

Alachua County Language Access Policy Statement

Alachua County is committed to providing timely and meaningful access to individuals with Limited English Proficiency (LEP) in all county government services, programs, and activities. Language assistance services are offered free of charge to all LEP individuals who request them.

Language Assistance Measures:

Ensuring the quality and accuracy of language assistance services is paramount. Departments will provide language services based on primary languages spoken by students in Alachua County Public Schools, languages requested through our communications center, and those requested through partner organizations and our over-the-phone interpretation line.

Absent Exigent Circumstances:

Departments will avoid using family members, friends, or bystanders to provide language assistance. Instead, qualified interpreters will be utilized to prevent breaches of confidentiality or conflicts of interest.

Types of Language Assistance Services:

1. Interpretation Services: These include in-language communication by bilingual staff or professional interpreting, available in-person, via telephone, or through internet/video platforms. All interpreters will be designated as "qualified" by the Immigrant and Language Services Coordinator.
2. Translation of Vital Documents: Vital written documents will be translated into frequently encountered languages of LEP groups. Priority will be given to documents essential for effective communication and understanding, as determined by individual departments.

Notice of Language Assistance Services:

Departments must inform LEP individuals of their eligibility for benefits, programs, and services in a language they understand.

- Departments should assess all points of contact, telephone, in-person, mail, and any electronic communication their staff has with the public and LEP individuals when determining the best method of providing notice of language assistance services.
- Departments should not only provide oral and written language access services, but also must explain how LEP individuals can access available language assistance services.