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Number: CI.NVA.7	Adoption Date: 10.2.25
Section: Corporate Integrity	Last Revision:
Title: NVA Language Access Policy	
Applicable Standards: Title VI of the Civil Rights Act of 1964 (42 U.S.C. §2000d et seq.); applicable New York State and local regulations; other relevant federal, state, and local requirements.	

Policy Statement:

New View Alliance, Inc. (NVA) affirms its commitment to ensuring that individuals with Limited English Proficiency (LEP) have meaningful access to programs and services delivered by its affiliated agencies, Gateway-Longview, Inc. and New Directions Youth & Family Services, Inc.

Both Gateway-Longview and New Directions maintain agency-level Language Access Policies that describe the standards, procedures, and resources used to provide language assistance to LEP individuals. NVA recognizes and endorses these policies as the operative documents governing language access at the agency level.

It is the overarching policy of NVA that:

- Each agency must provide services in compliance with Title VI of the Civil Rights Act of 1964 and all applicable state and local laws related to language access.
- Each agency must maintain and regularly update a Language Access Policy to ensure effective communication and meaningful participation by LEP individuals.
- NVA will provide oversight to ensure that both agencies adhere to their own policies and uphold a consistent commitment to language equity across the organization.



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Definitions:

For purposes of this policy, “Language Access” means the provision of appropriate language assistance services, including oral interpretation and written translation, to ensure meaningful access for individuals with Limited English Proficiency.

Agency-level policies at Gateway-Longview and New Directions contain full operational definitions (e.g., LEP, qualified interpreter, qualified translator, vital documents).

Procedure:

1. Agency Responsibilities
 - a. Gateway-Longview and New Directions shall each maintain an up-to-date Language Access Policy consistent with applicable laws and regulations.
 - b. Each agency shall ensure staff are trained on their respective policies and procedures for providing language assistance.

2. NVA Oversight
 - a. NVA will review agency-level Language Access Policies periodically to ensure consistency with federal, state, and local requirements.
 - b. NVA will serve as a coordinating body to support both agencies in meeting language access obligations and sharing best practices.

3. Complaints and Compliance
 - a. Complaints related to denial or inadequacy of language access services at either agency shall be handled in accordance with that agency’s policy.
 - b. NVA’s Corporate Integrity function may be consulted for oversight or investigation of systemic issues.