

**Salt Lake County Aging & Adult Services  
Community Engagement  
Title VI LEP Plan**

**Individuals with Limited English Proficiency in Community Engagement**

The Community Engagement Team serves people in several program areas:

- Outreach – 6754 clients, 577 of whom are non-English speakers in the past year
- Ombudsman – 282 cases (complaints opened for investigation), 901 client consults (interactions with clients that were informational only), 3522 facility consults (interactions with facility staff to offer problem-solving support, policy clarifications, or provide training) since 10/1/2019.
- Volunteer Services – 2639 individuals, 45 non-English speakers in the past year
- SHIP – 4,675 client contacts over the past year, no data on language spoken

**Frequency of Contact with Community Engagement**

The frequency of contact with clients and volunteers varies widely by program and situation:

- Outreach – Many clients call one time and we never hear from them again. Other clients call more frequently as their needs change, or they may have a series of interactions for a short period while staff determine eligibility for other Aging & Adult Services programs.
- Ombudsman – Many clients call once for general information. For other clients, it is a cluster of interactions during an investigation.
- Volunteer Services – Volunteers have repeated interaction with clients and staff. Most volunteers interact with Aging & Adult Services at least monthly by email, phone, or in-person. For some volunteers, the contact is much more frequent, up to daily, depending on the volunteer's schedule and volunteer activities.
- SHIP – Clients generally interact with SHIP counselors 2-3 times within a day or two for about 30 minutes each to complete the Medicare enrollment process.

**Nature and Importance of Community Engagement to Clientele**

Many seniors depend on the programs within Community Engagement. These free services engage seniors and help them stay connected to essential information, services, and community.

- Outreach – provides information to clients about services community-wide, and screens potential clients for eligibility for other Aging & Adult Services programs.
- Ombudsman – advocates for residents of long-term care facilities by opening formal investigations, resolving disputes, and partnering with Adult Protective Services and the Medicaid Fraud team to address abuse and exploitation.
- Volunteer Services – provides opportunities for older adults to engage in meaningful activities, prolonging their physical and mental health and reducing isolation.

- SHIP – provides expert Medicare counseling to older adults so they can reduce out-of-pocket medical costs under their Medicare plans.

### **LEP Resources Available to Community Engagement Clients**

The policy of Aging & Adult is to provide individuals with limited English proficiency meaningful access to its services.

Community Engagement makes every effort to employ bilingual and multilingual staff members, and where possible, pair clients with staff members who speak their native language. In particular, Community Engagement has three fluent Spanish speakers on staff (as of September 2020). Not all LEP individuals speak languages that are also spoken by Community Engagement personnel. In these instances, clients are encouraged to bring a family member or other individual who may translate for them; staff also utilize translation software, where necessary, to facilitate communication with LEP individuals. In some cases, Community Engagement may utilize volunteer or paid interpreters to communicate with LEP individuals.

Salt Lake County lists translation services on the Title VI Nondiscrimination section of its website. These are available at low or no cost to members of the public. AAS also works closely with community agencies that provide translation services and utilizes these services at client intake and at other appropriate times, as necessary, to ensure equal access to programs and services for individuals with limited English proficiency. In cases where necessary, intake documents and other written information is translated and provided in other languages to LEP clients. These resources are available to all AAS clients, regardless of point of intake or services received. Language needs and preferences are recorded for all AAS clients at the time of intake, and AAS regularly assesses language needs of clientele both individually and in the aggregate, making strategic adjustments as necessary to ensure assistance offered is aligned with community LEP needs.

### **Salt Lake County Nondiscrimination Policy**

As a public entity and recipient of Federal financial assistance, Salt Lake County does not exclude, deny benefits to, or otherwise discriminate against any person on the ground of race, color, national origin, disability, age, marital status, sex, sexual orientation, gender identity or religion in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by Salt Lake County directly or through a contractor or any other entity which Salt Lake County arranges to carry out its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act, Sections 503 & 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act of 1990, the Age Discrimination Act of 1975 and the Regulations of various federal departments including the U.S. Department Health and Human Services, the U.S. Department of Agriculture, the U.S. Department of Interior, the U.S. Department of Housing and Urban Development and the U.S. Department of Justice.

**EQUAL ACCESS:**

Salt Lake County complies with the Americans with Disabilities Act of 1990 (ADA), as amended and Sections 503 & 504 of the Rehabilitation Act of 1973, as amended in providing individuals with disabilities equal access to employment opportunities and the services, programs and activities the County offers. Members of the general public may seek assistance from any County employee in contacting the ADA/504 Program Coordinator, the agency's ADA/504 liaison or the Human Resources Division.

**COMMUNICATION ACCESS:**

Salt Lake County will provide free auxiliary aids and services to qualified individuals, including qualified sign language interpreters, alternate formats, etc. If auxiliary aids or services are required to achieve effective communication, please contact the agency or ADA/504 Program Coordinator.

**FURTHER INFORMATION:**

The County has adopted an internal grievance procedure providing for the prompt and equitable resolution of grievances. Any person, whether a member of the general public, an applicant for employment or an employee who feels that he or she has been discriminated against or denied equal access to employment, programs, services or activities offered or sponsored by Salt Lake County may contact either the:

Human Resources Director / OR  
ADA/504 Program Coordinator  
Human Resources Division  
2001 South State Street, N4-700  
Salt Lake City, Utah 84190  
385 468-0570, TTY users should call 7-1-1