

Callaway County Court Order

State of Missouri }
Callaway County } ss

November Term 20 13

In the County Commission of said county, on the 14th day of November 2013 the following, among other proceedings, were had, viz:

Now on this day, the Callaway County Commission does hereby adopt the Limited English Proficiency Policy Statement, effective today, November 14, 2013.


See attached policy.



Gary Jungermann
Presiding Commissioner



Donald "Doc" Kritzer
Western Associate Commissioner



Randall Kleindienst
Eastern Associate Commissioner

Attest: _____
County Clerk/Deputy

CALLAWAY COUNTY, MISSOURI LIMITED ENGLISH PROFICIENCY POLICY STATEMENT

It is the policy of Callaway County, Missouri that departments, agencies and programs take reasonable steps to provide equal access to public services for persons with limited English proficiency (LEP). We are committed to eliminating any remaining barriers to services, programs and activities to eligible limited English proficient persons.

Any individual who is prevented from meaningful access to services because of his or her inability to read, write or understand the English language is deemed to be of limited English proficiency.

Federal and state guidelines define the LEP population to include persons who speak languages in a linguistic community that constitutes 3% of the overall population within Callaway County as measured by the United States Census and persons who speak languages frequently encountered by a department, program, or activity as determined by the department or program director.

It is the position of Callaway County that federal and state LEP guidelines serve as minimal baselines for assisting LEP customers. Callaway County will go beyond federal and state guidelines to reasonably remove any remaining barriers to services for any identifiable LEP community. The County has an agreement in place with a leading company that provides access to persons proficient in over 150 languages on a 24/7 basis to assist any department, agency or program employee with LEP customers.

Vital documents include: Informational materials; brochures; posters; applications for benefits, licenses, and other services; client notice of action; and other documents as each department may deem necessary.