



LIMITED ENGLISH PROFICIENCY (LEP) PLAN

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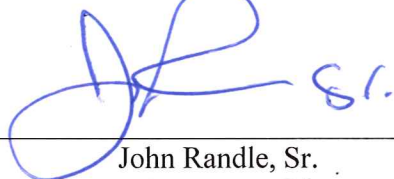
A RESOLUTION OF THE
CITY OF FARMINGTON HILLS
HUMAN RESOURCES DEPARTMENT
ADOPTING THE
LIMITED ENGLISH PROFICIENCY (LEP) PLAN

WHEREAS, in accordance with Title VI non-discrimination laws in regard to providing appropriate access to services and activities provided by federal agencies and recipients of federal assistance, the Limited English Proficiency Plan was drafted to define how the City of Farmington Hills will accommodate persons with Limited English Proficiency; and

WHEREAS, individuals who do not speak English well and who have a limited ability to read, write, speak, or understand English are entitled to language assistance under Title VI of the Civil Rights Act of 1964 with respect to a particular type of service, benefit, or encounter; and

NOW, THEREFORE, BE IT RESOLVED that the City of Farmington Hills Human Resources Department approved and adopted the Limited English Proficiency Plan for the City of Farmington Hills.

Adopted the 28th day of January 2013



John Randle, Sr.
Human Resources Director

Introduction

On August 11, 2000, President William J. Clinton signed an executive order, Executive Order 13166: Improving Access to Service for Persons with Limited English Proficiencyⁱ, to clarify Title VI of the Civil Rights Act of 1964. It had as its purpose, to ensure accessibility to programs and services to otherwise eligible persons who are not proficient in the English language.

This executive order stated that individuals who do not speak English well and who have a limited ability to read, write and speak, or understand English are entitled to language assistance under Title VI of the Civil Rights Act of 1964 with respect to a particular type of service, benefit, or encounterⁱⁱ. These individuals are referred to as being limited in their ability to speak, read, write, or understand English, hence the designation, “LEP,” or Limited English Proficient. The Executive Order states that:

“Each federal agency shall prepare a plan to improve access to its federally conducted programs and activities by eligible LEP persons. Each plan shall be consistent with the standards set forth in the LEP Guidance, and shall include the steps the agency will take to ensure that eligible LEP persons can meaningfully access the agency’s programs and activities.”

Not only do all federal agencies have to develop LEP plans as a condition of receiving federal financial assistance, recipients have to comply with Title VI and LEP guidelines of the federal agency from which funds are provided as well.

Federal financial assistance includes grants, training, use of equipment, donations of surplus property, and other assistance. Recipients of federal funds range from state and local agencies, to nonprofits and organizations. Title VI covers a recipient’s entire program or activity. This means all parts of a recipient’s operations are covered, even if only one part of a recipient’s organization receives the federal assistance. Simply put, any organization that receives federal financial assistance is required to follow this Executive Order.

The City of Farmington Hills receives funds from the US Department of Transportation via the Federal Highway Administration.

The US Department of Transportation published *Policy Guidance Concerning Recipients’ responsibilities to Limited English Proficient Person* in the December 14th, 2005 Federal Register.ⁱⁱⁱ

The Guidance implies that the City of Farmington Hills is an organization that must follow this guidance:

This guidance applies to all DOT funding recipients, which include state departments of transportation, state motor vehicle administrations, airport operators, metropolitan planning organizations, and regional, state, and local transit operators, among many others. Coverage extends to a recipient’s entire program or activity, i.e., to all parts of a recipient’s operations.

This is true even if only one part of the recipient receives the Federal assistance. For example, if DOT provides assistance to a state department of transportation to rehabilitate a particular highway on the National Highway System, all of the operations of the entire state department of transportation—not just the particular highway program or project—are covered by the DOT guidance.

Elements of an Effective LEP Policy

The US Department of Justice, Civil Rights Division has developed a set of elements that may be helpful in designing and LEP policy or plan. These elements include:

1. Identifying LEP persons who need language assistance
2. Identifying ways in which language assistance will be provided
3. Training Staff
4. Providing notice to LEP persons
5. The recommended method of evaluating accessibility to available transportation services is the Four-Factor Analysis identified by the USDOT.

These recommended plan elements have been incorporated into this plan.

Methodology for Assessing Needs and Reasonable Steps for an Effective LEP Policy

The DOT guidance outlines four factors recipients should apply to the various kinds of contacts they have with the public to assess language needs and decide what reasonable steps they should take to ensure meaningful access for LEP persons:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee.
2. The frequency with which LEP individuals come in contact with the program.
3. The nature and importance of the program, activity, or service provided by the recipient to the LEP Community.
4. The resources available to the City of Farmington Hills and overall cost.

The greater the number or proportion of eligible LEP persons; the greater the frequency with which they have contact with a program, activity, or service' and the greater the importance of that program, activity, or service, the more likely enhanced language services will be needed. The intent of DOT's guidance is to suggest a balance that ensures meaningful access by LEP persons to critical services while not imposing undue burdens on small organizations and local governments.

The DOT guidance is modeled after the Department of Justice's guidance and requires recipients and sub recipients to take steps to ensure meaningful access their programs and activities to LEP persons. More information for recipients and sub recipients can be found at <http://www.lep.gov>.

The Four-Factor Analysis

This plan uses the recommended four-factor analysis of an individualized assessment considering the four factors outlined above. Each of the following factors is examined to determine the level and extent of language assistance measures required to sufficiently ensure meaningful access to City of Farmington Hills services and activities that may affect their quality of life. Recommendations are then based on the results of the analysis.

Factor 1: The Proportion, Numbers and Distribution of LEP Persons

The Census Bureau has a range of four classifications of how well people speak English. The classifications are 'very well', 'not well', 'well', and 'not at all'. For our planning purposes, we are considering people that speak English less than 'very well' as Limited English Proficient persons.

As seen in Table #1 (below), the Census 2010 Data for City of Farmington shows that 16,272 (21.4%) individuals speak a language other than English; of those individuals 5,621 (6.9%) individuals who represents 6.9% of the total population of the city, have identified themselves as speaking English less than 'very well.'

Table #1

<u>LANGUAGE SPOKEN AT HOME</u>	<u># of Individuals</u>	<u>Percentage</u>
<u>Population 5 years and over</u>	<u>76,865</u>	
<u>English only</u>	<u>60,499</u>	<u>78.7%</u>
<u>Language other than English</u>	<u>16,366</u>	<u>21.3%</u>
<u>Speak English less than "very well"</u>	<u>4,839</u>	<u>6.3%</u>
<u>Spanish</u>	<u>1,718</u>	<u>2.2%</u>
<u>Speak English less than "very well"</u>	<u>470</u>	<u>0.6%</u>
<u>Other Indo-European languages</u>	<u>6,822</u>	<u>8.9%</u>
<u>Speak English less than "very well"</u>	<u>1,874</u>	<u>2.4%</u>
<u>Asian and Pacific Islander languages</u>	<u>4,210</u>	<u>5.5%</u>
<u>Speak English less than "very well"</u>	<u>1,218</u>	<u>1.6%</u>
<u>Other languages</u>	<u>3,616</u>	<u>4.7%</u>
<u>Speak English less than "very well"</u>	<u>1,277</u>	<u>1.7%</u>

Factor 2: Frequency of Contact with LEP Individuals

The city has conducted an informal survey of our employees with regard to whether they have had encounters with LEP individuals in the performance of their job functions and found that they have had encounters with LEP individuals. We have offices accessible to the public and therefore accessible to LEP individuals and we have staff that work in the field that could encounter LEP individuals. Additionally, City Council meetings are held twice a month on the first and third Mondays, which would potentially bring LEP individuals to these meetings. Due

to the large concentration of LEP individuals as displayed in Table #1 (above) the probability of our employees to encounter and LEP individual is high.

Factor 3: The Nature and Importance of the Program, Activity, or Service to LEP

The City of Farmington Hills serves individuals throughout the City in a variety of ways including managing roads, water, sewer, police, fire, elections, and other services to citizens of the City and individuals from outside of the city, such as visitors and those traversing the state. The nature of the services that the City provides is very important to an individual's day-to-day life. Therefore the denial of services to an LEP individual could have a significant detrimental effect. Given the high concentration of LEP individuals in our city, we will ensure accessibility to all of our programs, services, and activities.

Factor 4: The Resources Available to the City of Farmington Hills and Overall Cost

US Department of Transportation Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons published in the Federal Register: December 14, 2005 (Volume 70, Number 239) states:

"A recipient's level of resources and the costs imposed may have an impact on the nature of the steps it should take in providing meaningful access for LEP persons. Smaller recipients with more limited budgets are not expected to provide the same level of language services as larger recipients with larger budgets. In addition, "reasonable steps" may cease to be reasonable where the costs imposed substantially exceed the benefits. Recipients should carefully explore the most cost-effective means of delivering competent and accurate language services before limiting services due to resource concerns."

Based on this guidance, we have reviewed our resources and deemed that given the high concentration of LEP individuals in our city, upon request we will translate our vital documents into the language requested to ensure accessibility.

Although there will not be a fixed amount allocated from our yearly budget for the translation of documents, the cost associated with the necessary translation of document in order to comply with LEP requirements will be allocated on an as-needed basis.

Safe Harbor Stipulation

Federal law provides a "safe harbor" situation so that recipients can ensure with greater certainty that they comply with their obligation to provide written translations in languages other than English. A "safe harbor" means that if a recipient provides written translation in certain circumstances, such action will be considered strong evidence of compliance with the recipient's written-translation obligations under Title VI.

The failure to provide written translations under the circumstances does not mean there is noncompliance, but rather provides a guide for recipients that would like greater certainty of

compliance than can be provided by a fact-intensive, four factor analysis. For example, even if a safe harbor is not used, if written translation of a certain document(s) would be so burdensome as to defeat the legitimate objectives of its program, it is not necessary. Other ways of providing meaningful access, such as effective oral interpretation of certain vital documents, might be acceptable under such circumstances.

Strong evidence of compliance with the recipient's written translation obligations under "safe harbor" includes providing written translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. Translation of other documents, if needed, can be provided orally.

This "safe harbor" provision applies to the translation of written documents only. It does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable.

Given the high concentration of LEP individuals (as seen in Table #1) we have deemed that the City of Farmington Hills will provide written translations of all vital documents upon request. Vital documents will include, but not be limited to: the complaint form, complaint procedures, and all public meeting notices.

Providing Notice to LEP Persons

USDOT LEP guidance says:

Once an agency has decided, based on the four factors, that it will provide language service, it is important that the recipient notify LEP persons of services available free of charge. Recipients should provide this notice in languages LEP persons would understand.

The guidance provides several examples of notification including:

1. Signage in languages that an LEP would understand when free language assistance is available with advance notice.
2. Stating in outreach documents that free language services are available from the agency.
3. Working with community-based organization and other stakeholders to inform LEP individuals of the recipient's services, including the availability of language assistance services.

Statements in languages that an LEP individual would understand will be placed in public information and public notices that persons requiring language assistance or special accommodations will be provided the requested assistance at no cost, with reasonable advance notice to the City of Farmington Hills.

Options and Proposed Actions

Options:

Federal fund recipients have two (2) main ways to provide language services: oral interpretation either in person or via telephone interpretation service and written translation. The correct mix should be based on what is both necessary and reasonable in light of the four-factor analysis.^{iv}

City of Farmington Hills is defining an interpreter as a person who translates spoken language orally, as opposed to a translator, who translates written language and a translator as a person who transfers the meaning of written text from one language into another. The person who translates orally is not a translator, but an interpreter.^v

Considering the relatively small scale of the City of Farmington Hills, the high concentration of LEP individuals in the service area, and the City's financial resources; it necessary to limit language aid to the most basic and cost-effective services. Other than the previously mentioned vital documents, if there is additional language assistance measures required for LEP individuals, the City shall proceed with oral interpretation options to meet all request for those language groups to ensure equal access while also complying with LEP regulations.

What the City of Farmington Hills will do. What actions will the City of Farmington Hills take?

- With advance notice of seven calendar days, the City will provide interpreter services at public meetings, including language translation and signage for the hearing impaired.
- The City will utilize the *Translators Resource List* (please see Appendix A) as provided by MDOT for translation services and verbal interpretation.
- Ensure placement of statements in notices and publications in languages other than English that interpreter services are available for public meetings.
- The Census Bureau "I-speak" Language Identification Card will be distributed to all employees that may potentially encounter LEP individuals.
- Once the LEP individual's language has been identified, an agency from the Translator's Resource List will be contacted to provide interpretation services.
- Publications of the city's complaint form available at public meetings.

- In the event that a City employee encounters a LEP individual, they will follow the procedure listed below:

OFFICE ENCOUNTER

1. Provide an I-speak language identification card to determine the language spoken of the LEP individual.
2. Once the foreign language is determined, provide information to Title VI coordinator who will contact an interpreter from MDOT's *Translators Resource List*.
3. If the need is for a document to be translated, the Title VI coordinator will have the document translated and provided to the requestor as soon as possible.

ROAD ENCOUNTER

1. Road crew employee will immediately contact the Title VI coordinator for assistance, and provide an I-speak language identification card to the LEP individual to determine the language spoken of the individual.
2. Once the foreign language is determined, provide information to Title VI coordinator who will contact an interpreter from MDOT's *Translators Resource List* to provide telephonic interpretation.
3. If the need is for a document to be translated, the Title VI coordinator will have the document translated and provided to the requestor as soon as possible.

IN WRITING

1. Once a letter has been received it will be immediately forwarded to the Title VI Coordinator.
2. The Title VI Coordinator will contact an translator from the MDOT's *Translators Resource List* to determine the specifics of the letter request information.
3. The Title VI Coordinator will work with the selected agency to provide the requested service to the individual in a timely manner.

OVER THE PHONE

1. If someone calls into our office speaking another language every attempt will be made to keep that individual on the line until an interpreter can be conferenced into the line and if possible determine the language spoken of the caller.
2. Once the language spoken by the caller has been identified we will proceed with providing the requested assistance to the LEP individual.

City of Farmington Hills Staff Training

City of Farmington Hills staff will be provided training or made aware of the requirements for providing meaningful access to services for LEP persons.

LEP Plan Access

A copy of the LEP plan document can be requested at the City of Farmington Hills Human Resources Department. The City of Farmington Hills will also post the LEP Plan on a bulletin board at the Human Resource Department and make the plan available on the City of Farmington Hills website www.fhgov.com.

Any person or agency may also request a copy by contacting:

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APPENDIX A

TRANSLATORS RESOURCE LIST

Translators do not have to be on the Translators Resource List to be acceptable, but they must be a community or government agency, attorney, college, university, or *translation-related* business. Translators are not certified by the Michigan Department of State. When providing acceptable translated documents to the Michigan Department of State the translation must:

Be on the letterhead stationery of the agency that employs the translator and include the address of the agency. The letterhead on which the translation appears must also be translated if it is in a foreign language.

Include the legibly printed name and signature of the person who prepared the translation

Include a daytime telephone number where the translator may be reached

Include the date the translation was prepared.

Translations do not need to be notarized. A translation does not have to be prepared by an agency in Michigan or the United States. Translations prepared in other countries are acceptable if they meet Michigan Department of State requirements.

The agencies listed below may charge a fee for translating documents. Please inform your customer to ask the agency about any fees they may be expected to pay.

Note: An organization or individual not on this list may provide translations if they meet the requirements listed above. The agencies and information on this list are subject to change without notice. Please check the yellow pages of your local telephone directory under "Translations" or "Translators" for other resources that may be available in your area. Translation services may also be available from local community agencies, colleges, universities, attorneys, and government agencies.

AGENCY	CITY	TELEPHONE NUMBER	LANGUAGES
A-Chau Translation Services	Wyoming	(616) 452-4000	Vietnamese
A+ Spanish Translations	Grand Rapids	(616) 742-0805	Spanish
A&D Translation Consultants	Southfield	(248) 790-9371	Italian, Portuguese, Spanish
AA Translations	Ann Arbor	(734) 665-7295	Any language
Access International Language Institute	Ann Arbor	(734) 994-1456	Any language
Ace Notary and Tax Service	Detroit	(313) 841-5539	Spanish
Acumen Capital Associates, Inc.	Detroit	(313) 506-2339	Any language
Aguilar Notary Public and Translator Services	Capac	(810) 531-5759	Spanish
Alma College	Alma	(989) 463-7210 (989) 463-7117 (989) 463-7270	French German Spanish
Amigos en Accion	Eau Claire	(269) 461-4181	Spanish
Amine Translation Services, LLC	Clinton Twp	(586) 792-3884	Arabic
Andrews University	Berrien Springs	(269) 471-3181	French, German, Spanish
Annaseeha Consultants	Detroit	(313) 923-2905	Arabic, Somali
Arab-American & Chaldean Council	Lathrup Village	(248) 559-0960 (248) 559-1990	Arabic, Chaldean

Atlantic Translations	Dearborn	(313) 520-3030	Albanian, French, German, Greek, Italian, Macedonian, Romanian, Spanish, Turkish
Babel Latina Inc. Language Services	Ann Arbor	(734) 995-0373 (734) 417-6176	Any language
Baker College	Flint	(810) 766-4160 (810) 766-4159	Taiwanese
Bi-Lingual Communications	Auburn Hills	(248) 364-4178	Spanish
Boloms Globalnet, Inc.	Detroit	(313) 341-4777	Arabic, French, German, Italian, Portuguese, Spanish
Brazilian Portuguese Language Services	Whitmore Lake	(810) 231-6596	Portuguese
Bromberg and Associates (SOS – refer to page 8)	Southfield	(313) 871-0080	Any language
CALL Immigration Services	Grand Rapids	(616) 452-2433	Bosnian (Serbo-Croatian), French, Italian, Russian, Spanish, Vietnamese
Catholic Charities of Lenawee	Adrian	(517) 263-4681	Spanish
Catholic Human Development Outreach	Grand Rapids	(616) 248-3030	Bosnian (Serbo-Croatian), French, Spanish, Vietnamese
Catholic Social Services of Oakland	Pontiac	(248) 338-4250	Spanish
Centro Hispano	Waterford	(248) 618-9273	Spanish
Coin a Phrase Language Services	Livonia	(734) 968-8264	French
Connie's Translating Service	Hartford	(269) 424-9952	Spanish
Cristo Rey Community Center	Lansing	(517) 372-4700	Spanish
Crusecom Technology Consultants	Oscoda	(989) 739-5070	Arabic, Spanish
D's Translating Service	Muskegon	(231) 206-0064	Spanish
Danka International	Hamtramck	(313) 871-0080 1 pm - 9 pm	Any language
Delta College	University Center	(989) 686-9000	French, German, Spanish
Diocese of Saginaw Hispanic Ministries Cultural Center	Saginaw	(989) 797-6646	Spanish
Direct immigration and Translation Services	Lathrup Village	(248) 395-2278 (278) 395-2279 (278) 736-3038	Arabic
Diversified Graphix	Troy	(248) 879-6702	Portuguese
Eastern Michigan University	Ypsilanti	(734) 487-0130	French, German, Japanese, Spanish
El Centro of Bethany Christian Services	Holland	(616) 396-3391	Spanish
Encouraging Words International	Grand Rapids	(616) 363-5993	Bosnian (Serbo-Croatian), Chinese, Czech, French, German, Italian, Spanish, Ukrainian, Vietnamese
ENLACES	Kalamazoo	(269) 553-3304 (269) 599-2653	Spanish
Erbach & Associates	Norton Shores	(231) 798-4903	Spanish
Espanol Translations	Grand Rapids	(616) 451-6777	Spanish

Executive Language Services, Inc.	Southfield	(248) 357-0625	Any language
Ferris State University	Big Rapids	(231) 591-3988	French, German, Spanish
Forefront Corporation	Ann Arbor	(248) 705-2605	Dutch, French, German
German Communications	Auburn Hills	(248) 377-4306	<i>German</i>
Global ATR, Inc.	Sterling Heights	(586) 795-8100	Any language
Global Image Network	Lansing	(517) 337-2700	Arabic, Chinese, Dutch, French, German, Japanese, Korean, Portuguese, Somali, Spanish, Urdu
Global language Links, LLC	Troy	(248) 430-0129	Any language
Good Samaritan Baptist Church	Lawrence	(269) 427-0110	Spanish
Groeneveld Productions & Translations	Madison, WI	(608) 231-9985 (608) 239-3233	Dutch, Flemish
Hillsdale College	Hillsdale	(517) 437-7341	French, German, Spanish
Hispanic American Council	Kalamazoo	(269) 385-6279	Spanish
Hispanic Center of Western Michigan	Grand Rapids	(616) 742-0200	Spanish
Hispanic Services	Imlay City	(810) 724-3665	Spanish
Hispanic Technology Community Center	Flint	(810) 424-3760	Spanish
Interactive Designs for Translation & Instruction	East Lansing	(517) 575-8878 (517) 337-4486	Chinese
International Institute	Flint	(810) 767-0720	Any language
International Translating Bureau	Southfield	(248) 559-1677	Any language
International Translation Services	Dearborn	(313) 563-7850	Bosnian (Serbo-Croatian), Croatian, Macedonian, Serbian
International Translations & Services	Sterling Heights	(586) 202-0512 (586) 726-7564	Albanian, Italian, Polish, Russian, Spanish
Interpress, Inc.	Detroit and Harper Woods	(313) 365-4547	Albanian, Arabic, Bosnian (Serbo-Croatian), Czech, French, German, Italian, Japanese, Lithuanian, Mandarin, Polish, Russian, Slovak, Spanish, Ukrainian
Interpreter/Translator Services, Inc.	Grosse Pointe Park	(313) 331-4285 (313) 821-5521	Albanian, Arabic, Bosnian (Serbo-Croatian), Chinese, Czech, French, German, Hindi, Italian, Japanese, Macedonian, Polish, Portuguese, Romanian, Russian, Spanish, Vietnamese
J & M Service	Westland	(734) 522-4524	Spanish
J & S Translations	Belleville	(734) 796-0310	Spanish
Kalamazoo Valley Community College	Kalamazoo	(269) 488-4236	French, Spanish
Kan Group	Detroit	(313) 566-0546	Any language

KNE Translating Services	Sterling Heights	(586) 979-5229	Any language
LA 6 Mini-Mart/ Notary/ Income Tax/ Translating	Muskegon	(231) 722-7179	Spanish
La Amistad Unida	Saginaw	(989) 529-2272	Spanish
Lakeshore Latino Outreach Center, Inc	Holland	(616) 499-4872	Spanish
LaOficina	Detroit	(313) 554-0060	Arabic, French, German, Portuguese, Spanish
Language Center International (SOS – refer to page 8)	Southfield	(248) 355-5506	Any language
Language Experts	Washington	(586) 677-1096	French, Spanish
Language Services	Petoskey	(231) 439-5181	Spanish
Languages International	Grand Rapids	(616) 285-0005	Any language
Lansing Catholic Social Services	Lansing	(517) 484-1010	Arabic, Bosnian (Serbo-Croatian), Somali, Spanish, Vietnamese
Latin-Americans for Social and Economic Development, Inc. (La Sed) (SOS – refer to page 8)	N/A	N/A	N/A
Latin Americans United for Progress, Inc.	Holland	(616) 392-5058	Spanish
Lingua Science	Ann Arbor	(734) 930-1553	Japanese
Link Translations	New York, NY	(212) 697-0509	Any language
Lost In Translation	Hart	(231) 873-0809	Spanish
Lutheran Social Services of Michigan	Southfield	(248) 423-2790	Albanian, Arabic, Bosnian (Serbo-Croatian), Chaldean, French, Romanian, Spanish, Vietnamese
Marielas Bilingual Services	Holland	(616) 283-1952	Spanish
MGR Translation (SOS – refer to page 8)	Hamtramck	(313) 673-9072	Polish
Mi Reina, L.L.C.	Milford	(248) 361-3979	Spanish
Michigan State University	East Lansing	(517) 353-0740 (517) 353-8351 (517) 355-8350	Arabic, Chinese, German, Japanese, Russian, Swahili French, Greek, Italian Portuguese, Spanish
Monroe Community College	Monroe	(734) 384-4153	French, German
Moore Interpreter, Inc.	Grand Rapids	(616) 247-4810	Creole, Spanish, Vietnamese
MRG Translations	Holland	(616) 392-5358	Spanish
MTM Translations	Lake City	(231) 920-8345	Spanish
Multilingual Services	Walled Lake	(248) 722-1471 (248) 960-0488	Russian, Ukrainian
Musashi International, Inc.	Southfield	(248) 358-1911	Japanese
New Vallarta Tax and Translation Services	Kalamazoo	(269) 385-2281	Spanish
Northern Michigan University	Marquette	(906) 227-1000	Finnish, French, German, Hebrew, Italian, Japanese, Portuguese,

			Russian, Spanish
Olas Translations	Ann Arbor	(734) 213-5396	Spanish
Ole Servicios Latinoamericanos Translation	Ypsilanti	(734) 528-1212	Arabic, French, Italian, Portuguese, Spanish, Swahili, Turkish
OmniCom International	Kalamazoo	(269) 323-8887	Czech, French, German, Hungarian, Polish, Slovak, Spanish
Persia House of Michigan	West Bloomfield	(248) 302-1447	Farsi, Persian
Pimentel Multiple Services	Grand Rapids	(616) 475-0755	Spanish
Pro-Tax & Notary - Translation Services	Holland	(616) 392-7603	Spanish
Professional Translation & Interpretation Services	Kalamazoo	(269) 324-4303	Spanish
Rainbow Visa and Passport Services	Dearborn	(313) 582-3322	Arabic, Chaldean, French
Rashmawi Translation Services	Flint	(810) 732-5955	Arabic
Richardson International	West Bloomfield	(248) 865-5099	Chinese, Japanese
Rojas Translating Services	Coldwater	(517) 278-4038	Spanish
Sanchez Income Tax & Translation Services	Grand Rapids	(616) 248-3688	Spanish
SCT Translation Service	Detroit	(313) 841-4411 12 pm – 6:30 pm	Spanish
Servicio Latino	Williamsburg	(231) 267-5214	Spanish
Servicios Diversos, LLC	Ann Arbor	(734) 973-9824	French, German, Italian, Portuguese, Russian, Spanish, Thai
Sound Post	Grand Rapids	(616) 940-8686	Any language
Spanish Language Services	Hart	(231) 873-8145	Spanish
St. Clair County Community College	Port Huron	(810) 989-5578	French, German, Spanish
St. Clement of Rome Catholic Church	Romeo	(586) 752-9611	Spanish
Suzuki Myers & Associates	Novi	(248) 344-0909	Japanese
Trans-Type International	Midland	(989) 631-2424	Arabic, Chinese, French, German, Italian, Korean, Spanish
Translation Consultants	Brownstown	(734) 783-0633	Romanian
Translation International, Inc.	Warren	(586) 201-0502	Hungarian, Romanian
Translation Services of Muskegon County	Muskegon	(231) 736-7776	Spanish
Translations Unlimited	Grand Rapids	(616) 942-5742	Any language
Trident Trade Group	Warren	(586) 759-6563	Russian, Ukrainian
Ukrainian Cultural Center	Warren	(586) 757-8130	Russian, Ukrainian
University Translators Services LLC	Ann Arbor	(734) 665-7295	Any language
Verbum Translations	Troy	(248) 224-8600	French, German, Japanese, Romanian, Spanish
Vital International Programs	Sterling Heights	(586) 795-2500 ext. 105	Any language

Voices Around the World	Royal Oak	(248) 288-6440	Albanian, Arabic, Bosnian (Serbo-Croatian), Chinese, French, German, Japanese, Macedonian, Polish, Portuguese, Russian, Spanish
Washtenaw Community College	Ann Arbor	(734) 973-3300	French, German, Spanish
Wayne County Community College	Detroit	(313) 943-4000	Arabic, Spanish
Weller Language Services	Holland	(616) 396-2201	Spanish
World of Immigration, Passport, Visas and Translation Services	Dearborn Heights	(313) 406-5747	Any language
WorldWide Translating/Interpreting Service, Inc.	Sterling Heights	(313) 873-7905 (313) 345-2229 (586) 795-0904	Any language

ⁱ The executive order verbatim can be found online at <http://www.usdoj.gov/crt/cor/Pubs/eolep.htm>.

ⁱⁱ Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons. Federal Register: December 14, 2005 (Volume 70, Number 239)

ⁱⁱⁱ The DOT has also posted an abbreviated version of this guidance on their website at <http://www.dotcr.ost.dot.gov/asp/lep.asp>.

^{iv} <http://www.dotcr.ost.dot.gov/asp/lep.asp>

^v Department of Justice Final LEP Guidelines, Federal Register June 18, 2002-Vol. 67-Number 117.