

# **Taala Fund Language Assistance Plan for Limited English Proficiency (LEP)**

## **In Support of Title VI Compliance**

The purpose of this plan is to identify the responsibilities of the Taala Fund for providing Limited English Proficient (LEP) individuals with meaningful access to vital documents and information about relevant Taala Fund products and services (Title VI of the Civil Rights Act of 1964).

The following information discusses the translation services available.

### **Taala Fund Customers**

The volume of service to LEP individuals is extremely small because Taala Fund customer base is mostly English speaking, there are some Spanish speaking customers but to our knowledge there are no other language speaking customers currently.

Taala Fund currently has 2 individuals on staff who speak fluent Spanish.

The CDFI Fund has designated certain populations as “Other Targeted Populations.” These are African American, Hispanic, Native American, Native Alaskan residing in Alaska, Native Hawaiian residing in Hawaii and Other Pacific Islander residing in Other Pacific Islands. Because of the targeted populations approved for Certified Community Development Financial Institutions (CDFIs), Taala Fund focuses its outreach efforts on these populations, which may include LEP individuals. In our case a small percentage of our customers require the Spanish language which Taala Fund can readily accommodate.

### **Taala Fund Policy**

While the Taala Fund has little day-to-day contact with LEP individuals, we do believe that all consumers, regardless of the language they speak, should have meaningful access to information about our products and services. The following is the CDFI Fund’s policy regarding services for LEP individuals.

It is the policy of the Taala Fund to not discriminate against any person who is Limited English Proficient (LEP). In accordance with Title VI of the Civil Rights Act of 1964 Taala Fund will take all reasonable steps to provide LEP persons meaningful access to program information upon request.

The purpose of this policy is to establish effective guidelines, consistent with Title VI of the Civil Rights Act of 1964, for Taala Fund personnel to follow when providing services to, or interacting with, LEP individuals. Following this policy is essential to the success of the Taala Fund mission to be a catalyst that promotes private business development and builds community assets through lending, education and marketplace opportunities and ensuring reasonable access to LEP individuals at all times.

LEP persons may request relevant materials from the Taala Fund via our website (<https://www.taalafund.org/>). The Taala Fund does not currently believe that we need to use any third-party vendors to assist any LEP individuals at this time but would look into it in the future as required.

Upon request and within reasonable time restraints, the Taala Fund will provide translations of our information into Spanish or other languages as required. The Taala Fund will decide how to allocate its resources for translation services based on relevance, time or cost restraints.