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| <b>Form Series Number:</b> 200-25                | <b>Department:</b> Human Resources |
| <b>Title of Policy:</b> Language Assistance Plan |                                    |
| <b>Effective Date:</b> 07/12/2024                |                                    |
| <b>Approved Date:</b> 07/12/2024                 | <b>Revision Date(s):</b>           |

**Policy Overview:**

The Housing Partnership, Inc., (HPI) will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in our services and programs.

The purpose of this policy is to establish effective guidelines, consistent with Section 601 of Title VI of the Civil Rights Act of 1964, 42 U.S.C. Section 2000d et. Seq., which states: “No person in the United States shall on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

**Procedures:** (Steps to take to implement the policy)

Language assistance for HPI’s website [www.WeAreHPI.org](http://www.WeAreHPI.org) can be located in the top right hand corner of the home page. Click on the language icon and select the needed language in the drop down box.

Language assistance will be provided through use of competent bilingual staff, contracts or formal arrangements (Kentucky Refugee Ministries), iPhone Translator Apps, and other technological instruments. These services will be provided without cost to the person(s) being served.

Identifying LEP Persons and their Language

1. Identifying LEP persons and their language – HPI staff will promptly identify the language and communication needs of the LEP person. This can be determined by the use of a language identification card or “I speak cards.” These are available online at [www.lep.gov](http://www.lep.gov).
2. The language used to communicate with the LEP person will be included as part of his/her file.

### Obtaining a Qualified Interpreter

1. The Human Resources Department will maintain an accurate and current list of bilingual staff including the language, phone number and hours of availability for interpreting.
2. Contact an outside interpreter if a bilingual staff is not available or does not speak the needed language.

Children will not be used to interpret.

### Written Translations

When translation of vital documents is needed, the document will be translated using online translation tools.

### Monitoring Language Needs

On an ongoing basis, HPI will assess changes in demographics, types of services, or other needs that may require re-evaluation of this policy and its procedures.

**Attachments: (Links to forms)**