

7. Carrying Out the Plan

This chapter includes:

- **Implementation timeline**
- **Monitoring and updating the plan**
- **Role of the Multicultural Services Coordinator**
- **Resolving complaints about LEP services**

Implementation timeline

The LEP plan was approved by the Minneapolis City Council in September 2004. In late 2004 and throughout 2005, city charter departments will complete their own department-level assessments, plans and budgets. These will be addressed in two phases, with high priority, high visibility departments first (in 2005), and other departments by 2006. These plans will be included in the departments' business plans. Departments will work with their finance staff to incorporate LEP funding needs into existing budgets.

City of Minneapolis contracted vendors will be directed to read the city's LEP plan. Language to ensure compliance with language access and the city's LEP plan should appear in city contracts. Vendors will be responsible for notifying and training their staff about LEP mandates.

Task	Completion Date
Semi-final draft of city-wide plan	July 3
Community organization review	July 20-27
City council review and adoption of city-wide plan	September 2004
Departments assign responsibility for department-level plans to one or more staff	September 2004
Departments begin internal assessments and draft plans	October 2004
Training begins for all departments	October 2004
Phase I departments begin assessments	November 2004
Public release of LEP plan, print version	November 2004
Multicultural Services Coordinator and Performance Evaluation and Business Planning Coordinator work with departments to complete department-level plans and to incorporate funding needs into future budget requests	Phase 1 June 2005 Phase 2 June 2006

Monitoring and updating the plan

Minneapolis' LEP is updated annually. Updating is the responsibility of the Multicultural Services Coordinator. The evaluation will include:

- identification of the number of Minneapolis residents with LEP and possible recalculation of the city's primary language groups;
- assessment of the current level of services delivered to LEP individuals by each city charter department;
- reporting of training levels of city staff regarding LEP services;
- reporting of progress made by individual departments; and
- feedback and comments from LEP communities, including LEP community organizations and advocacy groups, on the effectiveness of the city's LEP services.

Role of the Multicultural Services Coordinator

The Multicultural Services Coordinator oversees the development and implementation of the citywide Limited English Proficiency plan and manages the day-to-day operations of the city's Minneapolis Multicultural Services. Minneapolis Multicultural Services is charged with working collaboratively across city departments and with community organizations in order to improve the accessibility of city services to residents who are non- or limited English speakers.

Primary Responsibilities:

- oversee operations in Minneapolis Multicultural Services;
- supervise Bilingual Program Aides, support staff, and interns;
- ensure access point to city Services for non-English and limited English speaking city residents is provided;
- ensure that prompt, in-person and telephone interpretation and assistance is provided;
- develop and maintain relationships with community based organizations and governmental units in order to facilitate communication about and coordination of services and needs;
- inform city staff, management, and elected officials about the issues facing limited and non- English speaking persons and their ability to integrate into the economic and social community of Minneapolis;
- track volume of requests for services and evaluate the effectiveness of initiatives in meeting the goal of assisting limited and non-English speaking individuals;
- develop and manage contracts and budgets.

- lead citywide Limited English Proficiency (LEP) Planning process and work with the City Coordinator's Office to implement, adapt, monitor and update the LEP Plan.
- work closely with the Limited English Proficiency task force to identify and implement short and long term solutions to LEP clientele of city services.
- provide assistance to city departments re LEP challenges and facilitate relationships with LEP persons and organizations, e.g., in communicating snow emergencies and other city activities to Hmong, Spanish, and Somali speaking communities, coordinating translation of signage and public documents for the city, and acting as information clearing house and contact for departments about immigration activities in the city.

Resolving complaints about LEP services

Complaint pathways will address customer concerns regarding poor customer service or the timeliness or quality of interpreter services. The complaints may be made in a number of ways: face to face, by telephone or in writing via the U.S. mail or email. In addition, with the development and implementation of the 311 system there may be opportunities for multilingual voicemail systems to function as comment lines.

Departments will follow their established complaint procedures for LEP persons to make complaints about services received. Departments will document actions taken to resolve each complaint in a timely manner. To ensure continuous improvement in service to LEP persons, the city will seek input from non-English or limited English proficient communities, as well as community-based and advocacy organizations that work and interact with limited English proficient communities.