

**United States Department of Justice,
Community Relations Service
General Policy Statement
Regarding the Limited English Proficiency Language Access Plan**

General Policy Statement: It is the policy of the United States Department of Justice, Community Relations Service (CRS or the Agency) to provide timely and meaningful access for limited English proficiency (LEP) persons to Agency programs and activities. All CRS personnel shall make all reasonable attempts to provide free language assistance services to LEP individuals, whom they encounter; or, whenever an LEP person requests language assistance services. CRS personnel will inform members of the public that language assistance services are available to LEP persons and that CRS will provide these services to them.

Purpose and Authority: The purpose of the CRS Language Access Program Policy is to establish effective guidelines in accordance with Executive Order 13166 and Consistent with the standards set forth in the Department of Justice Guidance document regarding enforcement of Title VI of the Civil Rights Act of 1964 for Agency personnel to follow when providing services to, or interacting with, individuals of limited English proficiency. Following the established guidelines is essential to the success of the CRS mission to assist State and local units of government, private and public organizations, and community groups with preventing and resolving racial and ethnic tensions, incidents, and civil disorders; and, to work with communities to employ strategies to prevent and respond to alleged violent hate crimes committed on the basis of actual or perceived race, color, national origin, gender, gender identity, sexual orientation, religion, or disability.

Language Assistance Measures: CRS is committed to making its services and programs available to LEP persons as part of its mission to “assist State and local units of government, private and public organizations, and community groups with preventing and resolving racial and ethnic tensions, incidents, and civil disorders,” and “to work with communities to employ strategies to prevent and respond to alleged violent hate crimes committed on the basis of actual or perceived race, color, national origin, gender, gender identity, sexual orientation, religion, or disability.” Based on this commitment, the Agency makes designated publications available in languages other than English and provides interpretation services to persons who are not proficient in English.