

## **Language Assistance Plan Policy**

*Effective Date: 3.18.25*

### **1. Purpose and Scope:**

This Language Assistance Plan (LAP) Policy is established to ensure that the Housing Partnership Fund (HPF) provides meaningful access to its programs and services for individuals with limited English proficiency, per federal and state laws.

### **2. Applicability:**

This LAP Policy applies to all HPF programs, services, and activities and to all individuals accessing or seeking services from the agency.

### **3. Identification of Limited English Proficiency Individuals:**

To identify individuals with limited English proficiency (LEP), HPF will have a Google Translate link on the website to provide communication with LEP persons. Staff will be trained to recognize potential language barriers and offer appropriate language assistance services.

### **4. Qualified Interpreters and Translators:**

HPF will utilize qualified interpreters and translators on an as-needed basis to facilitate effective communication. Interpreters may include bilingual staff, contracted language service providers, or telephonic interpretation services. All interpreters will adhere to ethical standards, including maintaining confidentiality.

### **5. Modes of Language Assistance:**

Language assistance may be provided in various modes, including oral interpretation, written translation, bilingual staff, and the use of language assistance tools and resources. The choice of mode will depend on factors such as the communication's complexity and the LEP individual's preferences.

### **6. Notification and Outreach:**

HPF will prominently display notices on the website informing individuals of the availability of language assistance services. Information about language assistance will also be disseminated through the agency's website, social media channels, and printed materials.

### **7. Training and Education:**

Staff members will receive training on cultural competence, the importance of language access, and the proper use of language assistance services. Ongoing education will be provided to ensure staff awareness and compliance.

### **8. Monitoring and Compliance:**

HPF will establish mechanisms to monitor the implementation of this Language Assistance Plan. Regular assessments and audits will be conducted to ensure compliance with relevant laws, including Title VI of the Civil Rights Act.

**9. Feedback and Improvement:**

A feedback mechanism will be established to allow individuals to report concerns or issues related to language assistance services. Feedback will be used to continuously improve the effectiveness of language access services.

**10. Documentation and Recordkeeping:**

HPF will maintain records of language assistance provided, including the languages spoken by LEP individuals, types of services provided, and any challenges encountered. Records will be kept confidential and in compliance with applicable laws.

**11. Legal Compliance:**

This Language Assistance Plan is designed to comply with all applicable federal, state, and local laws governing language access and anti-discrimination, including but not limited to Title VI of the Civil Rights Act.

HPF is committed to reviewing and updating this policy regularly to ensure its continued effectiveness in meeting the needs of individuals with limited English proficiency.