

# Limited English Proficiency Plan

## Okaloosa County Sheriff's Office

### 1. Introduction

The Limited English Proficiency Plan has been prepared to address the OCSO responsibilities as a recipient of federal financing assistance as they relate to the needs of community members with limited English language skills. LEP persons are individuals with limited ability to read, write, speak, or understand English. The OCSO recognizes the LEP persons should be able to effectively participate in and benefit from the services of the Okaloosa County Sheriff's Office.

### 2. Plan Summary

- a. Identifying LEP persons
- b. Language Assistance
- c. Distribution of the plan
- d. Monitoring, Assessing, and updating the LEP Plan
- e. Contact

### 3. Identifying LEP Persons

- a. Members of the Okaloosa County Sheriff's will immediately acknowledge the needs of a LEP person. Members include front-desk receptionists/clerks, officers, community relations personnel and all other staff. The applicable instances may include but are not be limited to community outreach programs, victim assistance, service calls, arrests, and citizen training or investigations. If necessary and practical, agency members will use a language identification card. The "I Speak" card is attached to this plan.
- b. In the service area of Okaloosa County, the major LEP languages spoken are Spanish, Vietnamese, German, Thai, and Portuguese, Tagalog, and Russian. This information was gathered from [www.LEP.gov/maps](http://www.LEP.gov/maps).

### 4. Language Assistance

- a. LEP persons seeking services, training, and all other federally sanctioned activities with the OCSO may use language interpreters of their personal choice after the OCSO offers an interpreter at no cost to the LEP person. The use of a family member or friend may be used in the event of an emergency.
- b. Where practicable, the OCSO will utilize bilingual staff as a resource to assist LEP persons. The OCSO Communications Department will maintain a list of qualified personnel. The Employee Master will be updated with current bilingual employees and their contact information.
- c. Language Line may utilized. Contact the Communications Department.

- d. A listing of sign language interpreters will be maintained in the Communications Department. A registry of interpreters is found at [www.rid.org](http://www.rid.org).
  - e. Vital documents submitted for translation will be forwarded to the Legal Advisor to have the document translated by a qualified interpreter.
5. Distribution of the Plan  
The Office of Professional Standards maintains the LEP Plan via the PowerDMS System as a part of Standard Operating Procedure (SOP): 33.21, Language Line. The "I Speak" card will be attached to SOP: 33.21.
6. Monitoring, Assessing, and Updating the LEP Plan  
The LEP Plan will be reviewed periodically to ensure that the resources and procedures are consistent with the needs of the LEP community. Changes in demographics, services, or other needs will be re-evaluated.
7. Notice to LEP Persons  
The phone number to Communications is posted on the agency website.
8. The Okaloosa County Sheriff's Office welcomes feedback on its LEP services. Any questions, complaints, or comments regarding LEP services can be directed to:

Sheriff Eric Aden  
Okaloosa County Sheriff's Office  
50 2<sup>nd</sup> Street  
Shalimar, FL 32579  
Telephone: (850) 651-7437  
Email: Sheriff@sheriff-okaloosa.org