



McLennan Community Investment Fund

Language Access Plan

May 2024

I. Vision

The McLennan Community Investment Fund (McCIF) recognizes the importance of being able to communicate effectively with individuals who are limited English proficient (LEP) to carry out its mission and functions. A fully implemented Language Access Plan for McCIF achieves the following:

- Supports our staff;
- Protects the integrity of McCIF's programs and activities;
- Is centered on the experiences of the people it serves; and
- Advances civil rights and civil liberties.

McCIF will implement and adhere to this plan and in so doing strengthen the McCIF mission.

II. Purpose

This Language Access Plan implements McCIF's language access policy and serves to implement Executive Order 13166, *Improving Access to Services for Persons with Limited English Proficiency* (August 11, 2000) (EO 13166 or EO). EO 13166 requires, among other things, that each federal department and agency "examine the services it provides to LEP persons and develop and implement a system by which LEP persons have 'meaningful access' to those services without unduly burdening the fundamental mission of the agency."

III. Scope

The McCIF Language Access Plan applies to all McCIF employees and contractors who interact with members of the public via any medium, including, but not limited to, websites, email, phone, and in-person and online contact. All who interact with members of the public via any medium are required to follow this plan to the extent said persons



provide services and programs to the public and have contact with individuals who are LEP.

IV. Policy

It is the policy of McCIF to provide meaningful access for individuals with limited English proficiency (LEP) to services and programs that support the McCIF mission by providing quality language assistance services in a timely manner. McCIF, therefore, should incorporate language access considerations into the routine strategic and business planning, identify and translate vital documents into the most frequently encountered languages (Spanish), provide interpretive services where appropriate, and educate personnel about language access responsibilities and how to utilize available language access resources. The relevant federal agency guidance on language access for individuals who are LEP include a four-factor analysis that assists in assessing meaningful access. These factors include the following:

1. Number or proportion of individuals who are LEP encountered or likely to be encountered;
2. Frequency of contact with individuals who are LEP;
3. Nature and importance of the program, activity, or service provided; and
4. Resources available and costs to provide meaningful access.

The provision of meaningful access often begins with this assessment but must be accomplished by taking proactive steps, including providing the following: (1) the necessary language assistance services; (2) training to staff on policies and procedures; and (3) notice to external stakeholders, translated into multiple languages, of no-cost language assistance services.

McCIF will provide language assistance services that include, but may not be limited to, oral and written services. Examples of services that provide meaningful access are a qualified bilingual staff member communicating directly in an LEP person's language or interpreting, a translator to translate vital documents to ensure meaningful access in an LEP person's language, and remote translation services.

V. Contact Information

For more information on language services and to request assistance related to language access, members of the public may contact McCIF at info@mccif.org.