



**MICHIGAN STATE POLICE**  
**Emergency Management and Homeland Security Division**

Subject:	Accommodating Individuals with Limited English Proficiency
Effective Date:	August 5, 2020
Policy Number:	EMHSD-26
Last Updated:	February 7, 2022

**I. PURPOSE**

The Michigan Department of State Police, Emergency Management and Homeland Security Division (MSP/EMHSD) recognizes the importance of providing actionable public information to all residents of Michigan. This policy establishes the protocols for determining when emergency public information requires translation into languages other than English and when written and/or verbal translations services are needed for day-to-day interactions.

**II. Policy**

As outlined in the MSP Public Information Officer (PIO) Team Policy, the PIO is responsible for instructing and advising department personnel on successful methods and proper procedures for handling media communications. The MSP/EMHSD PIO will make every effort to ensure the division provides translated emergency public information to areas of the state where U.S. census data indicates there may be a population with a limited English proficiency (LEP). The MSP/EMHSD GIS Unit will maintain a map that will be utilized in making this determination. The MSP/PIO will also consult the affected MSP District Coordinator and local Emergency Manager to further determine the need for translated materials.

When determined there is a need for expedited emergency and/or disaster related translated material, the MSP/EMHSD PIO will work with the Michigan Department of Technology Management and Budget to arrange for a state approved contractor to provide a translation of emergency public information. Non-disaster and/or non-emergency written forms, materials, pamphlets, or other materials may be translated as needed or upon request, in accordance with the procedures outlined in the MSP/EMHSD LEP Plan. Division members shall be responsible for knowing and understanding the LEP Plan and for ensuring the appropriate LEP method(s) is utilized in daily interactions with the public.

The MSP/EMHSD will post the LEP plan on its website at: [MSP - Emergency Management & Homeland Security](#) in English, Arabic, and Spanish. Additional interpretation and/or written translation will be provided up request.

**III. ENFORCEMENT**

Failure to respond to the protocols of this policy effectively and efficiently may result in disciplinary action in accordance with civil service and departmental rules.

**IV. REVISION RESPONSIBILITY**

Responsibility for revision of this policy lies with the Administration Section and the MSP/PIO.

**APPROVED:**

A handwritten signature in black ink, appearing to read "KS", written over a horizontal line.

Capt. Kevin Sweeney, Commander