

Selecting the LEP Coordinator.

The incumbent of this position should be fully trained and have a working knowledge of the fair housing and civil rights requirements pertaining to limited English proficient persons.

Compliance with a Language Assistance Program is primarily the responsibility of an individual property manager. There are also organization-wide actions that must be completed. Having a single person or designated persons to do this can improve compliance and service to LEP clients.

Small- to medium-sized property management firms may decide to assign the LEP Coordinator role to a single person that also has the Title VI Coordinator, Fair Housing Coordinator, and/or the ADA Coordinator responsibilities. Larger firms may find that organizationally, it works better to assign some LEP Coordinator responsibilities to regional managers leaving overall management of the Language Access Plan with a corporate-level LEP Coordinator position.

Delayed action can have the same effect as denying a person housing. Timely resolution of LEP questions and concerns is important and can solve a problem before it becomes a complaint. It can also demonstrate to reviewing agencies the intention of a property manager to comply with fair housing and civil rights requirements. The LEP Coordinator can help or hinder in this regard and the person(s) selected to carry out this role should be equal to the task.

The suggested LEP Coordinator job description (below) should be modified to fit the needs of the organization.

JOB DESCRIPTION

LEP COORDINATOR

GENERAL

The LEP Coordinator is responsible for the management and oversight of specific functions related to compliance with federal, state and local laws related to providing meaningful language access by those persons that are limited English proficient (LEP). Specifically, this includes compliance with those provisions of Title VI and Title VIII (known as The Fair Housing Act) of the Civil Rights Act that are related to language access.

Title VI of the Civil Rights Act prohibits discrimination based on race, color, and national origin when accessing federally assisted activities. The Fair Housing Act (Title VIII of the Civil Rights Act) prohibits discrimination against buyers or renters of housing based on race, color, religion, national origin, sex, disability, and familial status.

MAJOR FUNCTIONS

Manages the Language Assistance Program and serves as the subject matter expert on matters related to limited English proficiency.

Oversees the implementation of the Language Access Plan, ensuring that corporate-level action items are completed timely and that specific action items are completed by property managers.

Ensures that the Language Access Plan is current and periodically updated.

Ensures that Affirmative Fair Housing Marketing Plans are consistent with the Language Access Plan.

Ensures that project managers have appropriate language assistance resources and are trained to the Language Access Plan, statutory/regulatory requirements, and adopted policies and procedures for providing language assistance.

Ensures that project staff are:

- Displaying appropriate notices in appropriate languages concerning the rights of persons that are LEP to receive language assistance and the available grievance and complaint procedures;
- Displaying the Fair Housing Poster in appropriate languages;
- Using language assistance tools, especially a language identification poster (“I speak...”), the “Offer to Interpret” in appropriate languages, and telephonic interpretation services;
- Alerting management to changes in language assistance needs in a market or at a property; and,
- Receiving annual training on limited English proficiency and company policies and procedures.

Assists project managers in addressing and resolving LEP questions and grievances.

Attends and provides training on language assistance and the obligations property managers have regarding LEP clients.