



The Urban Empowerment Fund
Language Assistance Plan

Supporting Persons with Limited English Proficiency (LEP) 2024

The Urban Empowerment Fund (“UEF”) is committed to providing reasonable accommodation to Applicants and Borrowers with Limited English Proficiency (“LEP”) to the extent required by federal law. This plan establishes guidelines, consistent with Title VI of the Civil Rights Act of 1964 and Executive Order 13166, for UEF personnel to follow when providing services to, or interacting with, LEP individuals. Following this policy is essential to the success of UEF’s mission ensuring reasonable access to LEP individuals.

LEP persons may request relevant materials from UEF via our website. UEF provides language assistance, on an as-available basis, using contractual services provided by a third-party vendor. Upon request and within reasonable time restraints, UEF will provide translations of our information into Spanish or other languages. UEF will decide how to allocate its resources for translation services based on relevance, time, or cost restraints.

To ensure that such persons have reasonable access to support, The Urban Empowerment Fund will follow the procedure below when serving persons with LEP.

1. IDENTIFYING SERVICES TO BE PROVIDED

Table 1.
Five Most Frequently Spoken Languages Other Than English (LOTE) in U.S. Homes: 2019

Language	Estimate	Percent of LOTE population
Spanish or Spanish Creole	41,757,391	61.6
Chinese	3,494,544	5.2
Tagalog	1,763,585	2.6
Vietnamese	1,570,526	2.3
Arabic	1,260,437	1.9

Source: U.S. Census Bureau, 2019 American Community Survey, 1-year estimates.

The Urban Empowerment Fund will identify the language and communication needs of each LEP person who may benefit from the LEP service as the person seeks service. If necessary, staff will use a language identification card (or “I speak cards,” available online at www.lep.gov) or posters to determine the language. In addition, when records are kept of past interactions with clients, the language used to communicate with the LEP person will be included as part of the record.

If the person does not ask for an interpreter but seems to be struggling to communicate, the personnel should ask the person if they would like to use a different language.

2. PROVIDING INTERPRETATION SERVICES

The Urban Empowerment Fund is contracted with Language Line Solutions, a provider of over-the-phone interpretation with access to over 240 languages available on-demand. Interpretation services will be available to members either via telephone or video, typically within one-two minutes of the request.

Family members or friends of the LEP person will not be used as interpreters unless specifically requested by the LEP person and only after the LEP person has been notified that an interpreter is offered at no charge via Language Line Solutions.

If the LEP person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy, and conflict of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, the person will not be used as an interpreter.

Children under the age of 16 will not be used to interpret to ensure confidentiality of information and accurate communication.

3. **PROVIDING WRITTEN TRANSLATIONS**

Management will determine what vital documents should be translated and the language(s) of translation. All translated documents will be provided free of charge.

When making this determination, management will consider the four factors:

- i. The number of LEP persons likely to seek services from UEF.
- ii. The frequency with which those LEP individuals are likely to seek services from UEF.
- iii. The nature and importance of the services the LEP persons are likely to seek; and
- iv. The resources available to the UEF along with the cost of translation.

Language Line Solutions also offers document translation services, and UEF will work with them to update key documentation such as applications, disclosures, and marketing materials to be translated as needed.

4. **PROVIDING NOTICE TO LEP PERSONS**

The Urban Empowerment Fund will inform LEP people of the availability of language assistance, free of charge, by providing written notice in languages LEP people can understand. Such notices and signs will be posted and provided in intake areas and other points of entry. UEF will also post this notice on its website (anticipated January 2025).

5. **STAFFING**

The board of directors will designate the personnel to manage the language assistance services' operation. This person will ensure that all documents and materials are updated and communicated in accordance with any federal laws that the required personnel are trained in its operation. All personnel, committee members and board members will receive information on the availability of language assistance services and the process for members to use.

6. **MONITORING AND EVALUATION**

The Urban Empowerment Fund will employ regular assessments and feedback analysis to monitor the effectiveness of language assistance services. The results will inform adjustments to the plan to better meet the needs of any LEP persons.

7. **COMPLIANCE AND REPORTING**

To ensure compliance with applicable laws and regulations, The Urban Empowerment Fund will maintain thorough records of language assistance activities.

8. **COMPLAINTS**

In accordance with federal laws and U.S. Department of the Treasury policy, UEF is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write to:

U.S. Department of the Treasury, Director, Office of Civil Rights and Equal Employment Opportunity
1500 Pennsylvania Avenue, N.W., Washington, DC 20220;
call (202) 622-1160; or send an e-mail to: crcomplaints@treasury.gov.

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|--------------------------|--|------------------------|
| <input type="checkbox"/> | ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية. | 1. Arabic |
| <input type="checkbox"/> | Խոսողո՞ւմ ե՞սք նշո՞ւմ կատարե՞ք այս քանակուսու՞մ, եթե խոսո՞ւմ կա՞մ կարո՞ւմ ե՞ք հայերեն: | 2. Armenian |
| <input type="checkbox"/> | যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন। | 3. Bengali |
| <input type="checkbox"/> | ល្អបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។ | 4. Cambodian |
| <input type="checkbox"/> | Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro. | 5. Chamorro |
| <input type="checkbox"/> | 如果你能读中文或讲中文，请选择此框。 | 6. Simplified Chinese |
| <input type="checkbox"/> | 如果你能讀中文或講中文，請選擇此框。 | 7. Traditional Chinese |
| <input type="checkbox"/> | Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik. | 8. Croatian |
| <input type="checkbox"/> | Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky. | 9. Czech |
| <input type="checkbox"/> | Kruis dit vakje aan als u Nederlands kunt lezen of spreken. | 10. Dutch |
| <input type="checkbox"/> | Mark this box if you read or speak English. | 11. English |
| <input type="checkbox"/> | اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید. | 12. Farsi |

<input type="checkbox"/>	Cocher ici si vous lisez ou parlez le français.	13. French
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
<input type="checkbox"/>	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
<input type="checkbox"/>	Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
<input type="checkbox"/>	अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
<input type="checkbox"/>	Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
<input type="checkbox"/>	Jelölje meg ezt a kockát, ha megérta vagy beszéli a magyar nyelvet.	19. Hungarian
<input type="checkbox"/>	Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
<input type="checkbox"/>	Marchi questa casella se legge o parla italiano.	21. Italian
<input type="checkbox"/>	日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
<input type="checkbox"/>	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
<input type="checkbox"/>	ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	24. Laotian
<input type="checkbox"/>	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

<input type="checkbox"/>	Assinale este quadrado se você lê ou fala português.	26. Portuguese
<input type="checkbox"/>	Însemnați această casuță dacă citiți sau vorbiți românește.	27. Romanian
<input type="checkbox"/>	Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
<input type="checkbox"/>	Обележите овај квадратик уколико читате или говорите српски језик.	29. Serbian
<input type="checkbox"/>	Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
<input type="checkbox"/>	Marque esta casilla si lee o habla español.	31. Spanish
<input type="checkbox"/>	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
<input type="checkbox"/>	ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.	33. Thai
<input type="checkbox"/>	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
<input type="checkbox"/>	Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	35. Ukrainian
<input type="checkbox"/>	اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
<input type="checkbox"/>	Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
<input type="checkbox"/>	באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish