

HOUSING AUTHORITY OF THE CITY OF FALLS CITY
LIMITED ENGLISH PROFICIENCY POLICY

RESOLUTION NO. 361 DATE ADOPTED 12/18/2007

The Falls City Housing Authority is committed to providing equal opportunity in all programs and services to ensure full compliance with all civil right laws. It is the policy of this agency to provide language access services to populations of persons with Limited English Proficiency (LEP) who are eligible to be served by the Housing Authority. Such services will be focused on providing meaningful access to our programs, services and/or benefits.

Limited English Proficiency persons are those persons who cannot speak, read, write, or understand the English language at a level that permits them to interact effectively with Housing Authority staff.

After review of the Census Bureau statistics and close communication with local agencies, it has been determined that 1.5% or less of the local area population have the potential to be of Limited English Proficiency. Based upon this information, the Falls City Housing Authority shall offer the following services:

1. Use of Language Identification Card to determine language spoken.
2. Written translation in Spanish for documents used and as provided by the U. S. Department of Housing and Urban Development.
3. Oral translation in Spanish by local instructor as needed.
4. Use of Language Line Service as provided by the State of Nebraska Office of the Chief Information Officer.

Staff members who would be in the position to work with (LEP) persons will have access to all providers as stated and shall be trained in the methods of utilizing an interpreter.