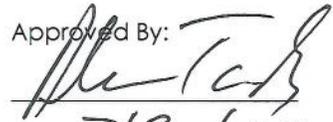


Approved By:

  
Date 7/30/15



---

## The City of Bakersfield

---

### POLICY STATEMENT

---

**SUBJECT: Limited English Proficiency**

---

#### STATEMENT

The City of Bakersfield is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services or programs on the basis of race, color or national origin (*or any other basis protected by federal, state or local statute*) as afforded by Title VI of the Civil Rights Act of 1964 as amended, from time to time.

Section 2 of Executive Order 13166 requires agencies to develop and implement a plan for improving access to *services and participation in programs and activities* to persons with Limited English Proficiency (LEP).

#### PROCEDURE

The City of Bakersfield has developed and implemented a Language Action Plan (LAP) to provide timely, reasonable and meaningful access to individuals who do not speak English as their primary language and who have limited ability to read, write, speak or understand English.

#### Language Action Plan (LAP):

- o The agency shall provide free language assistance to individuals whom we encounter or whenever an LEP individual requests language assistance.
- o Implement policies and procedures to inform LEP individuals of language services available.
- o Educate and train staff on related processes and procedures.
- o Provide telephone translation services for all languages other than English.
- o Identify staff that may provide translation services for public counter services.

- o Assess needs for translation of vital written documents into Spanish.
- o Conduct periodic reviews of the LAP to assess if service population demographics have changed and ensure competency of service providers.

Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a written complaint with the City of Bakersfield or the Department of Justice. Federal and State law requires complaints be filed within one-hundred eighty (180) calendar days of the alleged incident and include the signature of the complainant. Complainant shall complete a City of Bakersfield Title VI Complaint Form and submit to:

Title VI Coordinator – Human Resources  
City of Bakersfield  
1600 Truxtun Avenue  
Bakersfield, CA 93301  
(661) 326-3773

For additional information regarding this policy please contact the Human Resources Division.