

# 4. Notice and Identification

**This chapter includes:**

- **Key definitions for notice**
- **Policies for notice**
- **Procedures for notice**
- **Key definitions for identification**
- **Policies for identification**
- **Procedures for identification**

# Definitions for notice

## Notice

Notice means proactively informing LEP residents of Minneapolis that they are entitled to LEP services.

# Policies for notice

## **The city must proactively notify LEP individuals of their right to service.**

City departments and staff must ensure that people with limited English proficiency know they have the right to free, timely language services.

## **Notice should be provided in a variety of ways, including, but not limited to:**

- posting signs in appropriate areas such as waiting rooms, reception areas and other points of entry
- including standard translated content in outreach documents such as posters or brochures stating that services are available .
- working with LEP organizations and other stakeholders to inform Minneapolis residents of their right to LEP service
- using a telephone voice mail menu in the most common languages encountered
- including notices in local newspapers in languages other than English
- airing notices on non-English language radio and television stations
- giving presentations at community meetings, schools and other organizations

## **Notice includes (at minimum):**

- information about available LEP services;
- instructions on accessing services, including directions to city offices; and
- assurance of free and timely service.

## **Notice should be provided in the primary languages.**

For this edition (2004-2005) of the LEP plan, notice will be provided in Spanish, Hmong, Somali, Laotian, Oromo and Vietnamese. When possible, notice or other translated material should include internationally recognized symbols, (like those used to identify restrooms.)

## **Notice should be provided based on a calculation of the information or service's relative importance to the LEP individual.**

Decisions on which signs, documents or other means of providing notice should be made based on criteria such as:

- importance or urgency of service;
- volume of contact; or
- traffic flow.

## Procedures for notice

### **How to make a sign notifying individuals of their right to service**

Departments should post signs in the primary languages informing LEP individuals of their right to free, timely interpreting and translation services. For a sample of one such poster, see *Free Interpreting Services poster* online at CityTalk. Click on “Work Tools” and then on “Language and Translation Services.”

### **How to determine relative need for signs**

Catalog current signs that are posted in public areas. Decide which signs (directional, instructional, etc) are most important for accessing services. Translate the most important signs first. Translate every important sign into the primary languages. Minneapolis Multicultural Services can be consulted regarding signage wording; call 612-673-3737.

### **How to request a permanent sign for an office in City Hall**

Permanent signs posted in City Hall must conform to historical and aesthetic standards. Contact the Minneapolis Building Commission, 612-673-2150, before posting notice signs.

### **How to request a permanent sign for another City building or office**

Contact and consult with Barb Johns of Property Services at 612-673-3051.

### **How to include a statement in non-English languages about free LEP service in print, audio or video materials**

Vital documents used for city services should include a version of the following message, translated into the primary languages: “Attention. If you want help translating this information, call- 612-673-3737.” For a set of translations of this statement, see *Language Block* online at CityTalk. Click on “Work Tools” and then on “Language and Translation Services.”

## Definitions for identification

### **Identification**

Identification means collecting relevant information in order to provide better service to LEP individuals about

- the number or proportion of LEP individuals eligible to be served by city services or departments;
- the number or proportion of LEP individuals served; or
- the frequency of services or encounters.

## Policies for identification

**The city will collect sufficient data about LEP individuals to provide legally mandated services.**

The city should establish, at minimum, how many Minneapolis residents primarily speak a language other than English, and which languages they speak. This number should be recalculated, at minimum, once per year.

**Information collected about LEP individuals must never be used to discriminate against groups or individuals.**

Immigration status is not relevant in determining whether a resident of Minneapolis is eligible for the LEP services outlined in this plan. City employees should not ask an LEP individual about their immigration status, even in casual conversation. All LEP individuals are eligible for city services.

**The city must track services provided to LEP individuals.**

Results of tracking can be used to measure increases in LEP services, to evaluate changes and to make appropriate budgeting decisions.

## Procedures for identification

### **How to identify LEP individuals**

LEP individuals can be identified in a variety of ways:

- by analyzing existing data sets, such as census figures or information from public agencies; or
- by asking LEP individuals to indicate their preferred language, using “I Speak” cards or other mechanisms.

### **How to use census and other data to estimate LEP population sizes**

General population statistics based on the 2000 US Census are accessible on the US Census Bureau website, at [www.census.gov](http://www.census.gov). Statistics on primary languages spoken in Minneapolis schools are available through the Department of Education, at [cfl.state.mn.us/datactr](http://cfl.state.mn.us/datactr)

### **How to measure extent of LEP services.**

Ways to collect information about LEP individuals served include:

- adapting current databases used by the city to track languages spoken by clients;
- incorporating 'language spoken' fields in client intake forms and tracking responses.
- tracking telephone interpreting service usage;
- counting website 'hits' directed to translated content;
- conducting resident or customer satisfaction surveys;
- tallying the number of translated materials requested/distributed; and,
- tracking the number of department requests for Minneapolis Multicultural Services (MMS) assistance.

