

# **Language Assistance Plan**

## **Addition Financial Credit Union**

Addition Financial Credit Union is dedicated to fostering financial inclusion and community development. This plan focuses on providing equitable access to financial resources for individuals with limited English proficiency (LEP). With Spanish being the second most spoken language in Addition Financial's service area, this language assistance plan includes a specific emphasis on the Spanish-speaking community.

### **I. Introduction:**

Acknowledging the diverse linguistic landscape of our community, Addition Financial Credit Union underscores the significance of linguistic accessibility, particularly for Spanish-speaking residents. This plan emphasizes our commitment to serving all members of our community, irrespective of language proficiency. The purpose of this Language Access Plan is to make reasonable efforts to eliminate or reduce English proficiency as a barrier to accessing Addition Financial products, services, and programs.

### **II. Language Assistance Policy:**

Addition Financial Credit Union affirms its commitment to language assistance, ensuring that LEP individuals, especially Spanish speakers, have equal access to financial services. This commitment aligns with the principles of Title VI of the Civil Rights Act of 1964, emphasizing nondiscrimination in programs and activities receiving federal financial assistance.

Addition Financial Credit Union employees shall take reasonable steps to provide LEP individuals with meaningful access to all products, services, and programs offered by Addition Financial.

This policy is based on the principle that it is the responsibility of Addition Financial and not the LEP person to take reasonable steps to ensure that communications between Addition Financial and the LEP person are not impaired as a result of the limited English proficiency of the individual.

Addition Financial staff shall take reasonable steps to effectively inform the public of the availability of language accessible programs and activities.

### **III. Identification of Language Needs:**

To identify language needs, Addition Financial Credit Union conducts regular surveys, community engagement events, and tracks language preferences of members, with a specific focus on Spanish speakers. This proactive approach enables us to tailor our language assistance services to the unique needs of the Spanish-speaking community.

### **IV. Language Assistance Services:**

Addition Financial Credit Union will provide the following language assistance services, with a primary focus on Spanish:

#### **1. Bilingual Staff:**

- Member facing departments (Branches, Call Center, Collections, and Lending) shall actively recruit and retain employees who are proficient in the Spanish language to meet the needs of our members. Bilingual employees must be capable

of communicating products and services effectively, and in alignment with Addition Financial member service expectations, to members in the Spanish language.

- Ensure staff members receive ongoing cultural competency training, specifically tailored to serving the Spanish-speaking community.
- Ensure financial education presenters are trained and knowledgeable to present course materials in Spanish.

## **2. Translation Services:**

- ATM and ITM transactions are offered in English and Spanish.
- Key development services documents such as financial education materials are available in Spanish. Additional languages will be translated as needed.
- Website content available in all languages to ensure online resources are accessible.
- Key documents, such as applications, disclosures, and marketing materials will be translated as needed.

## **3. Interpretation Services:**

- Addition Financial assists Spanish-speaking members by promptly connecting them in the branches or through the Contact center with a Spanish-speaking team member.

## **V. Implementation Plan:**

To seamlessly integrate language assistance services into our operations, Addition Financial Credit Union will:

### **1. Staff Responsibilities:**

- Addition Financial branch managers and member-facing department leaders designate specific staff members responsible for language assistance service, particularly for Spanish-speaking members.
- Regional directors for Addition Financial branches and department heads oversee the implementation of language services in our branches and member-facing departments, with a focus on Spanish.

### **2. Community Outreach:**

- Promote language assistance services through community events, newsletters, and social media, with targeted outreach to Spanish-speaking residents.
- Utilize Spanish-language communication strategies to inform LEP individuals about available services.

### **3. Feedback Mechanism:**

- Establish a system for collecting feedback on language services, with an emphasis on feedback from the Spanish-speaking community.
- Regularly assess and improve language assistance efforts based on community input.

## **VI. Monitoring and Evaluation:**

Addition Financial Credit Union will employ regular assessments and feedback analysis to monitor the effectiveness of language assistance services, with a particular focus on the Spanish-speaking community. The results will inform adjustments to the plan to better meet the needs of our Spanish-speaking members.

## **VII. Compliance and Reporting:**

To ensure compliance with applicable laws and regulations, Addition Financial Credit Union will maintain thorough records of language assistance activities and provide timely reports to the CDFI Fund and other regulatory bodies, with a specific focus on Spanish-language services.

Addition Financial Credit Union is dedicated to promoting financial inclusion through linguistic accessibility, primarily for the Spanish-speaking community. We believe that the successful implementation of this Language Assistance Plan will contribute to building a more inclusive and thriving community.

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