



Limited English Proficiency (LEP)

Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English can be limited English proficient, or “LEP.” These individuals may be entitled language assistance with respect to a particular type of service, benefit, or encounter. Federal laws particularly applicable to language access include Title VI of the Civil Rights Act of 1964 and the Title VI regulations, prohibiting discrimination based on national origin. Many individual federal programs, states, and localities also have provisions requiring language services for LEP individuals.



Limited English Proficiency (LEP) Procedures

COUNTY OF MONTGOMERY, TENNESSEE

The County of Montgomery does not discriminate against anyone with Limited English Proficiency (LEP), who participates in our programs and/or services. We have taken steps to ensure that all individuals will be able to communicate, either through written or oral language services, with all members of our staff. These steps are as follows:

1. Employees will have access to language identification cards.
2. Once language proficiency is determined, employees will have Avaza Language Services available to assist the individual in determining his/her need.
3. If the need is not urgent or life threatening, employees will defer to their supervisors what steps need to be taken. The steps are, but not limited to, the following:
 - a) If the need is for a document to be translated, the supervisor will have the document translated as soon as possible, without jeopardizing his/her duties as a supervisor.
 - b) If the need is for oral language interpretive services, the supervisor will take appropriate actions to provide the assistance as soon as possible through Avaza Language Services or an equivalent service without jeopardizing his/her duties as a supervisor.
 - c) The supervisor has the obligation to the safety of his/her employees as well as to the people of the County of Montgomery to assist the needs of all persons. This includes not leaving his/her work place unless it is an emergency.

Any person who thinks there has been discrimination against him/her because of LEP should contact Candise Hendricks, Title VI Coordinator at 931-648-5705 Ext. 12213.