LDCAA POLICY AND PROCEDURES FOR COMMUNICATION WITH PERSONS WITH LIMITED ENGLISH PROFICIENCY

Little Dixie Community Action Agency, Inc. 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, activities, programs and other benefits. The policy of Little Dixie Community Action Agency, Inc. is to ensure meaningful communication with LEP clients and their authorized representatives. The policy also provides for communication of information contained in documents and forms applicable to Little Dixie Community Action Agency, Inc. All interpreters, translators and other aids needed to comply with this policy shall be provided without cost to the person being served, and clients and their families will be informed of the availability of such assistance free of charge.

Language assistance will be provided through use of competent bilingual staff, interpreters, arrangements with local organizations providing interpretation translation services, technology, or telephonic interpretation services. All staff will be provided notice of this policy and procedure, and staff that may have direct contact with LEP individuals will be trained in effective communication techniques, including the effective use of an interpreter technology.

Little Dixie Community Action Agency, Inc. will conduct a regular review of the language access needs of our client population, as well as update and monitor the implementation of this policy and these procedures, as necessary.

PROCEDURES:

1. IDENTIFYING LEP PERSONS AND THEIR LANGUAGE

Little Dixie Community Action Agency, Inc. will promptly identify the language and communication needs of the LEP person. If necessary, staff will use a language identification card (or "I speak cards," available online at www.lep.gov) or posters to determine the language. In addition, when records are kept of past interactions with clients/residents or family members, the language used to communicate with the LEP person will be included as part of the record.

2. OBTAINING A QUALIFIED INTEPRETER

Clark LeForce, LDCAA Director of Operations, 580-326-3351 is responsible for:
(a) Maintaining an accurate and current list showing interpreter services including technology;

Clark LeForce will assist in operating the online translation program in order to communicate with individuals who have limited English proficiency.
Clark LeForce
209 N. 4th St.
Hugo, Oklahoma 74743
580-326-3351
8:00 AM to 12:00 PM, 12:30 PM to 4:30 PM
http://translate.google.com/

LDCAA can also enlist the professional services of www.worldlingo.com for translation services after gaining written approval from the LDCAA Executive Director. The list of languages for translation are listed at http://translate.google.com/.

(b) Contacting the appropriate bilingual staff member to interpret, in the event that an interpreter is needed, if an employee who speaks the needed language is available and is qualified to interpret;

(c) Obtaining an outside interpreter if a bilingual staff or staff interpreter is not available or does not speak the needed language.
www.worldlingo.com may to provide qualified interpreter services. The agency's services are available upon a case by case basis and will be determined by Clark LeForce, 209 N. 4th St., Hugo, Oklahoma, 580-326-3351, and approved by the Executive Director.

Some LEP persons may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the LEP person will not be used as interpreters unless specifically requested by that individual and **after** the LEP person has understood that an offer of an interpreter at no charge to the person has been made by the facility. Such an offer and the response will be documented in the person's file. If the LEP person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy, and conflict of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provided to the LEP person.

Children and other clients will **not** be used to interpret, in order to ensure confidentiality of information and accurate communication.

3. PROVIDING WRITTEN TRANSLATIONS
(a) When translation of vital documents is needed, Little Dixie Community Action Agency, Inc. will submit documents for translation into frequently-encountered languages to http://translate.google.com/ **.** Original documents being submitted for translation will be in final form with updated and accurate information.

(b) Facilities will provide translation of other written materials, if needed, as well as written notice of the availability of translation, free of charge, for LEP individuals.

(c) Little Dixie Community Action Agency, Inc. may set benchmarks for translation of vital documents into additional languages over time.

4. PROVIDING NOTICE TO LEP PERSONS
Little Dixie Community Action Agency, Inc. will inform LEP persons of the availability of language assistance, free of charge, by providing written notice in languages LEP persons will understand. This will be done by translating this document using http://translate.google.com/ left click "…..translate a document" as needed. At a minimum, notices/signs will be posted at main points of entry and at location bulletin boards.

5. MONITORING LANGUAGE NEEDS AND IMPLEMENTATION
On an ongoing basis, Little Dixie Community Action Agency, Inc. will assess changes in demographics, types of services or other needs that may require reevaluation of this policy and its procedures. In addition, Little Dixie Community Action Agency, Inc. will regularly assess the efficacy of these procedures, including but not limited to mechanisms for securing interpreter services, equipment used for the delivery of language assistance, complaints filed by LEP persons, feedback from community organizations, etc.