

Limited English Proficiency (LEP) Guideline

Legal Authority: Title VI of the Civil Rights Act of 1964

Reference: Policy Guidance, Title VI Prohibition Against National Discrimination As It Affects Persons With Limited English Proficiency

Limited English Proficiency refers to individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English (Title VI of the Civil Rights Act – LEP.gov). Community Mental Health Authority (CMHA) will assure that individuals with LEP who seek services through CMHA are able to obtain basic knowledge of how to access and fully participate in services.

CMHA has identified the following process to assure compliance with the Title VI of the Civil Rights Act of 1964 regarding LEP.

1. CMHA will publish all written and oral communication material regarding CMHA and services available in English and any other alternative format, upon request.
2. CMHA will identify the language needs of each individual requesting services and document this within the medical record. Data collected will be reviewed annually by the Quality Improvement Coordinator for review and analysis. Data may be included in the agency's annual management report and may be utilized in the next strategic plan for the agency.
3. CMHA will include the multi-language tag lines in the Customer Handbook.
4. If an individual with LEP requests information regarding services or applies for services, CMHA will assure that an interpreter is available, at no cost to the individual, to facilitate communication in a timely fashion. This may include the utilization of bilingual staff, contract interpreters, community volunteers, or Language Line Services, contracted through NorthCare Network (see attached instructions for utilizing Language Line Services). Although a family member could be utilized to interpret for family members receiving CMHA services, it is not recommended due to the fact that there could be potential problems with accurate interpretation of the question posed and the answer provided. If an individual chooses to utilize a family member and/or friend as an interpreter, CMHA staff will document the choice in the recipient's medical record. It is imperative that an interpreter be utilized to provide accurate questions and answers.
5. CMHA will provide NorthCare's LEP training via myLearningPointe to staff at new employee orientation and annually thereafter.

As evidenced by the language and ethnic origin information provided by the persons served since Fiscal Year 2008, the catchment area for Gogebic CMHA is not culturally challenged. FY 2021 data shows 89% of the individuals served at CMHA reported their race/ethnic origin as White and 96.2% of the individuals served reported their primary language spoken as English.