



# GRASSLANDS

## FEDERAL CREDIT UNION

Invested in Our Way of Life

Grasslands Federal Credit Union (Grasslands) 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).

### **Introduction**

Grasslands recognizes the presence of linguistic diversity and is committed 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 our credit union's products and services.

### **Language Assistance Policy**

Grasslands affirms its commitment to language assistance, ensuring that LEP individuals have equal access to financial services. Our commitment is aligned with the requirements of Title VI of the Civil Rights Act of 1964, emphasizing nondiscrimination in programs and activities receiving federal financial assistance.

Grasslands employees shall take reasonable steps to provide LEP individuals with meaningful access to all credit union products and services. Grasslands staff shall take reasonable steps to effectively inform the public of the availability of language accessible programs and activities.

### **Identification of Language Needs**

To identify language needs, Grasslands reviews census data, and reviews our communities and our membership to track language preferences of members. This proactive approach enables us to tailor our language assistance services to the unique needs of our communities.

### **Language Assistance Services**

Grasslands will provide the following language assistance services, with a primary focus on Spanish:

#### **Translation Services**

- ATM transactions are offered in English and Spanish.

- Key documents, such as applications, disclosures, and marketing materials will be translated as needed. Our forms provider has a readily available Spanish language version of all forms. Other language needs can be provided for through translator services.

### **Implementation Plan**

To seamlessly integrate language assistance services into our operations, Grasslands will:

- Designate specific staff members responsible for language assistance services, to include maintaining contacts with our vendors to readily provide translation services.
- Task management with overseeing any necessary or requested language access enhancements

### **Feedback Mechanism**

- Establish a system for collecting feedback on language services.
- Regularly assess and improve language assistance efforts based on community input.

### **Monitoring and Evaluation**

Grasslands will annually assess and monitor the usage and the effectiveness of language assistance services. The results will inform adjustments to the plan to better meet the needs of any LEP persons.

### **Compliance and Reporting**

To ensure compliance with applicable laws and regulations, Grasslands will maintain thorough records of language assistance activities and provide timely reports to the CDFI Fund and other regulatory bodies.

Grasslands is committed to promoting financial inclusion and wellness through linguistic accessibility.