

LIMITED ENGLISH PROFICIENCY (LEP) POLICY

Rawhide Inc. is committed to providing equal opportunity in all programs, services and activities to persons with limited English proficiency (LEP).

Rawhide will provide, free of charge, an oral interpretation for residents in their primary language to ensure effective communication and understanding of their vital documents.

Rawhide Social Workers will pursue culturally competent interpretive services based on the needs of the resident.

It is the policy of Rawhide Inc. to discourage the use of family members or friends as interpreters because this may violate the person's privacy and disclose sensitive and confidential information. It is our policy to inform all LEP customers of the right to free language assistance/interpreter services at no cost to the LEP customer. LEP customers who decline such services and request the use of a family member or friend will be asked to sign a release form acknowledging that this practice could result in a breach of confidentiality, and he/she will not hold the agency responsible for any inaccurate translation or miscommunication.

Residents have a right to file a grievance about the language access services provided them.

A copy of the Limited English Proficiency (LEP) Grievance Procedure will be provided to all LEP residents.

LIMITED ENGLISH PROFICIENCY COORDINATOR

A Limited English Proficiency Coordinator (LEPC) will be appointed at the management level to oversee the LEP requirements and procedures, including as required by funding recipients. LEP planning and services are provided in coordination with provisions of equal opportunity in services and employment.

The agency management level Limited English Proficiency Coordinator is:

Name Mark Tegtmeier, LCSW, LPC, LMFT	Phone Number (920) 531-2650
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The agency back-up LEPC is:


Name Daniel Birr	Phone Number (920) 531-2570
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ASSESSMENT AND PLANNING

LEP populations to be served will be assessed on an annual basis and the major language groups identified. Following the assessment, a plan and related procedures and requirements will be developed to meet the needs of eligible or encountered populations and assure compliance with the agency's LEP policy.

AUTHORITY

Executive Order 13166
Title VI of the Civil Rights Acts

Director or Chief Executive 	Date 12/23/09
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