



Neighborhood Development Center (NDC) Language Assistance Plan

I. Introduction

In compliance with Title VI of the Civil Rights Act of 1964 and Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, Neighborhood Development Center (NDC) has developed this Language Assistance Plan (LAP) to ensure that persons with limited English proficiency (LEP) have access to NDC's resources and services.

Executive Order 13166 prohibits discrimination based on national origin, including differential treatment based on English language proficiency. The purpose of this LAP is to establish strategies for providing services to LEP persons to prioritize equity and inclusion with all NDC programs and services. This is essential to our mission of serving low-income, mostly BIPOC entrepreneurs in key geographies.

To prepare for the development of this plan, we utilized the four-factor analysis which balanced the below four factors:

1. The number or percentage of LEP persons in the service area who may be served by NDC.
2. The frequency with which LEP persons come in contact with NDC's services.
3. The nature and importance of services provided by NDC to the LEP population.
4. The resources available to NDC and costs to provide LEP assistance.

II. Assessment of Language Assistance Needs

NDC recognizes the importance of providing equitable services to all individuals, including those with LEP. To ensure meaningful access and effective communication with LEP individuals, we have conducted a comprehensive assessment of language assistance needs. We have reviewed demographic data to identify the languages spoken by the population we serve. This analysis helps us understand the language diversity within our community and prioritize language assistance resources accordingly.

NDC staff members speak over 13 languages, with 46% of our staff speaking a language other than English.

In addition, we engage the services of a third-party vendor that offers access to interpretation and translation services in hundreds of languages, including languages that

NDC has encountered with its customers. This engagement enables us to bridge language barriers and provide effective communication for LEP individuals accessing our programs and services. NDC is committed to enhancing accessibility and inclusivity for all members of our community, regardless of language proficiency.

III. Language Services

NDC utilizes the interpreting services of its diverse employees to assist LEP customers with varied translation and interpreting needs. In the instances where we are not able to employ internal resources to provide language services, NDC has access to a third-party vendor's services to meet the needs of LEP persons. Our interpreting services will be provided at no charge to LEP persons interested in NDC's program and services.

IV. Staff Training

The following training will be provided to all staff:

- Information on Title VI and LAP responsibilities
 - NDC will train staff on Title VI and LAP knowledge and responsibilities, including how to contact the third-party vendor.
- NDC's Chief Innovation & Strategy Officer, Elisa Pluhar, will oversee the implementation of the LAP and may be contacted at epluhar@ndc-mn.org.

V. Notices

NDC will provide notice of language assistance services by posting signage, in multiple languages, at its headquarters related to NDC's LAP and how to access its language services. NDC will also post a copy of this plan on our website.

VI. Evaluation

The staff person responsible for overseeing and implementing our LAP services and the Executive Leadership staff, will be engaged in the following:

- Assess the effectiveness of our language assistance services based on feedback from NDC's employees, community members, and persons with LEP.
- Establish any changes or updates to the LAP.
- Monitor NDC's programs and services to ensure it aligns with this LAP.