

City of Boise – Department of Planning and Development Services (PDS)

2015 LEP Persons Assessment and Plan

As part of the City of Boise’s overall LEP plan, PDS will implement this plan to ensure meaningful access to its programs and activities by LEP persons. 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 number or proportion of LEP persons encountered by PDS is the same as that in the general population of the City of Boise

2. The frequency with which LEP individuals come in contact with the program.

The PDS team has contact with LEP persons needing language or interpretation assistance perhaps two to three times per month. This contact occurs primarily at the front counter and involves building permits and/or inspections and zoning information.

3. The nature and importance of the program, activity or service provided by the recipient to people’s lives.

Persons needing building permits are required to first obtain zoning approval (permits are required for any sort of addition to or remodeling of homes). Additionally, persons desiring to operate a business – either in a home or a commercial district – must first obtain zoning approval. The codes and terminology used in PDS are not well known even by most non-LEP persons, so for those with a language barrier obtaining permits and approvals can be quite daunting.

4. The resources available to the recipient and the costs.

PDS will make available “I Speak” language cards at the front desk. In addition, several PDS team members are fluent in Spanish, the predominant language of LEP persons. Team members have also taken advantage of refugee agency interpreters, the Boise Police Department interpreter bank and the Language Line. Some PDS documents are available in Spanish and translation to other languages can be made available.

Department Plan

1. Identifying LEP individuals who need language assistance.

PDS will annually survey team members for instances of contact with LEP persons. LEP persons will most often be identified by their inability to communicate well in English. PDS will annually review staff to determine the frequency of contact with LEP persons.

2. Language assistance measures.

“I Speak” cards will be available at the front counter. Google Translate has been installed on its website and team members may access Google Translate on their computers. Team members who speak Spanish, French, German and Sango will be made available for public assistance. Public notices and documents issued by PDS will contain a statement that language assistance is available upon request.

3. Training Staff.

In addition to the training provided by the City, PDS will ensure that team members understand Title VI and Executive Order 13166 LEP responsibilities. Training will also be provided on language assistance services offered by the City of Boise, specific procedures to be followed when encountering LEP persons, and how to access and use the Police’s Contract Interpreter’s list.

4. Providing notice to LEP persons.

“I Speak” cards will be available at the front counter and notice of language assistance will be provided on written public notices and documents. PDS will post a notice at the front counter that language assistance is available and will train team members in the use of “I Speak” cards and Google Translate. In addition, “I Speak” cards will be available at public meetings.

5. Monitoring and updating the LEP plan.

PDS will monitor and update this plan on a regular basis, but not less than bi-annually. PDS will review the number of LEP persons encountered and whether their needs were meaningfully met. PDS will consider whether new documents and services need to be made accessible for LEP person, will monitor changes in demographics and types of services and will make changes to the plan when needed.