

Limited English Proficiency Plan

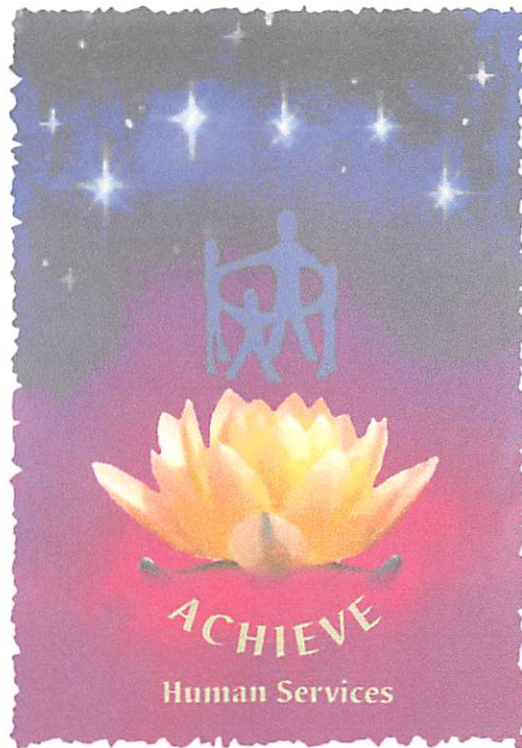
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ACHIEVE Human Services, Inc.

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*Limited English Proficiency Plan*

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**ACHIEVE Human Services, Inc.** has developed the following Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to **ACHIEVE Human Services, Inc.** services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining the **ACHIEVE Human Services, Inc.**'s extent of obligation to provide LEP services, the **ACHIEVE Human Services, Inc.** undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

- 1) The number or proportion of LEP persons eligible in the **ACHIEVE Human Services, Inc.** service area who maybe served or likely to encounter by **ACHIEVE Human Services, Inc.** program, activities, or services;
- 2) The frequency with which LEP individuals come in contact with an **ACHIEVE Human Services, Inc.** services;
- 3) The nature and importance of the program, activities or services provided by the **ACHIEVE Human Services, Inc.** to the LEP population; and
- 4) The resources available to **ACHIEVE Human Services, Inc.** and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

The diverse nature of the services offered by ACHIEVE provides constant networking with countless individuals in a variety of environments. As evidenced by the EPA's demographic chart of each of ACHIEVE's service locations, ACHIEVE Human Services, Inc. offers services in diverse communities; thereby, fostering daily interaction with LEP individuals.

The mission of ACHIEVE Human Services, Inc. is, "To empower the individuals we serve to live their lives to their greatest potential." The variety of services and programs offered by ACHIEVE provides employment opportunities and job skills training to people with disabilities inclusive of Wounded Warriors. In Yuma County alone, ACHIEVE serves a multi-faceted underserved population—adults with disabilities in a highly concentrated Hispanic/Latino demographic area. In this underserved population, providing transportation to and from the individual's residence to their place of employment is often the only limiting factor to individuals obtaining and maintaining employment. Because ACHIEVE can provide transportation, many unemployed adults with disabilities now have employment, a steady income and an opportunity for community integration where once there was none.

ACHIEVE Human Services, Inc. employs bilingual staff members who interface daily with LEP individuals and provide LEP assistance as necessary. In addition, all public outreach notices are provided in Spanish. Billboard marketing campaigns in targeted areas also feature Spanish advertisements. Every effort will continue to be made to ensure vital information is provided to LEP individuals in the language requested.

A statement in Spanish will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested through bilingual staff, billboard marketing campaigns provided in Spanish and notices also posted in Spanish.





### **Safe Harbor Provision**

**ACHIEVE Human Services, Inc.** complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

- (1) Title VI Notice
- (2) Complaint Procedures
- (3) Complaint Form

In addition, we will conduct our marketing (including using translated materials) in a manner that reaches each LEP group. Vital Documents include the following:

- (1) Notices of free language assistance for persons with LEP
- (2) Notice of Non-Discrimination and Reasonable Accommodation
- (3) Outreach Materials
- (4) Bus Schedules
- (5) Route Changes
- (6) Public Hearings