

<b>DEPARTMENT:</b> Program Operations	<b>SUB-DEPARTMENT:</b>
<b>CREATED DATE:</b> October 2019	<b>UPDATED DATE:</b>
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### Limited English Proficiency Policy

Consistent with 24 CFR 576.407(b), The Coalition for the Homeless and its subrecipients will take appropriate steps to ensure effective communication with persons with disabilities and limited English proficiency (LEP), including, but not limited to, adopting procedures that will make available to interested persons information concerning the location of assistance, services, and facilities that are accessible to persons with disabilities.

According to Title VI of the 1964 Civil Rights Act, no person is subject to discrimination, including the person's ability to speak, read, and understand English.

The following languages have been identified as needing English language proficiency along with methods used to increase access:

1. Spanish (Use Interpreters, translation 1-800-662-4954)
2. Chinese (Referred to Chinese Community Center and translation at 1-888-777-5861)
3. Vietnamese (Referred to Chinese Community Center and translation at 1-888-777-5861)

The following assistance methods have been identified to assist in reducing language barriers that impede access to program participation and benefits.

1. Oral interpretation services
2. Bilingual staff
3. Telephone interpreter lines (See contacts above)
4. Written language services