

City of Boise – Public Works Department LEP Assessment and Plan 2015

As part of the City of Boise’s LEP, the Public Works 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 number or proportion of LEP persons encountered 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. In the past year, Public Works staff have had regular contact with LEP individuals, usually through utility billing services. Of staff interviewed, all have had contact with at least one LEP individual and 10% have had numerous contracts with LEP individuals. The languages spoken included Spanish, Somali, Arabic, Bosnian, Chinese, French, Vietnamese, Russian, Farsi, and Swahili.
3. The nature and importance of the program, activity or service provided by the recipient to people’s lives. The Public Works Department primarily encounters LEP individuals through their utility billing services. The services offered through Public Works are generally important to all residents of the City of Boise.
4. The resources available to the recipient and the costs. One staff member in utility billing is fluent in Spanish. The Department has “I Speak” language cards available at the front desk.

Department Plan

1. Identifying LEP individuals who need language assistance. Public Works annually surveys its staff for instances of direct or indirect contact with LEP individuals. Public Works also has “I Speak” cards available at the front desk.
2. Language assistance measures. Public Works will continue to locate “I Speak” cards at the front desk. Public Works has Google Translate installed on its website and staff in utility billing have Google Translate bookmarked on their computers. Public Works also has access to the Language Line. Citizens often use friends and family to provide informal interpretation services, but Public Works accesses the Language Line when more formal interpretation is necessary.

Public Works will also look into the feasibility and cost of translating documents into Spanish.

3. Training Staff. In addition to the training provided by the City, Public Works will ensure that its staff understands its Title VI LEP responsibilities. Staff will also receive specific training on what language assistance services the City of Boise offers and specific procedures to be followed when encountering LEP persons.
4. Providing notice to LEP persons. Public Works will continue to provide notice on its website and in its outreach materials that language assistance is available upon request. In addition, a notice in Spanish will be posted at the front desk explaining that language assistance is available upon request.

5. Monitoring and updating the LEP plan. Public Works will monitor and update this plan on a regular basis, but not less than annually. At minimum, Public Works will examine how many LEP persons were encountered and determine if their needs were met. Public Works will also continue to review its documents to determine if any of them 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.