

Limited English Proficiency Mills Property Management

A. Purpose

The purpose of this Limited English Proficiency (LEP) Plan is to ensure meaningful access to program information and equal opportunity to benefit from services for persons with hearing impairment and limited English proficiency.

An applicant or tenant has Limited English Proficiency when he/she is not able to speak, read, write or understand the English language at a level that allows him/her to interact effectively with Mills Property Management employees.

B. Demographics

South Dakota's population, diversity, and nativity data obtained from the US. Census is included in this section.

South Dakota Demographics

- The state of South Dakota has approximately 896,164 people (population estimates, July 1, 2021)
- Demographic breakdown of population:
 - White 84.2%
 - American Indian 9.0%
 - Hispanic/Latino 4.6%
 - Black 2.5%
 - Asian 1.7%
 - Hawaiian/Pacific Is. .1%

C. Oral Interpretation

Mills Property Management will make every effort to provide oral interpretation for all of its applicants/tenants who have identified themselves as LEP and request services. "your right to an Interpreter cards" will be available at the front desk and all branch offices.

Interpreter services: Mills Property Management employees will utilize local interpreters when possible. Qualified interpreter's that speak the LEP person's primary language will be contacted. Any person to person interpreter will be asked to sign a confidentiality agreement provided by Mills Property Management. If no interpreters are available the employees will utilize The Language Line phone services by calling **(888) 808-9008**.

Hearing Impairment services: The National Relay Service can be reached at 1 800 555 660 (free from landlines).

All costs for interpretation services will be paid by Mills Property Management.

D. Use of Family and/or Friends as Interpreters

Staff must not require, suggest or encourage a client with LEP to use family or friends as interpreters. Family or friends may not be competent to serve as interpreters because they may not be proficient enough in both languages, may lack training in interpretation and/or violate the applicants/residents confidentiality. Staff's offer of an interpreter and the client's response must be documented in YARDI. These restrictions are to ensure confidentiality of information and accurate communication.

Applicants/tenants who wish to have bilingual friends and family present at meetings or interviews may do so; however, the presence of such persons does not affect the obligation of Mills Property Management, Inc.

E. Rule for Minor Children

Use of minor children as interpreters/translators by Mills Property Management is never allowed.

F. Written Translation

All HUD documents that are mandatory for files will be translated to the applicant/tenants native language.

The following website contains all HUD required documents in 12 languages and are in Printable form:

https://www.hud.gov/program_offices/fair_housing_equal_opp/17lep