



Serving Limited English Proficiency Clients

AGENCY GUIDE

What is Limited English Proficiency (LEP)?

Limited English Proficiency refers to individuals who do not speak English as their primary language and who have a limited ability to read, speak, write or understand English.

Does my agency have to provide service to LEP clients?

Yes, you cannot refuse service to a LEP client. Language should not be a barrier to receiving emergency food assistance. This is a USDA requirement and failure to comply with this requirement is considered discrimination. Noncompliance with this requirement could result in ineligibility for USDA and Ohio Commodities.

Are TEFAP forms available in languages other than English?

Yes, TEFAP forms and Household Eligibility Form are available in English, Spanish and Somali. These forms are available on the Foodbank's website, akroncantonfoodbank.org/agency/forms.

If you regularly serve a population of individuals who speak another language, notify the Foodbank and a request will be submitted to the Ohio Department of Job and Family Services to translate the form into additional languages. The process to have TEFAP forms in additional languages is not immediate, plan to serve the clients using the resources listed below in the meantime.

What resources are available to help me serve LEP clients?

There are several resources available to help serve LEP clients. Documents are available for download on the Foodbank's website.

1. "I Speak" flyer to assist clients with communicating which language they speak.
2. TEFAP Form and Household Eligibility Form in English, Spanish and Somali.
3. Affordable Language Services, a telephone translation service. This service is provided at no cost to the client or to your agency. The Ohio Association of Foodbanks will provide this service to each food bank.



Using Affordable Language Services

Affordable Language Services is a telephone translation service that is provided at no cost to the client or to your agency. This service is provided in more than 150 languages, 24 hours a day, seven days a week.

The Ohio Association of Foodbanks provides this service for use by an emergency food pantry or hot meal program that is a member of the Akron-Canton Regional Foodbank.

TO USE AFFORDABLE LANGUAGE SERVICES:

- 1 Call **866-350-2971** and enter the password **4394**.
- 2 When they ask for the phone number, use **614-221-4336**.
- 3 Provide your last name and the correct spelling of your last name.
- 4 Provide the language to the service for which you need interpretation. If you do not know the language you need, ask the interpreter coordinator to help you.
- 5 You will then be connected with an interpreter.
 - Speak to the customer in the first person **DIRECTLY**.
 - Give the interpreter specific questions to relay.
 - There will always be pauses while the interpreter repeats each statement in the respective language.

When you are finished simply thank the interpreter and disconnect the call.