

OHIO CAPITAL FINANCE CORPORATION

LANGUAGE ACCESS PLAN for Individuals with Limited English Proficiency (LEP)

The purpose of this policy is to identify the responsibilities of OCFC for providing Limited English Proficient (LEP) individuals with meaningful access to vital documents and information about relevant programs and services (Executive Order 13166 and Title VI of the Civil Rights Act of 1964). The following information provides a brief description of OCFC's customers as it relates to LEP individuals and discusses the services available to those individuals.

Limited English Proficient Individuals

Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English can be Limited English Proficient, or "LEP," entitled to language assistance with respect to a particular type of service, benefit, or encounter.

LEP Language Needs in Ohio

Based on 2022 Census Data* for Ohio, OCFC's primary service area and the location of its offices, 93% of residents speak only English. Of the remaining 7% who speak more than one language, the most common are:

- Spanish: 31.6%
- Yiddish, Pennsylvania Dutch or other West Germanic languages: 7.2%
- Chinese (incl. Mandarin, Cantonese): 5.8%
- Arabic: 5.5%
- German: 5.0%

Of the 7% who speak more than one language, 35% identified as speaking English less than "very well". The most common were:

- Spanish- 95,501 individuals
- Chinese (incl. Mandarin, Cantonese)- 23,049 individuals
- Yiddish, Pennsylvania Dutch or other West Germanic languages- 18,881 individuals
- Nepali, Marathi, or other Indic languages- 16,498 individuals
- Arabic- 12,727 individuals

*U.S. Census Bureau, 2018-2022 American Community Survey 5-Year Estimates

OCFC Customers

The volume of service to LEP individuals is extremely small because OCFC works mostly with real estate development companies, financial institutions, and community development organizations, and rarely works directly with consumers. OCFC has very limited contact with the public and very

few vital documents for consumers. Telephone inquiries, emails, and other requests from the public are minimal.

While OCFC rarely provides services directly to the public, it may, as part of its outreach efforts, interact with communities which include LEP individuals.

OCFC Policy

In accordance with Executive Order 13166 and Title VI of the Civil Rights Act of 1964, OCFC does not discriminate against any person who is LEP and will take all reasonable steps to provide LEP individuals with meaningful access to program information upon request. OCFC understands and agrees that meaningful access may entail providing language assistance services, including oral interpretation and written translation where necessary, to ensure effective communication in its programs, services, and activities.

OCFC will provide language assistance, on an as-available basis, using its bilingual staff members or contractual services provided by a third-party vendor. Upon request and within reasonable time restraints, OCFC will provide translations of our information into Spanish or other languages. OCFC will decide how to allocate its resources for translation services based on relevance, time, or cost restraints.

LEP persons may request relevant materials from OCFC by contacting OCFCinfo@occh.org.