

MackKaye Harbor Water District

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Limited English Proficiency Plan

INTRODUCTION

MacKaye Harbor Water District (MHWD) has adopted this plan to provide meaningful access to its services by persons with Limited English Proficiency (LEP), and to address its responsibilities as a recipient of federal financial assistance as they relate to the needs of LEP individuals. In accordance with federal guidelines, MHWD will make reasonable efforts to provide or arrange free language assistance for its LEP clients where needed.

This Plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., and its implementing regulations, which states that no person shall be subjected to discrimination on the basis of race, color or national origin. Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, states that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination which is covered under Title VI.

WHAT IS MEANINGFUL ACCESS AND WHO HAS ACCESS TO ASSISTANCE?

A person who does not speak English as their primary language and who has limited ability to read, write, speak or understand English may be an LEP individual and may be entitled to language assistance with respect to MHWD services.

Meaningful access is free language assistance in accordance with federal standards, which require an organization receiving federal funds to provide meaningful access to LEP individuals. If a customer asks for language assistance, and MHWD determines that the customer is an LEP person and language assistance is necessary, MHWD will make reasonable efforts to provide free assistance. Reasonable steps may cease to be reasonable if costs imposed substantially exceed benefits. In these cases, MHWD may cease assistance.

WHAT LANGUAGE ASSISTANCE WILL BE OFFERED?

Oral and Written Language Conversion

Language assistance includes interpretation (oral or spoken transfer of a message from one language to another) and translation (written transfer of a message from one language to another). MHWD will determine when interpretation and/or translation are needed and reasonable.

Use of Formal and Informal Interpreters

Commissioners: Walt Krumbholz, KC Jennings, and San Olson

MHWD reviewed its available resources for providing a formal interpreter and collected a list of local citizens and organizations willing to provide voluntary language translation and interpretation services if needed within a reasonable timeframe. Another language translation option would be by telephone from a professional interpretation service for which MHWD would pay a fee.

Informal interpreters include the LEP individual's family, friends, service representatives or advocates. MHWD will determine when a formal interpreter is needed and informal interpreter acceptable.

Document Translation

MHWD will analyze the costs and benefits of translating documents for potential LEP customer(s), considering the expense of translating the documents, the barriers to meaningful translation, or interpretation of technical information.

HOW WILL THIS LEP PLAN BE IMPLEMENTED?

Distribution and Training

The MHWD Clerk will review and revise the LEP Plan from time to time and will ensure its dissemination in the following ways:

- 1) Distribute to all MHWD commissioners, employees, and consultants
- 2) Post clearly on www.mackayeharborwaterdistrict.org
- 3) Explain in orientation and training sessions of any future staff who may need to communicate with LEP clients