

Limited English Proficiency Plan

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 may be served or likely to encounter by **ACHIEVE Human Services, Inc.** program, activities, or services.

The diverse nature of the services offered by ACHIEVE provides constant networking with countless individuals in a variety of environments. As evidenced by the demographic charts below, ACHIEVE Human Services, Inc. offers services in diverse communities; thereby, fostering daily interaction with LEP individuals.

- o Demographic data in chart extracted from <https://data.census.gov/table>

Types of Language Spoken at Home ×
in Yuma County, Arizona
DP02

Measure	Value
English only	45.8%
Spanish	52.6%
Other Indo-European languages	0.6%
Asian and Pacific Islander languages	0.7%
Other languages	0.4%

Ancestry ×
in Yuma County, Arizona
DP02

Measure	Value
English	5.1%
French (except Basque)	0.9%
German	7.1%
Irish	3.9%
Italian	1.4%
Norwegian	0.8%
Polish	0.6%
Scottish	0.9%
Subsaharan African	0.3%

- 2) The frequency with which LEP individuals come in contact with an **ACHIEVE Human Services, Inc.** services; ACHIEVE Human Services' staff reviewed the frequency with which office staff and drivers have or could have, contact with LEP persons for 2023.
 - o Office staff can average 3-5 contacts per day.
 - o Drivers can average 1-2 contacts per day.

- 3) The nature and importance of the program, activities or services provided by the **ACHIEVE Human Services, Inc.** to the LEP population.

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 to community integration where once there was none.

- 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.

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 for written translations

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) Non Discrimination Notice
- (2) Discrimination Complaint Procedures
- (3) Discrimination 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

1) **ACHIEVE Human Services, Inc.** provides language assistance services through the below methods:

- Staff is provided a list of what written and oral language assistance products and methods the agency has implemented and how agency staff can obtain those services

2) **ACHIEVE Human Services, Inc.** has a process to ensure the competency of interpreters and translation service through the following methods:

ACHIEVE Human Services, Inc. will ask the interpreter or translator to demonstrate that he or she can communicate or translate information accurately in both English and the other language. **ACHIEVE Human Services, Inc.** will train the interpreter or translator in specialized terms and concepts associated with the agency's policies and activities. **ACHIEVE Human Services, Inc.** will instruct the interpreter or translator that he or she should not deviate into a role as counselor, legal advisor, or any other role aside from interpreting or translator. **ACHIEVE Human Services, Inc.** will ask the interpreter or translator to attest that he or she does not have a conflict of interest on the issues that they would be providing interpretation services.

3) **ACHIEVE Human Services, Inc.** provides notice to LEP persons about the availability of language assistance through the following methods:

- Posting signs in intake areas and other points of entry
- Statements in outreach documents that language services are available from the agency.
- Agency websites

4) **ACHIEVE Human Services, Inc.** monitors, evaluates and updates the LEP plan through the following process:

ACHIEVE Human Services, Inc. will monitor the LEP plan by conducting an annual Four-Factor analysis, establishing a process to obtain feedback from internal staff and members of the public and conducting internal evaluations to determine whether the language assistance measures are working for staff. **ACHIEVE Human Services, Inc.** will make changes to the language assistance plan based on feedback received. **ACHIEVE Human Services, Inc.** may take into account the cost of proposed changes and the resources available to them. Depending on the evaluation, **ACHIEVE Human Services, Inc.** may choose to disseminate more widely those language assistance measures that are particularly effective or modify or eliminate those measures that have not been effective. **ACHIEVE Human Services, Inc.** will consider new language assistance needs when expanding transit service into areas with high concentrations of LEP persons will consider modifying their implementation plan to provide language assistance measures to areas not previously served by the agency.

5) **ACHIEVE Human Services, Inc.** trains employees to know their obligations to provide meaningful access to information and services for LEP persons and all employees in public contact positions will be properly trained to work effectively with in-person and telephone interpreters. **ACHIEVE Human Services, Inc.** will implement processes for training of staff through the following procedures:

ACHIEVE Human Services, Inc. will identify staff that are likely to come into contact with LEP persons as well as management staff that have frequent contact with LEP persons in order to target training to the appropriate staff. **ACHIEVE Human Services, Inc.** will identify existing staff training opportunities, as it may be cost-effective to integrate training on their responsibilities to persons with limited English proficiency into agency training that occurs on an ongoing basis. **ACHIEVE Human Services, Inc.** will include this training as part of the orientation for new employees. Existing employees, especially managers and those who work with the public may periodically take part in re-training or new training sessions to keep up to date on their responsibilities to LEP persons. **ACHIEVE Human Services, Inc.** will implement LEP training to be provided for agency staff. **ACHIEVE Human Services, Inc.** staff training for LEP to include:

- A summary of the **ACHIEVE Human Services, Inc.** responsibilities under the DOT LEP Guidance;
- A summary of the **ACHIEVE Human Services, Inc.** language assistance plan;
- A summary of the number and proportion of LEP persons in the **ACHIEVE Human Services, Inc.** service area, the frequency of contact between the LEP population and the agency’s programs and activities, and the importance of the programs and activities to the population;
- A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and
- A description of the **ACHIEVE Human Services, Inc.** cultural sensitivity policies and practices.

Nuestra Misión
Habilitar a las personas que servimos para que vivan sus vidas a su máximo potencial

Nuestra Visión
Somos líderes en el desarrollo y entrega de programas innovadores diseñados para fortalecer a las personas y para construir comunidades fuertes.

Declaración de Valores

Nosotros tratamos a todas las personas con **dignidad y respeto** en un ambiente seguro y confiable. A los clientes se les anima a aspirar a lograr su máximo potencial por medio de un personal dedicado, **comprometido** y compasivo para el bienestar de aquellos a los que brindan sus servicios. Nosotros valoramos y respetamos las contribuciones y participación de nuestra comunidad diversa y las partes interesadas. Nosotros acogemos el **optimismo**.

Nosotros ejercemos un gobierno ejemplar y aseguramos una administración adecuada de los recursos en el mantenimiento de la supervisión de las actividades de la agencia. Somos abiertos y honestos en nuestra **comunicación**, y comprometidos a vivir según nuestros valores. Nosotros aseguramos consistencia de acciones en mantener políticas coherentes, proceso y toma de decisiones con un firme **compromiso** hacia el bien general de todos los interesados. Nuestros pensamientos, palabras y acciones son claramente paralelos con los principios establecidos de ética que radica en **integridad y excelencia**.

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SERVICIOS de EMPLEO



Individuos Únicos, Soluciones que Capacitan

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