request, interpretation and translation services, including telephonic interpretation.

- f) *Limited English Proficient (LEP) Person:* A limited English proficient individual is a person who does not speak English as their primary language and who has a limited ability to speak, read, write, or understand English. The United States Department of Justice states that these individuals may be entitled to language assistance with respect to particular types of service, benefit, or encounter.
- g) *Meaningful Access:* Federal standards require that organizations receiving federal funds provide LEP persons with meaningful access to their services, programs, and activities. LEP persons have meaningful access when they:
- are given adequate information;
 - can understand the services and benefits available;
 - can receive the services for which they are eligible; and
 - can communicate the relevant circumstances of their situation to the service provider.
- h) *Primary Language:* the language in which an LEP person is most effectively able to communicate.
- i) *Translation:* the replacement of written text from one language into an equivalent written text in another language.

I speak ...

A

Amharic

እኔ አማርኛ ነው ምናገረው.

Arabic

أنا أتحدث اللغة العربية

Armenian

Ես խոսում եմ հայերեն

B

Bengali

আমী বাংলা কথা বোলতে পারী

Bosnian

Ja govorim bosanski

Bulgarian

Аз говоря български

Burmese

ကျွန်တော်/ကျွန်မ မြန်မာ လို ပြောတတ် ပါတယ်။

C

Cambodian

ខ្ញុំនិយាយភាសាខ្មែរ

Cantonese

我講廣東話 (Traditional)

我讲广东话 (Simplified)

Catalan

Parlo català

Croatian

D

Danish

Jeg taler dansk

Dari

من دری حرف می زنم

Dutch

Ik spreek het Nederlands

E

Estonian

Ma räägin eesti keelt

F

Finnish

Puhun suomea

French

Je parle français

G

German

Ich spreche Deutsch

Greek

Μιλώ τα ελληνικά

Gujarati

હુ ગુજરાતી બોલુ છુ

H

Haitian Creole

M pale kreyòl ayisyen

Hebrew

אני מדבר עברית

Hindi

मैं हिंदी बोलता हूँ ।

Hmong

Kuv has lug Moob

Hungarian

Beszélek magyarul

I

Icelandic

Èg tala íslensku

Ilocano

Agsaonak ti Ilokano

Indonesian

syay bisa berbahsa Indonesia

Italian

Parlo italiano

J

Japanese

私は日本語を話す

K

Kackchiquel

Quin chagüic'ká chábal' ruin' rí
tzújon cakchiquel

Korean

한국어 합니다

Kurdish

man Kurdii zaanim

Kurmanci

man Kurmaanji zaanim

L

Laotian

ຂອຍປາກພາສາລາວ

Latvian

Es runāju latviski

Lithuanian

Aš kalbu lietuviš kai

M

Mandarin

我講國語 (Traditional)

我讲国语/普通话 (Simplified)

Mam

Bán chiyola tuj kíyol mam

Mon

အဲဟို အင်္ဂလိပ်စကား

N

Norwegian

Jeg snakker norsk

P

Persian

من فارسی صحبت می کنم.

Polish

Mówię po polsku

Portuguese

Eu falo português do Brasil
(for Brazil)

Eu falo português de Portugal
(for Portugal)

Punjabi

ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ/ਬੋਲਦੀ ਹਾਂ।

Q

Qanjobal

Ayin tí chí walq' anjob' al

Quiche

In kinch'aw k'uin ch'e quiche

R

Romanian

Vorbesc românește

Russian

Я говорю по-русски

S

Serbian

Ја говорим српски

Sign Language (American)



I, ME



SIGN, SIGN LANGUAGE

Slovak

Hovorím po slovensky

Slovenian

Govorim slovensko

Somali

Waxaan ku hadlaa af-Soomaali

Spanish

Yo hablo español

Swahili

Ninaongea Kiswahili

Swedish

Jag talar svenska

T

Tagalog

Marunong akong mag-Tagalog

Tamil

நான் தமிழ் பேசுவேன்

Thai
พุดภาษาไทย

Turkish
Türkçe konuşurum

U

Ukrainian
Я розмовляю українською мовою

Urdu
میں اردو بولتا ہوں

V

Vietnamese
Tôi nói tiếng Việt

W

Welsh
Dwi'n siarad

X

Xhosa

Ndithetha isiXhosa

Y

Yiddish

אײַדיש רעד

Yoruba

Mo nso Yooba

Z

Zulu

Ngiyasikhuluma isiZulu

Selected Indigenous Languages of Mexico

Agrupación Lingüística	Variante Lingüística	Frase en español	Frase en lengua
chichimeo jonaz	chichimeco jonaz	yo hablo chichimeca	ikáuj úza' ér~í
mazateco	mazateco del norte	yo hablo mazateco Hablo la lengua de Santa María Chilchotla	Cha'ña enná Cha'ña énn nda xo
maya	maya	Yo hablo maya	teen k-in t'aan maya
mixe	mixe bajo	Yo hablo mixe	Madyakpiëch ayuuk
	mixe alto, de Tlahuitoltpec	Yo hablo mixe	Xaamkëjxpët ayuujk èts nkajpyxypy
mixteco	mixteco del oeste de la costa	yo hablo mixteco	Yuu kain se'en savi ñu ñundua

Selected Indigenous Languages of Mexico

Agrupación Lingüística	Variante Lingüística	Frase en español	Frase en lengua
náhuatl	náhuatl de la huasteca veracruzana (se entiende junto con Veracruz y San Luis Potosí)	yo hablo náhuatl	Na nitlajtowa náhuatl
tojolabal	tojolabal	yo hablo tojolabal	Ja'ke'ni wala kúmaniyon tojol-abál
triqui	triqui de la baja	yo hablo triqui	'unj a'mii xna' ánj nu' a
tseltal	tseltal (variante unificada)	Yo hablo tseltal	Te jo'one ja k'op te bats'il k'op tseltal
tsotsil	tseltal (variante unificada)	Yo hablo tsotsil	Vu'une jna'xi k' opoj ta bats'i k'op
zapoteco	zapoteco de la planicie costera	yo hablo zapoteco	Naa riné' diidxazá
chinanteco	chinanteco del sureste medio	yo hablo chinanteco	Jnea lo'n jujmií kiee ' dsa mo' kuöo

Limited English Proficiency Resources

<https://www.lep.gov>

“I Speak” is provided by the Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL).

Special thanks to the Department of Justice Bureau of Justice Assistance and the Ohio Office of Criminal Justice Services, for inspiration and permission to use their “I Speak” guide as the initial source.

Office for Civil Rights and Civil Liberties

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