



Serving Limited English

Proficiency Guests

Network Partner 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 guests?

Yes, you cannot refuse service to a LEP guest. 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 the Household Eligibility Form are available in English, Spanish, French, Arabic, and Chinese. 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 guests using the resources listed below in the meantime.

What resources are available to help me serve LEP guests?

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

1. "I Speak" flyer to assist guests with communicating which language they speak.
2. TEFAP Form and Household Eligibility Form in English, Spanish, French, Arabic, and Chinese.
3. Affordable Language Services, a telephone translation service, is provided at no cost to the guest or to your agency. The Ohio Association of Foodbanks will provide this service for use by an emergency food pantry or hot meal program that is a member of the Akron-Canton Regional Foodbank. This service is provided in more than 200 languages, 24 hours a day, 7 days a week.



Using Affordable Language Services

TO USE AFFORDABLE LANGUAGE SERVICES:

- 1 Call **866-978-8378** and enter the **pin number: 49420**, followed by the **pound button (#)**.
- 2 Follow the voice prompt to select the number of the language listed in the table below—if the language is not listed, **press 0** to speak the name of any language.
- 3 State your **first & last name**, confirm by **pressing 1**. State **Akron-Canton Regional Foodbank**, confirm by **pressing 1**.

| Dial: | For Language: |
|-------|---------------|
| 1 | Spanish |
| 2 | Nepali |
| 3 | Arabic |
| 4 | French |
| 5 | Mandarin |
| 6 | Vietnamese |
| 7 | Somali |
| 8 | Kinyarwanda |
| 9 | Russian |
| 10 | Tagalog |
| 11 | Afghani |
| 12 | Pashto |