

Chippewa Cree Tribal Court Limited English Proficiency Policy

This is the policy and procedures for communication with persons with Limited English Proficiency (LEP).

POLICY:

Chippewa Cree Tribal Court will take reasonable steps to ensure that adults, children/youth with LEP assigned to a translator/volunteer to have meaningful access and an equal opportunity to participate in our services, activities, programs, and other benefits. The policy of Tribal Court LEP policy is to ensure meaningful access to, and participation in, the programs and services provided by Chippewa Cree Tribal Court. All interpreters, translators and other aids needed to comply with this policy shall be provided without cost to the children/youth being served; children/youth and their caretakers will be informed of the availability of such assistance free of charge.

PROCEDURES:

1. IDENTIFYING LEP PERSONS AND THEIR LANGUAGE

Tribal Court will promptly identify the language and communication needs of the LEP adult, child/youth. If necessary, staff will use a language identification card (or "I speak cards," available online at www.lep.gov) or posters to determine the language. In addition, when records are kept of past interactions with clients or family members, the language interpreter used to communicate with the LEP person will be included as part of the record.

Language assistance may be provided using competent bilingual staff, staff interpreters, contracts, or other formal arrangements made with local organizations and/or individuals providing interpretation or translation services, or technology and telephonic interpretation services. All staff will be provided training, including the effective use of an interpreter.

2. PROVIDING NOTICE TO LEP PERSONS

Tribal Court will inform LEP adult, children/youth of the availability of language assistance, free of charge, by providing written notice in languages LEP persons will understand. At a minimum, notices and signs will be posted and provided in intake areas and other points of entry, including but not limited to the front lobby, Program Coordinator offices, etc. Notification will also be provided through one or more of the following: outreach documents provided by program staff to interpreters, volunteers and/or letters sent to adult, child/youth caretakers.

2. OBTAINING A QUALIFIED INTERPRETER

Tribal Court may provide language assistance services to LEP persons in the following ways:

- Oral interpretation services
- Bilingual staff
- Written language services
- Community volunteers

3. MONITORING LANGUAGE NEEDS AND IMPLEMENTATION

On an ongoing basis, Tribal Court will assess changes in demographics, types of services or other needs that may require reevaluation of this policy and its procedures. In addition, the Chippewa Cree Tribal Court will regularly assess the efficacy of these procedures, including but not limited to mechanisms for securing interpreter services, equipment used for the delivery of language assistance, complaints filed by LEP persons, feedback from clients and community organizations. If a need for a telephone interpreter is identified, Tribal Court will consider adding this service as quickly as possible.