

**Professional Services Group/Community Impact Programs
LEP Policy Statement**

Professional Services Group/Community Impact Programs (PSG/CIP) is committed to providing equal opportunity in all programs, services and activities to individuals who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English. Those individuals are referred to as limited English proficient, or "LEP." Meaningful access for LEP individuals is required by Title VI of the Civil Rights Act of 1964 and its implementing regulations.

Meaningful access to LEP individuals is provided in two ways: oral interpretation and written translation. Oral interpretation can range from on-site interpreters for critical services to access through commercially telephone interpreter lines. Written translation can range from translation of an entire document to translation of a short description of the document.

PSG/CIP fulfills this obligation by one or more of the following: hiring and utilizing bilingual employees, contracting for interpreters/translation services with outside community individuals and agencies, using telephone interpreter lines, and/or using community volunteers. PSG/CIP understands that the interpretation/translation must be performed in a competent, confidential, ethical, and accurate manner at no cost to the LEP individual.

PSG/CIP does not rely on the LEP individual to provide an interpreter. However, if an LEP person requests to use a family member, friend or other adult as an interpreter, PSG/CIP makes the LEP person aware that our agency will provide a qualified interpreter at no cost to the LEP person. Our agency respects the LEP person's choice of interpreters. If the LEP person chooses a family member, friend, or other adult to interpret instead of one provided by our agency, we will document that decision on the "Acknowledgement of Refusal of Interpreter Services" form. In the event PSG/CIP believes the interpreter selected by the LEP person is not competent or appropriate, our agency will provide our own qualified interpreter. Minors should not act as interpreters unless there is an emergency situation.

PSG/CIP records the number and date of instances in which interpretation is offered, what service is offered (e.g., staff, in-person contracted, telephone, etc.), and in what language group the service is needed on the "Interpreter Services Documentation" form. PSG/CIP monitors its demographics and population trends to ensure awareness of the language needs in its service areas.

To assist us in complying with all applicable limited English proficiency rules, regulations and guidelines, our LEP Coordinator is Luci Arroyo. Ms. Arroyo can be reached at (262) 638-2000 or larroyo@psgcip.com. LEP customers are encouraged to ask for language assistance or discuss any perceived discrimination problems. Information about discrimination complaint resolution process is available upon request.



Paul Moeller, President/Executive Director



Date