

Michigan United Cerebral Palsy/United Cerebral Palsy of Michigan DBA Michigan Assistive Technology Loan Fund

Policy and Procedures for Communication with Persons with Limited English Proficiency

Policy: United Cerebral Palsy of Michigan, operating as the Michigan Assistive Technology Loan Fund (MATLF), is committed to ensuring that individuals with disabilities and limited English proficiency (LEP) have meaningful access and equal opportunities to engage in our services, activities, programs, and other benefits.

MATLF's policy is to facilitate meaningful communication with LEP customers and their authorized representatives regarding their access to services. This policy also encompasses communication contained in vital documents, including loan agreements, credit reports, truth-in-lending agreements, and other loan-related documents.

To comply with this policy, interpreters, translators, and other aids will be provided as necessary, at no cost to the individuals being served. Customers and their families will be informed of the availability of such assistance free of charge.

Language assistance will be offered through competent interpreters, contracts or formal agreements with local organizations providing interpretation or translation services, or through technology and telephonic interpretation services. All staff members will be notified of this policy and procedure, and they will receive training in effective communication techniques, including the proficient use of interpreters when needed.

MATLF will work to provide materials at the lowest reading level possible.

MATLF will conduct regular reviews of the language access needs of the population we serve and will update and monitor the implementation of this policy and associated procedures as necessary.

Procedures:

1. Identify individuals with limited English proficiency and their respective languages by routinely asking clients if they believe such assistance would be helpful.
2. Obtain qualified interpreters as needed.
3. Provide written translations when necessary.
4. Notify individuals with limited English proficiency of available language assistance services.
5. Monitor language needs and ensure effective implementation.

Adopted by the Michigan United Cerebral Palsy Board of Directors on May 21, 2024.