



CITY OF BROOKSVILLE  
LIMITED ENGLISH PROFICIENCY (LEP) PLAN  
201 HOWELL AVE  
BROOKSVILLE, FL 34601

## PLAN AND PROCEDURES FOR COMMUNICATION WITH PERSONS WITH LIMITED ENGLISH PROFICIENCY

### PLAN:

The City of Brooksville will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in City services, activities, programs and other benefits. The plan of the City of Brooksville is to ensure meaningful communication with LEP customers and citizens and their authorized representatives to conduct City business. The plan also provides for communication of information contained in city documents, including but not limited to forms and applications. All interpreters, translators and other aids needed to comply with this plan shall be provided without cost to the person being served, and customers/citizens and their families will be informed of the availability of such assistance free of charge.

Language assistance will be provided through use of competent bilingual staff, staff interpreters, contracts or formal arrangements with local organizations providing interpretation or translation services, or technology and telephonic interpretation services. All staff will be provided notice of this plan and procedure, and staff that may have direct contact with LEP individuals will be trained in effective communication techniques, including the effective use of an interpreter.

The City of Brooksville will conduct a regular review of the language access needs of the city population, as well as update and monitor the implementation of this plan and these procedures, as necessary.

### PROCEDURES:

#### **1. IDENTIFYING LEP PERSONS AND THEIR LANGUAGE**

The City of Brooksville will promptly identify the language and communication needs of the LEP person. If necessary, staff will use a language identification card or posters to determine the language.

#### **2. OBTAINING A QUALIFIED INTERPRETER**

When an interpreter is needed, in person or on the telephone, staff will first determine what language is required. City staff can currently provide only informal verbal interpretation. If the required language is not available or if a formal interpretation is required, staff shall use the telephone interpreter service, Language Line at 866 874-3972 and enter the six-digit client ID number: 506544; this service is available 24 hours a day, 7 days a week.



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Staff may be able to assist with written communications and small City document translation requests from LEP persons. City of Brooksville web pages may be translated in Google Chrome by right clicking on the web page and selecting Translate and then selecting the appropriate language.

### **3. PROVIDING NOTICE TO LEP PERSONS**

The City of Brooksville will post the LEP Plan on its website at [www.cityofbrooksville.us](http://www.cityofbrooksville.us). Additionally, the City of Brooksville will inform LEP persons of the availability of language assistance, free of charge, by providing written "I speak" cards in languages LEP persons will understand. At a minimum, notices and signs will be posted and provided in reception areas and other points of entry and the LEP Plan will be posted on the City's website. LEP persons may obtain copies/translations of the plan upon request.

Note: Deaf, Hard of Hearing, Deaf/Blind or Speech Impaired (English/Spanish) can contact the City of Brooksville by calling toll-free to the Florida Relay Service, 7-1-1.

### **4. MONITORING LANGUAGE NEEDS AND IMPLEMENTATION**

On an ongoing basis, the City of Brooksville will assess changes in demographics, types of services or other needs that may require reevaluation of this plan and its procedures. In addition, the City of Brooksville will regularly assess the efficacy of these procedures, including but not limited to mechanisms for securing interpreter services, complaints filed by LEP persons, and through feedback from citizens and community organizations, etc.

### **CONTACT INFORMATION:**

Any questions or comments regarding this plan should be directed to:

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