

City of Boise – Human Resources Department LEP Analysis 2015

As part of the City of Boise’s LEP, the Human Resources Department has developed the following plan to provide meaningful access to its services for LEP populations. The plan will be updated on a biennial basis.

Four Factor Analysis

1. The number or proportion of LEP persons served or encountered in the eligible service population. The majority of the Human Resources Department’s public encounters involve job recruitments and damage claims against the City. The HR Department’s staff was surveyed and report the number of LEP persons encountered is less than the general public ratios in the City of Boise.

2. The frequency with which LEP individuals come in contact with the program. Over the past year, Department staff surveyed estimated less than five (5) interactions with LEP persons. They report most LEP persons provide their own interpreter.

3. The nature and importance of the program, activity or service provided by the recipient to people’s lives. Securing employment is critical to the welfare and way of life for most people and can be especially difficult to obtain for LEP persons. Therefore the overall importance of the Department’s LEP plan is significant.

4. The resources available to the recipient and the costs. All Department public-facing staff have been issued and trained on “I Speak” language cards. Currently the Department has one Spanish speaking and one French speaking staff. The Department also has an account with Language Line Services to provide telephone translations and uses a local company, ERS Translation Services, for in-person and document translations. Additionally, Google translate or a similar product has been requested for use on the Department’s website.

Telephone interpretation services cost .25 cents per call, plus \$1.85 per minute. Rates for document translation vary between \$0.15 and \$0.20 per word depending on length of project, turnaround time and complexity of terminology. In person interpreting cost between \$50 and \$75 per hour depending on setting

Department Plan

1. Identifying LEP individuals who need language assistance. The Department will examine requests for language assistance from past in-person contacts, telephone calls, meetings and events to anticipate the possible need for assistance in future contacts. The Department has “I Speak” cards available and all public-facing staff members are trained on how to use them. Public-facing staff members have also been provided contact information for telephone, in-person, and document translation services. As a part of its Department outreach Google translate or a similar product has been added to the Department’s website and frequently requested documents a have been translated to Spanish.

2. Language assistance measures. All Department public-facing staff have been issued and trained on “I Speak” language cards. Currently the Department has one bilingual staff member who speaks

French. The City has bi-lingual and tri-lingual staff working in the City Clerk's office who the Department can contact to assist with translations. The Department also has an account with Language Line Services to provide telephone translations and uses a local company, ERS Translation Services, for in-person and document translations. Additionally, Google translate or a similar product has been requested for use on the Department's website.

The Department has also identified critical documents for translation into Spanish.

3. Training Staff. In addition to the training the Department's public-facing staff on the language assistance services the City offers as well as specific procedures to be followed when encountering LEP persons, all Department staff have been educated on the Department Title VI LEP responsibilities.
4. Providing notice to LEP persons. The Department has a link in its website to the City's Title VI policy statement and complaint process. It also provides the contact information for the City's Title VI Coordinator. Critical documents are being translated into Spanish and other documents are available for translation upon request. In addition, a notice in Spanish will be posted at the front desk of the Department explaining that language assistance is available upon request. Positions with notably low Hispanic numbers are posted on the Idaho Commission of Hispanic Affairs website.
5. Monitoring and updating the LEP plan. The Department will monitor and update this plan on a regular basis, but not less than annually. At minimum, the Department will examine how many LEP persons were encountered and determine if their needs were met. The Department will continue to review its documents to determine which ones should be translated into other languages and to determine if more program-specific outreach should be undertaken. It will also look at any complaints received and learn how to better serve the LEP population through those complaints.