

CITY OF MINNEAPOLIS

Language Access Plan Annual Report

Neighborhood and Community
Relations Department

Legal Requirements

- **Title VI of the Civil Rights Act of 1964:** prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance
- **Executive Order 13166 of 2000:** to improve and provide meaningful access to federally conducted and assisted programs and activities for person who, as a result of national origin, are limited in their English proficiency (LEP)

Language Access Plan

- Policy document for City staff to effectively communicate with non-to-limited English speaking residents
- Protocol and guidelines to provide access to City programs, services and activities
- Language Services
 - Notices
 - Phone Interpreting
 - In-Person Interpreting
 - Translation

Minneapolis LEP Populations

Spanish	Amharic
Hmong	Vietnamese
Somali	Lao
	Oromo

- An LEP individual is a person who has non-to-limited proficiency in the English language
- LEP populations are calculated by using Minneapolis Public School data and total population
- Provide services in other languages upon request

Major accomplishments

- 2015

- Council adopted the 2015 Language Access Plan
- Enhanced 311 and Language Lines
- Training

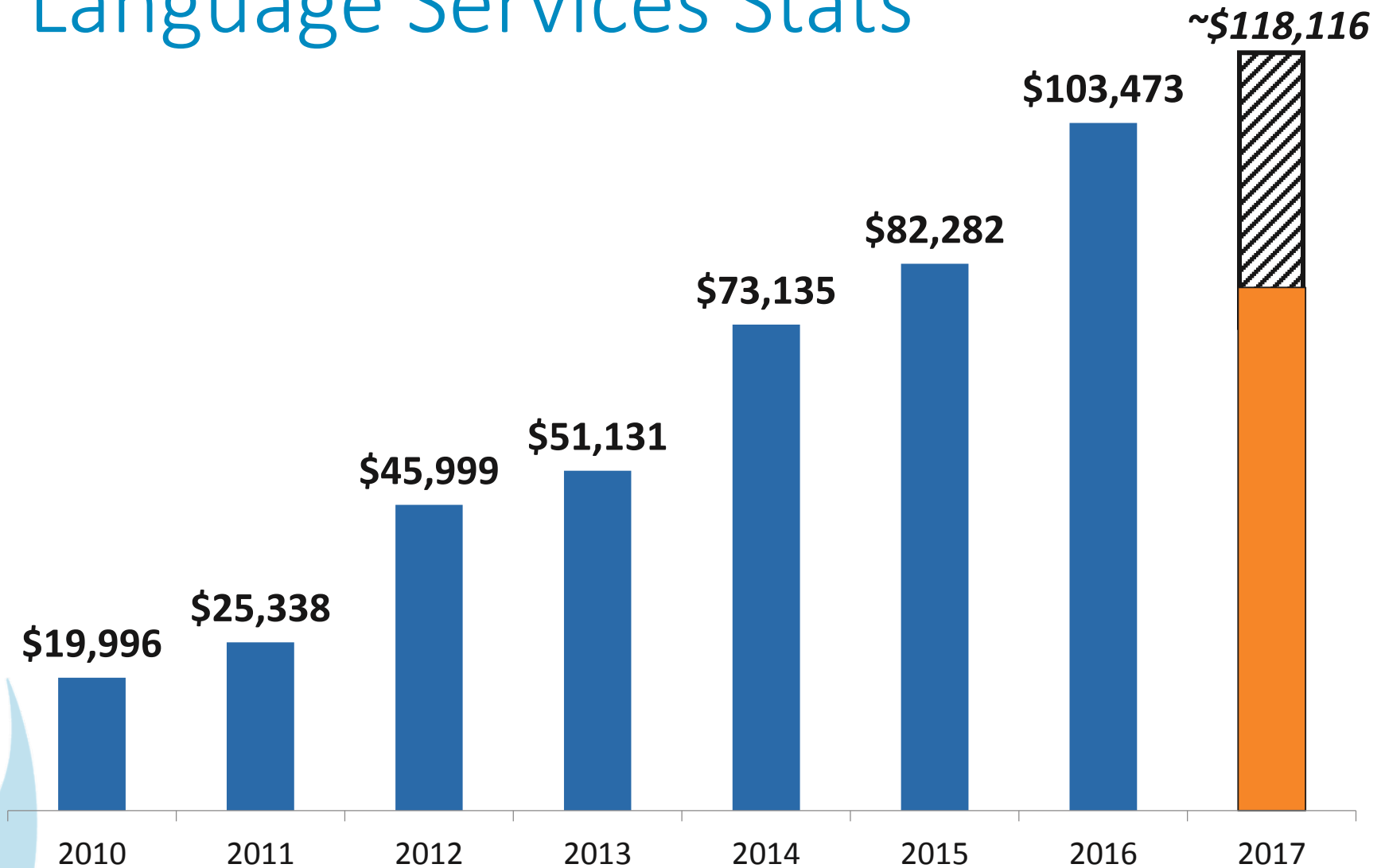
- 2016

- Refreshed Language Services vendor pool
- Acquired updated interpreting equipment
- Developed language services protocol and support for public hearings
- Supporting bi- and multi-language community meetings and policy discussions
- Training

- 2017

- Launched the Language Services Portal
- Supporting bi- and multi-language community meetings and policy discussions

Language Services Stats



* 2017: Expenditures reflect year to date (January of August)

Projected 2018 Accomplishments

- Refresh Language Services vendor pool
- Update the Language Access Plan
 - Bilingual Premium Pay Policy (Human Resources)
 - Continued evaluation of City operations and interactions with LEP residents
- Super Bowl Communications Support
 - Joint Information Center



Thank you

