

Language Access Plan
Developed: April 3, 2017
Sommer Engelter, Village of Springport Clerk

Factor 1: Number and Proportion of LEP Persons Served or Encountered

The Village of Springport staff has not encountered anyone within the existing customer base or at meetings that is unable to conduct business using the English language. Any census data indicating otherwise may be outdated or not properly represented. This includes all people within the geographic boundary of the Village of Springport.

Factor 2: Frequency which LEP Individuals Come into Contact with RD Funded Programs

All outreach efforts, consultations, and direct contact would be moot as there were no individuals identified.

Factor 3: Importance to LEP Persons of the RD Program

The RD funded program includes services provided by the Village of Springport Water Distribution System. Delay of information would not likely cause any serious harm however, the Village of Springport will take steps to ensure that any individuals that move to the area needing language and/or communication assistance will be served.

Factor 4: Resources Available

Available resources:

- Translation technology and applications
- High school foreign language teachers
- Babel Linguistics Inc. 109 Catherine St, Ann Arbor MI 48104

Some of the above services are typically done at no cost to the Village.

Implementation Guide:

- 1) Identifying LEP individuals – completed in above plan. The Village of Springport will make all efforts to identify any new residents as we are able through regular interactions with new residents/water customers.
- 2) Provision for language assistance measures – completed in above plan. The Village of Springport will use the means outlined in Factor 4 above to assist LEP individuals. Translation technology is available to respond to LEP callers. Written communication and personal interactions will be interpreted using the Factor 4 methods outlined above.
- 3) Staff training – staff will be informed of the means to communicate with LEP individuals.

- 4) Notices to identify LEP persons – LEP persons are notified upon contact with the Village of Springport staff and are also notified through postings already required by the USDA.
- 5) Vital document translations – The Village of Springport will use third party translation applications to translate vital documents as requested.
- 6) Means to monitor and update the plan - Monitoring and updates of the plan will comply with all USDA requirements.