



Providing Services to Persons with Limited English Proficiency (LEP)

At Henrico CASA it is our commitment to ensure meaningful access to our program and all activities for individuals with Limited English Proficiency (LEP). Ensuring meaningful access to all, regardless of language barriers, embodies our program's commitment to inclusivity and equal opportunities for every individual we serve. Employees agree to take reasonable steps to facilitate communication and accessibility for LEP individuals, without imposing responsibility on the individual needing services.

Definitions

Limited English Proficient (LEP) Individuals: Individuals with limited English abilities who may not speak, write, read, or understand English proficiently.

Primary Language: The language through which an individual most effectively communicates.

Language Assistance Services: Oral and written language support necessary for LEP individuals to effectively communicate with staff and fully engage in our programs.

Effective Communication: Providing LEP individuals with a level of access to services, programs, and benefits equal to that of non-LEP individuals. For instance, ensuring communication with LEP individuals is as effective as with others receiving similar services.

Meaningful Access: Providing accurate, timely, and effective communication to LEP individuals at no cost, ensuring their access is not significantly restricted, delayed, or inferior compared to English proficient individuals.

Interpretation: The act of orally converting communication from one language to another while maintaining the same meaning.

Purpose and Compliance

The purpose of this policy is to eliminate barriers in accessing our programs and activities for individuals with limited English language skills and whose primary language is not English. We adhere to Title VI of the Civil Rights Act of 1964 and Executive Order 13166, ensuring meaningful access to all federally conducted programs and activities.

Implementation

Henrico CASA Staff will take reasonable steps to inform the public about language-accessible programs. We will also work to provide necessary language assistance services, such as interpretation and translation, to ensure LEP individuals have equal and meaningful opportunities to participate in our advocacy services.

This policy stands as a testament to our dedication in removing language obstacles, fostering engagement, and guaranteeing equitable access to our services for all members of our community. This policy underscores our commitment to inclusivity and equal access, ensuring that language barriers do not hinder anyone from benefiting from our program.

By signing below, I acknowledge that I have received a written copy of the Policy to Provide Services to Persons with Limited English Proficiency (LEP) and that I understand the terms of this policy.

Staff Signature

Date

Staff Name (printed)

Date