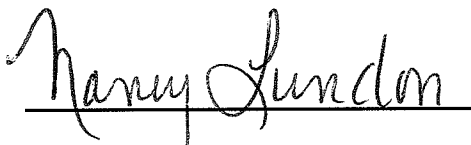


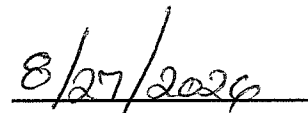
Limited English Proficiency Plan

Senior Meals & Services, Inc

August 11, 2026



Board of Directors



Date of Approval

Senior Meals & Services, Inc,
Formal Approval Policy

This policy has been approved by the Senior Meals & Services, Inc. Board of Directors and will be strictly adhered to.

TITLE VI COORDINATOR
Cathy Saele-Odendaal, Executive Director
202 4th AVE NE Devils Lake, ND 58301
(701)662-5061

INTRODUCTION

This ***Limited English Proficiency Plan (LEP)*** has been prepared to address **Senior Meals & Services, Inc.** responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English proficiency language skills. The 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 state 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***, indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including all **Senior Meals & Services, Inc.** departments and subrecipients receiving federal grant funds.

Plan Summary

Senior Meals & Services, Inc. has developed this ***Limited English Proficiency Plan*** to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided. As defined Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

In order to prepare this plan, **Senior Meals & Services, Inc.** used the four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served by **Senior Meals & Services, Inc.**
2. The frequency with which LEP persons come in contact with **Senior Meals & Services, Inc.** services.

3. The nature and importance of services provided by Senior **Meals & Services, Inc.** to the LEP population.
4. The interpretation services available to **Senior Meals & Services, Inc.** and overall cost to provide LEP assistance. A summary of the results of the four-factor analysis is in the following section.

MEANINGFUL ACCESS: FOUR-FACTOR ANALYSIS

1. **The number or proportion of LEP persons in the service area who may be served or are likely to require Senior Meals & Services, Inc. services.**

Senior Meals & Services, Inc. staff reviewed the 2015 American Community Survey 5 Year Estimate and determined that 349 persons in **Senior Meals & Services, Inc.** [.027%] of the population] speak a language other than English. Of those 349 persons 62 [.18%] have limited English proficiency; that is, they speak English “not well” or “not at all”, this is only a .004% of the overall population in the service area. In **Senior Meals & Services, Inc.** service area, of those persons with limited English proficiency, 2 speak Spanish, 23 speak German, 16 speak Scandinavian, 4 speak Slavic, 14 speak Chinese, 2 speak Tagalog and 1 speak African Languages.

2. **The frequency with which LEP persons come in contact with Senior Meals & Services, Inc. services.**

The **Senior Meals & Services, Inc.** staff reviewed the frequency with which the board/council, office staff and bus/van drivers have, or could have, contact with LEP persons. This includes documenting phone inquiries or office visits. To date, **Senior Meals & Services, Inc.** has had no requests for interpreters and no requests for translated program documents. The board/council, office staff and bus/van drivers have had very little contact with LEP persons.

3. **The nature and importance of services provided by Senior Meals & Services, Inc. to the LEP population.**

There is no large geographic concentration of any type of LEP individuals in the service area for **Senior Meals & Services, Inc.** The overwhelming majority of the population, 99.9%, speak only English. As a result, there are few social, service, professional and leadership organizations within **Senior Meals & Services, Inc.** service area that focus on outreach to LEP individuals. **Senior Meals & Services, Inc.** board/council, office staff and bus/van drivers are most likely to encounter LEP individuals through bus/van rides, office visits, phone conversations, and attendance at Board/Council meetings.

4. **The resources available to Senior Meals & Services, Inc., and overall costs to provide LEP assistance.**

Senior Meals & Services, Inc. reviewed its available resources that could be used for providing LEP assistance, which of its documents would be most valuable to be translated if the need should arise, Google translation if needed within a reasonable time period. Other language translation, if need would be provided through a telephone interpreter line for with Senior Meals & Services, Inc would pay a fee.

LANGUAGE ASSISTANCE

A person who does not speak English as their primary language and who has a limited ability to read, write, speak or understand English may be a Limited English Proficient person and may be entitled to language assistance with respect to **Senior Meals & Services, Inc.** services. Language assistance can include interpretation, which means oral or spoken transfer of a message from one language into another language and/or translation, which means the written transfer of a message from one language into another language.

How the **Senior Meals & Services, Inc.** staff may identify a person who needs language assistance:

- Post notice of LEP Plan and the availability of interpretation or translation services free of charge in languages LEP persons would understand.
- All **Senior Meals & Services, Inc.** staff will be provided with “I Speak” cards, Google Translate on their smart phone to assist in identifying the language interpretation needed if the occasion arises.
- All **Senior Meals & Services, Inc.** staff will be informally surveyed periodically on their experience concerning any contacts with LEP persons during the previous year.
- When **Senior Meals & Services, Inc.** sponsors an informational meeting or event, an advanced public notice of the event should be published including special needs related to offering a translator (LEP) or interpreter (sign language for hearing impaired individuals). Additionally, a staff person may greet participants as they arrive. By informally engaging participants in conversation, it is possible to gauge each attendee’s ability to speak and understand English. Although translation may not be able to be provided at the event it will help identify the need for future events.

Language Assistance Measures

Although there is a very low percentage in **Senior Meals & Services, Inc.** of LEP individuals, that is, persons who speak English “not well” or “not at all”, it will strive to offer the following measures:

1. **Senior Meals & Services, Inc.** staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating English.
2. The following resources will be available to accommodate LEP persons:
 - Google Translate on tablets or cell phones.
 - Language interpretation will be accessed for all other languages through a telephone interpretation service.

STAFF TRAINING

The following training will be provided to all staff:

- Information on the Title VI Policy and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of the “I Speak” cards, Google Translate,
- Documentation of language assistance requests.
- How to handle a potential Title VI/LEP complaint.

All contractors or subcontractors performing work for Senior Meals & Services, Inc. will be required to follow the Title VI/LEP guidelines.

TRANSLATION OF DOCUMENTS

Senior Meals & Services, Inc. weighed the cost and benefits of translating documents for potential LEP groups. Considering the expense of translating the documents, the likelihood of frequent changes in documents and other relevant factors, at this time it is an unnecessary burden to have any documents translated.

Senior Meals & Services, Inc. has developed a Public Participation Plan and has an outreach procedure in place, as of 2020. Translation resources have been identified and are limited in this region. However, when and if the need arises for LEP outreach, **Senior Meals & Services, Inc.** will consider the following options:

- When staff prepares a document, or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population.

MONITORING

Monitoring and Updating the LEP Plan - Senior Meals & Services, Inc. will update the LEP Plan as required. At a minimum, the plan will be reviewed and updated when data from the 2020 U.S. Census is available, or when it is clear that higher concentrations of LEP individuals are present in **Senior Meals & Services, Inc.** service area. Updates will include the following:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether **Senior Meals & Services, Inc.** financial resources are sufficient to fund language assistance resources needed.
- Determine whether **Senior Meals & Services, Inc.** fully complies with the goals of this LEP Plan.
- Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals.
- Maintain a Title VI complaint log, including LEP to determine issues and basis of complaints.

DISSEMINATION OF THE Senior Meals & Services, Inc. LEP PLAN

- Post signs at conspicuous and accessible locations notifying LEP persons of the LEP Plan and how to access language services.

- State on agendas and public notices in the language that LEP persons would understand that documents are available in that language upon request at 701-662-5061.

How to Access Over the Phone Interpretation Services

Step 1: Call 1 888-338-7394

Step 2: Enter Account Number **16483**, followed by # sign

Step 3: Select 1 to be connected directly to your Spanish interpreter, *or*
Select 2 to be connected directly to your Russian Interpreter, *or*
Select 3 to be connected directly to your Vietnamese interpreter,
or
Select 4 to be connected directly to your Somali Interpreter, *or*
Select 9 for all other languages

***If you require a 3rd party call, press 9 to reach a Customer Service Representative**

Step 4: Enter Department ID, followed by # sign

FAQs:

What if I do not know my Account number?

You do need this information in order to reach the interpreter directly. If you are unsure of your account number, wait and the system will direct you to a live operator who will look up your account.

What is a third party call?

A third party call is when you need Language Link to call the LEP client and then bridge the call together with you and the interpreter.

How do I make a third party call with Language Link?

If you need a third party call, press 9 (even for Spanish) to reach a Customer Service Representative (CSR) and let the operator know you need a third party call. We are happy to assist you with this at no additional charge. Our *interpreters are not able to make the third party call* directly.

I need another language other than the ones listed. How do I get my interpreter on the line?

Press 9 for other languages and let the CSR know which language you require and they will connect you. If the language is unknown, you may reference the "Point to your Language" visual for help with most requested languages or ask a representative for assistance.

What number should I call if my toll-free interpretation line isn't working?

Language Link understands that some telephone providers do not allow customers to access toll free lines. Because we want to ensure our customers have access to interpretation services, we assign backup local numbers for customers that may fall into this category. If you are unable to access the toll-free interpretation line assigned to your account, you may access interpretation services by dialing the backup number **360-314-0728**. Please note, you may incur long distance charges from your telephone provider when accessing the backup local number.

Please contact our Client Relations Team if you have any further questions:

Email: ClientRelations@Language.Link

Toll Free: 1-855-579-2704

NORTH
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CONTRACT INFORMATION	
CONTRACT NAME	On-Demand Remote Interpreting and Document Translation
CONTRACT NUMBER	489
CONTRACT PERIOD	11/04/2019 – 11/03/2024
CONTRACT ADMINISTRATOR	Amy Cannon
PHONE NUMBER	(701) 328-2690
CONTRACTORS	
CONTACT INFORMATION	SERVICES OFFERED
LANGUAGE LINK Contract Rep: George Schoeck (360) 433-0401 naspo@language.link	- On-Demand Remote Over the Phone Interpreting - On-Demand Remote Video Remote Interpreting - On-Demand Remote Document Translation
VOIANCE LANGUAGE SERVICES, LLC Contract Rep: Bill Martin (866) 742-9080 ext. 1708 bmartin@boiance.com	- On-Demand Remote Over the Phone Interpreting - On-Demand Remote Video Remote Interpreting - On-Demand Remote Document Translation

CONTRACT SERVICES

The Contractor(s) will provide over-the-phone language interpreter services for customers and their clients who need immediate interpreter assistance. These services are required to assist Limited English Proficiency (LEP) clients uncomfortable speaking English, or whose English is not clearly understood. Immediate Telephone Based Interpreter Services will facilitate communication between clients and customers at a service provider facility when an on-site interpreter is not available or is cost prohibitive for all Participating States. Further services include Video Remote Interpretation (VRI) and Written Document Translation. See each Contractor's Master Agreement for specific services.

COOPERATIVE PURCHASING CONTRACT

This contract is a cooperative purchasing contract established pursuant to North Dakota Century Code Section 54-44.4-13. This contract is made available to state entities, institutions under the jurisdiction of the State Board of Higher Education, other government entities (including counties, cities, townships, public primary and secondary educational entities, governmental boards and commissions), nonprofit entities established on behalf of public entities, tribal agencies, transportation providers under N.D.C.C. § 39-04.2, and the International Peace Garden.

600 E Boulevard Ave, Dept 110 | Bismarck, ND 58505-0400 | nd.gov/omb

DIRECTOR
& ADMINISTRATION
4th Floor
701.328.4904

CENTRAL
SERVICES
14th Floor
701.328.2740

FACILITY
MANAGEMENT
4th Floor
701.328.2471

FISCAL
MANAGEMENT
4th Floor
701.328.2680

HUMAN RESOURCE
MANAGEMENT SERVICES
14th Floor
701.328.3293

RISK
MANAGEMENT
1600 E Century Ave, Suite 4
Bismarck, ND 58503
701.328.7584

SERVICE & PRICING INFORMATION

All pricing information is on the State Procurement Office Website.

ACCOUNT SETUP

Contact the Contract Rep for each Contractor to set up an account.

TERMS AND CONDITIONS

Purchases are subject to the terms and conditions contained in the NASPO ValuePoint Master Agreements

- 90-000-18-00003AB (Language Link),
- 90-000-18-00003AG (Voiance Language Services, LLC),

and the Participating Addendums between Language Link, Voiance Language Services, LLC and the State of North Dakota. Contact the Contract Administrator listed on the State Procurement Office website for questions related to the contract.

CUSTOMER SERVICE

For questions related to orders, products or pricing, please contact the contractors directly or the Contract Administrator.