

Attachment E

**Improving Access for People with  
Limited English Proficiency (LEP)  
Implementation Plan  
2024 Update**



**Matanuska-Susitna Borough**

**Grants Section**

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The Matanuska Susitna Borough has completed a four-factor analysis and adopted the following implementation plan to meet requirements under Title VI of the Civil Rights Act of 1964, which seeks to improve access to services for persons with Limited English Proficiency (LEP). The purpose is to ensure that no person shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

## Summary and Plan for Implementation

### 1. Identifying LEP individuals who need language assistance.

The Census data that was researched during the completion of the four-factor analysis included the 2022 American Community Survey data. This data indicates that 28.8% percent of the Matanuska-Susitna Borough population speaks English "less than very well". The data shows that 17.1% speak Spanish, 21.1% speak other Indo-European Languages, 56% speak Asian and Pacific Island languages, and 43.8% speak other languages.

The results of a survey of borough staff indicates that 17.39% of borough employees serve citizens with no or limited English proficiency monthly. The same percentage reported every few months, and once or twice a year. While 8.7% indicate "weekly" interactions, and another 4.35% reported daily interactions, most employees that responded, a total of 34.78%, reported never.

### 2. Language assistance measures

The employee survey indicated that for those citizens with limited English proficiency 30.43% brought an interpreter with them, while 13.04% of our employee spoke the language and were able to work directly with the citizen, and 8.7% called for an interpreter.

A number of borough employees, Speak, Read & Write languages other than English, and are comfortable enough that if needed fellow employees can ask for their assistance.

#### Verbal and Written language:

A list of specific employees and languages they can interpret is available managed by the Grants Coordinator, in the Finance Department. This list will be updated annually at a minimum, or as employees retire or leave the borough or new employees are hired.

Borough staff will work to develop a list of Borough forms and resources that should be available in written translations. Once that list is compiled, those staff member that are able to transcribe the documents will be asked to provide written translations of the documents on the compiled list. If staff is unable to translate the documents, then Microsoft Translator will be used. This plan along with the boroughs Title IV Civil Right Policy will be available in Spanish and Russian using the Microsoft Translator available through Microsoft WORD.

#### Other resources include:

Language Interpreter Center, Alaska Immigration Justice Project, 431 w. 7th Ave., Suite 208 Anchorage, AK 99501; 907.279.2457 Fax: 907.279.2450

When a phone call from an LEP customer is received, or when the customer comes into the customer service or administrative offices in person, the first step will be to contact the Grants Coordinator to secure for an appropriate interpreter.

When written communication from an LEP person is received it should be routed through Administration to the appropriate interpreter.

It may be difficult for a non-bilingual staff person at the borough to provide assistance to an LEP person who requests project information. In such circumstances, the borough staff person will contact the Grants Coordinator and request a list of translators available at the borough offices who could serve as a translator or contact the Alaska Immigration Justice Project.

### 3. Providing notice to LEP persons

The Matanuska-Susitna Borough incorporates a variety of methods to communicate with the public. These include printed information, signs, web sites, customer service phone line, press releases, advertising, community meetings, and participation in local events. The Borough will continue to use these methods to notify LEP persons of the availability of language assistance, and when applicable, to notify customers of the availability of translated documents.

### 4. Monitoring and Updating the LEP Plan

Ongoing outreach efforts will include a process to obtain feedback on the borough's language assistance measures.

Based on the feedback received, the borough may make incremental changes to the type of written and oral language assistance provided. Evaluation may result in expansion of language assistance measures that are effective, or the modification or elimination of measures which are not effective.