

**SECTION 4:**  
**Administrative**  
**Policies**  
**and Procedures**

## Limited English Proficiency (LEP) Services Policy

### I. PURPOSE

The Orange County Local Agency Formation Commission (OC LAFCO) acknowledges the diversity of Orange County's population and demographics and is committed to effectively communicating and providing access to OC LAFCO's key services, projects, and resources to all persons. Therefore, it is the intent of this policy to establish procedural guidelines for providing OC LAFCO materials and resources to persons with Limited English Proficiency (LEP).

### II. DEFINITIONS

The following definitions apply to this policy:

- A. **Limited English Proficiency.**<sup>1</sup> An individual's fluency and limited capacity to read, write, speak and comprehend the English language. Often involves individuals whereby English is not his/her primary language.
- B. **Translation.** The replacement of written text from English language into an equivalent written text.
- C. **Interpretation.** The process of oral or spoken transfer of a message from the English language into another equivalent language.
- D. **Equivalent Language.** Commonly spoken language other than English.

### III. POLICY AND PROCEDURAL GUIDELINES

OC LAFCO oversees the jurisdictional boundaries of Orange County's 34 cities, and 33 independent and dependent special districts that provide key municipal services to approximately 3.1 million residents. To assist in providing access to OC LAFCO's services and resources by LEP individuals, the Commission will use the following guidelines:

#### A. Use of Agency Website ([OC.LAFCO.org](http://OC.LAFCO.org))

Persons with limited English proficiency may access information on varying OC LAFCO services through the translation tool available on the agency website. The tool currently provides translation for the following languages: Chinese, English, and Spanish.

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<sup>1</sup> [Title VI Legal Manual, Civil Rights Division U.S. Department of Justice](#)

**B. Complex Proposals, Municipal Service Reviews (MSRs), and Special Studies**

For proposals or Commission-initiated actions involving the following changes of organization or reorganization, MSRs, or other special studies, OC LAFCO will provide translation services to individuals with limited English proficiency:

- Incorporations
- District Formations or Consolidations
- Five-year Cycle MSRs
- Focused MSR or Special Studies
- Unincorporated Island Annexations and Community Workshops

Translation services would include the provision of written information (e.g., staff report, study, workshop materials) related to the respective proposal in the requested equivalent language.

- C.** For unincorporated island annexations, OC LAFCO staff will work collaboratively with the County and affected city to identify communities requiring translation services involving OC LAFCO services and materials.
- D.** OC LAFCO will use the agency's Geographical Information System and other demographic resources to assist with identifying communities to provide translation services involving OC LAFCO proposals and other activities mentioned within this policy.

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