

Limited English Proficiency (LEP)

Annual
Training for
CMHA-CEI
Contract Providers

Revised September 2025



Community
MENTAL HEALTH
CLINTON • EATON • INGHAM 1

Limited English Proficiency (LEP)

In this course you will learn the following:

- What is Limited English Proficiency (LEP)?
- Who is covered by LEP?
- Why do you need to know about LEP?
- CMHA-CEI obligations to persons served with LEP?
- I Speak Poster

What is Limited English Proficiency (LEP)?

Limited English Proficiency (LEP) refers to individuals who do not speak English as their primary language and have a limited ability to read, write and/or understand English, at a level that permits effective interaction with health care providers and social service agencies. It is also inclusive to those who experience a visual and/or hearing impairment.

Who is covered by LEP?

All persons served by CMHA-CEI qualify for language assistance if they have LEP needs.

Examples of persons needing assistance may include:

- Individuals using English as a second language
- Individuals who experience a hearing impairment and/or use sign language
- Individuals who experience visual impairments

Why do you need to know about LEP?

- **Staff Responsibilities:**
 - Staff must identify and address communication needs related to Limited English Proficiency (LEP), visual, or hearing impairments to ensure access to treatment and support.
- **Legal Obligation & Common Languages:**
 - LEP compliance is a legal requirement based on various laws (e.g., Civil Rights Act, Balanced Budget Act, Executive Order 13166 and Meaningful Language Act 241).
- **Most requested languages – Interpreter Services (spoken):**
 - Spanish, Arabic, Somali and American Sign Language.
- **Most requested languages – Translated Services (written)**
 - Spanish, Arabic

Your obligations to persons served with LEP needs?

- **Access & Communication Standards:**

- CMHA-CEI must prevent discrimination and ensure equal access to services for individuals with LEP, visual, or hearing impairments. Persons served have a right to an interpreter, free of charge.

- **Interpreter Use Policy:**

- Staff may not use minors, family members, friends, or other clients as interpreters (except in emergencies). If a person chooses a family member/friend, it must be documented in a contact or service note and confirmed the interpreter is not a minor.

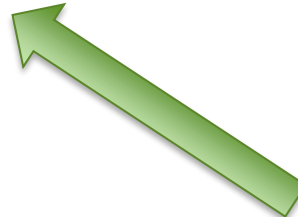
- **Translated Documents**

- You are required to translate vital documents for persons served who request them in their preferred language.

Provider

Where to find helpful information

Located: Provider Tab of CMHA-CEI's Public Internet Website



[Within 90 days of hire:](#)

Classroom Courses:

- Basic Health & Medications
- Working with People (Culture of Gentleness)

Paper Based Courses:

- Appeals & Grievances Training Material | Test
- Body Mechanics Training Material | Test
- Corporate Compliance Training Material | Test
- Cultural Competency & Diversity Training Material | Test
- De-Escalation Skills Training Material | Test
- Documentation Training Material | Test
- Environmental Safety Training Material | Test
- Limited English Proficiency Training Material | Test
- Nutrition Training Material | Test
- Trauma Informed Care Training Material | Test

Select –
Community Resources,
Provider Resources

"I Speak..." Card/Poster can be ordered from Customer Service.

Laminated 8.5x11 card
(front desk/secretary)



IF YOU NEED AN INTERPRETER, PLEASE POINT TO YOUR LANGUAGE

Albanian: Shqip Nëse keni nevojë për përkthyes, tregoni gjuhën tuaj.	Arabic: عربي إذا كنت في حاجة إلى مترجم، أشر إلى اللغة المطلوبة.
Armenian: Հայերեն Եթե դուք բացարձակապես կարիք ունեւիք, խնայաճճ եւեմ մատուցանելու ձեռք լեզուներ:	Bosnian: Bosanski Ako vam je potreban prevodilac, označite vas jezik.
Cambodian: ខ្មែរ បើអ្នកមានការប្រាកដប្រាកដក្នុងការប្រើប្រាស់អ្នកបកប្រែសំបុត្រសម្រាប់អ្នកប្រើប្រាស់ខ្មែរ	Croatian: Hrvatski Ako vam je potreban prevodilac, označite vas jezik.
Dutch: Nederlands Als u een tolk nodig hebt, wijst dan uw taal aan.	Farsi: فارسی اگر به مترجم احتیاج دارید لطفاً با انگشت زبان خود را نشان دهید.
Finnish: Suomi Jos tarvitset tulkin, osoita haluamaasi kielivalintaa.	French: Français Si vous avez besoin d'un interprète, indiquez votre langue.
German: Deutsch Bitte zeigen Sie auf Ihre Sprache, wenn Sie einen Dolmetscher brauchen.	Greek: Ελληνικά Εάν χρειάζεστε διερμηνέα, παρακαλώ δείξτε τη γλώσσα σας.
Gujarati: ગુજરાતી એ તમારે ભાષા(તરફ)ની જગર ક્રિયા તો તમારે ભાષા તરફ ચીલી.	Haitian Creole: Kreyòl Ayisyen Si w bezwen yon entèprèt, montre ki lang ou pale.
Hebrew: עברית אם אתם צריכים מתורגמן, אנא מצביעו על שפתכם.	Hindi: हिन्दी यदि आप को चाहिए अनुवाद की आवश्यकता है, तो अपनी भाषा की ओर इशारा करें।
Hmong: Hmoob Yog koj xav tau tus neeg pes lus, law tes rau koj yam lus.	Hungarian: Magyar Ha tolmácsra van szüksége, mutasson anyanyelvére.
Ibo: Ibo Oburu na ichoro onye nkowa okwu, tuo aka na asusu gi.	Italian: Italiano Se avete bisogno di un interprete, puntate alla vostra lingua.
Japanese: 日本語 通訳をお捜しの場合、必要な言語を指示してください。	Korean: 한국어 통역서비스가 필요한 언어를 선택하십시오.
Laotian: ພາສາລາວ ຖ້າທ່ານຕ້ອງການບ່ອນປະທານາວາດ ຈົ່ງສະແດງພາສາທີ່ທ່ານຕ້ອງການ	Latvian: Latviešu Ja Jums ir vajadzīgs tulks, lūdzim norādīt Jūsu valodu.
Norwegian: Norsk	Polish: Polski

Poster 13x19 for lobby/waiting areas



I SPEAK... Language Identification Guide

A Amharic አኔ አማርኛ ነው ምናልባት. Arabic أنا أتحدث اللغة العربية Armenian ես խոսում եմ հայերեն	B Bengali আমি বাংলা কথা বলতে পারি Bosnian Ja govorim bosanski Bulgarian Аз говоря български Burmese ကျွန်းုပ်တို့သည် မြန်မာ ဘာသာကို ချစ်ခင်တတ်ပါသည်။	C Cambodian ខ្ញុំនិយាយភាសាខ្មែរ Cantonese 我講廣東話 (Traditional) 我讲广东话 (Simplified) Catalan Parlo català Croatian Govorim hrvatski Czech Mluvím česky	D Danish Jeg taler dansk	H Haitian Creole M pale kreyòl ayisyen Hebrew אני מדבר עברית Hindi मैं हिंदी बोलता हूँ । Hmong Kuv has lug Moob Hungarian Beszélsek magyarul	I Icelandic Ég tala íslenska Ilocano Agumad ti Ilokano Indonesian saya bisa berbahasa Indonesia Italian Parlo italiano	J Japanese 私は日本語を話す Kackchiquel Quin chagüic kä chä ha' nün' ri Korean 한국어 합니다 Kurdish man kurdî zanim Kurmanci man Kurmanjî zanim	L	N Norwegian Jeg snakker norsk P Persian من فارسی صحبت می کنم Polish Mówię po polsku Portuguese Eu falo português do Brasil (for Brazil) Eu falo português de Portugal (for Portugal) Punjabi ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ/ਬੋਲਦੀ ਹਾਂ।	T Tagalog Maraming akong mag-Tagalog Tamil நான் தமிழ் பேசுவேன் Thai พูดภาษาไทย Turkish Türkçe konuşurum	U Ukrainian Я розмовляю українською мовою Urdu میں اردو بولتا ہوں	V Vietnamese Tôi nói tiếng Việt	W Welsh Dwi'n siarad X Xhosa Ndirahisa isiXhosa Y Yiddish איך רעד יידיש Yoruba Mo soo Tooba	Z Zulu Ngoyisikhuluma isiZulu
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Community Mental Health Authority of Clinton, Eaton, and Ingham Counties (CMHA-CEI) will take reasonable steps to provide adequate information about services and benefits, and are able to receive those services and benefits for which they are eligible, for persons with limited English proficiency. You have the right to an interpreter, *free of charge*.



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REMEMBER!!

**You must complete the exam to receive
credit for completing this course!**