

ST. LOUIS COUNTY POLICY TO ENSURE ACCESS TO SERVICES FOR PEOPLE WITH LIMITED ENGLISH LANGUAGE SKILLS

It is the policy of St. Louis County to ensure equal access to St. Louis County services for all eligible persons. St. Louis County will not deny access to County services to any eligible person because they do not speak English or speak limited English. Accordingly, St. Louis County will take reasonable steps to ensure that persons with limited English proficiency receive the language assistance necessary to allow them meaningful access to County services, free of charge, in a way that preserves confidentiality, and in a timely manner.

A person has limited English language proficiency when they are not able to speak, read, write or understand the English language at a level which allows effective interaction with St. Louis County staff.

County departments shall adopt procedures outlining how the department will provide language assistance to persons who have difficulty communicating in English. Such language assistance services may include interpretation services, and, when required by law, the translation of vital documents. For purposes of this policy, interpretation is a spoken or visual explanation provided to help people who do not speak the same language communicate with each other. Translation is a written document provided in a different language than the original document.

St. Louis County will disseminate, provide training, and will monitor the effectiveness of this Policy and applicable procedures.

Any complaint regarding the implementation of this Policy or procedures adopted pursuant hereto shall be directed to the Affirmative Action Officer.

County Board Resolution # 148-02/19/02

Language Line Budget: 230 - 230006 - 629900