



## **Limited English Proficiency (LEP) Plan**

Clean Water Action

### **Purpose**

Clean Water Action is committed to ensuring meaningful access to its programs, activities, and services for individuals with Limited English Proficiency (LEP). This plan outlines the steps and measures we will take to provide access for LEP individuals in compliance with Title VI of the Civil Rights Act of 1964 and other applicable federal and state laws.

### **Policy Statement**

Clean Water Action prohibits discrimination on the basis of national origin, including language proficiency, and ensures that LEP individuals have equitable access to information, services, and participation opportunities.

### **Language Assistance Measures:**

#### **1. Translation of Vital Documents**

- a. Translate key documents, including program brochures, consent forms, and grievance procedures, into frequently encountered languages.
- b. Review and update translated materials annually.

#### **2. Interpretation Services**

- a. Provide qualified interpreters for in-person, phone, or virtual interactions upon request.
- b. Use telephonic or video interpretation services for less common languages upon request.

#### **3. Notice of Language Assistance**

- a. Post signs in common areas, on the website, and on program materials, informing LEP individuals of the availability of free language assistance.

#### **4. Staff Training**

- a. Train staff annually on LEP policies, recognizing language needs, and effectively working non-discrimination coordinators for requests.

## **Accessing Language Assistance**

LEP individuals may request language assistance services by contacting:

### **Michelle Dueñas, Human Resources Manager**

Phone: (586) 636-1317

Email: [mduenas@cleanwater.org](mailto:mduenas@cleanwater.org)

### **LeWanda Gipson, Chief Financial and Administrative Officer** Phone:

(586) 280-5166

Email: [lgipson@cleanwater.org](mailto:lgipson@cleanwater.org)

## **Monitoring and Evaluation**

Clean Water Action will review its LEP Plan annually to:

- Update demographic data and language needs.
- Assess the effectiveness of language assistance services.
- Identify areas for improvement based on feedback from LEP individuals and staff.

## **Feedback and Complaints**

LEP individuals may submit feedback or file a complaint about language assistance services by contacting our Non-Discrimination Coordinators. All complaints will be addressed promptly and fairly in accordance with Clean Water Action's grievance procedures.

## **Commitment to Equity**

Clean Water Action remains dedicated to fostering an inclusive environment that supports individuals with LEP in accessing its programs, services, and activities fully and meaningfully.