

Tennessee Department of Finance and Administration

Title VI Program

Limited English Proficiency Guidelines

Authority: Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d; Executive Order 13166

Policy: The Department of Finance and Administration does not discriminate against anyone with Limited English Proficiency (LEP), who participates in our programs and/or services and steps have been taken to ensure that all individuals will be able to communicate, either through written or oral language services, with members of our staff.

Purpose: To take reasonable steps to ensure that LEP individuals are provided meaningful access to our programs and/or services.

Responsibility: Each division/program in conjunction with the Title VI Coordinator will ensure that each division has properly trained staff to assist LEP individuals.

Definitions: As used in this policy include the following:

- Limited English Proficiency (LEP): Person that does not speak English as their primary language, and has a limited ability to read, speak, write or understand English.
- Meaningful Access: Requires the Department to conduct an assessment of their service population by using the four factor analysis. (1) Number or proportion of LEP persons; (2) Frequency of contact LEP persons have with the program or activity; (3) Nature and importance of the program; and (4) Resources available to the recipient.
- Interpretation: The oral or spoken transfer of a message from one language into another language.
- Translation: The written transfer of a message from one language into another language.

Procedures: Any individual eligible for programs/services at the Department of Finance and Administration who cannot speak, write, or understand the English language at a level that permits them to interact effectively with our staff has the following rights: (1) A right to qualified interpreter services at no cost to them; (2) A right to not be required to rely on their minor children, other relatives, or friends as interpreters; (3) A right to file a grievance about the language access services provided them.

Each division/program director will be responsible for ensuring that all LEP individuals are able to communicate effectively, either through written or oral languages, with respective program and/or activity staff members.

The Title VI Coordinator will conduct an annual review of LEP compliance efforts undertaken by each division to ensure that the following has occurred:

- Perform a Needs Assessment – Each appropriate division will assess the language assistance needs of the population they serve by identifying the languages likely to

be encountered and the number of LEP persons likely to be directly affected by its program.

- Train Staff – All appropriate division staff that may encounter a LEP person have received training. This training should include how to obtain language assistance services and communication with interpreters and translators
- Each appropriate division will provide LEP persons with oral language assistance at reception or customer service desks or when telephone contact is made. Telephonic (over the phone) interpretation services are available, through statewide contract with Avaza Language Services Corp., for non-English speaking individuals. Each office shall have a designated person to request LEP services from the authorized contractor.
- Notify LEP Customers of Language Assistance Availability – Each division will inform the public of the availability of LEP services by posting signs or providing written materials in public areas notifying them of this service.

Monitor Access to Language Assistance – Each division will continuously monitor their language assistance process to ensure that policies and practices are consistent.