

**Gateway Community Action**  
**Limited English Proficiency (LEP)**

Policy

GCA will take reasonable steps to ensure the persons with (LEP) have meaningful access and an equal opportunity to participate in services, activities, programs and other benefits. All interpreters, translators, and other aids needed to comply with this policy shall be provided at no cost to the person being serviced. Clients and/or their families will be informed of the availability of such assistance.

Family members or friends of the LEP person will not be used as interpreters unless specifically requested by the LEP individual, and after the LEP person has been made aware that an interpreter can be provided.

Procedure for using LEP Interpreter

GCA uses *CTS languagelink* as our interactive voice response interpreter.

If you have a client who speaks a language other than English and does not have someone accompanying them to interpret, please have the client point to their language using the *languagelink* sheet, "I Speak Cards", or other standardized and reliable forms of language identification tools available.

Step 1: Call 877-737-4999

Step 2: Enter Account Number 21639#

Step 3: Select the correct interpreter (based on the language needed)