



Limited English Proficiency

LEP

WILLKOMMEN स्वागत
欢迎 BIENVENIDA
WELCOME
BIENVENUE ようこそ
добро пожаловать
ترحيب BEM-VINDO

Alda Norris
IANRE evaluation &
civil rights support

Today's objectives are to cover the following aspects of LEP:

Legal Basis (Title VI and NIFA policy)

Needs Assessment (4-factor Analysis)

Definitions (Qualified Interpreters, Vital Docs)

Examples (AK DOT, US HHS)

Resources (Map, Census, Translators, Visual)

Folders (how does IANRE document?)



Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq. ("Title VI") Title VI prohibits discrimination on the basis of race, color, or national origin in any program or activity that receives Federal funds or other Federal financial assistance. -[HHS.gov](https://www.hhs.gov)

Under this law, persons speaking a primary language other than English are protected from exclusion from federally funded educational programs like ours.

NIFA feedback on 2019 civil rights review

8) Conduct a limited English proficiency needs assessment and develop a language access plan. The language access plan should be developed in accordance with USDA guidance on NIFA's Limited English Proficiency Implementing Strategy for Federally Assisted Programs and should include, but not be limited to, an assessment of the LEP needs of relevant service populations, procedures for securing professional translation and interpretation services, staff training requirements, and the identification and translation of vital documents.

NIFA LEP Implementing Strategy, 2016:

<https://www.uaf.edu/ianre/about/civil-rights/>

4-Factor Analysis for LEP

- (1) The number or proportion of LEP persons in target or eligible population
- (2) Frequency of contact (daily, monthly, occasional, etc.)
- (3) Nature and importance of program or activity (“life and death” vs. general or extracurricular information)
- (4) Resources available to implement LEP and costs (small organization vs. large one; and, overall budget and resources of institution)

NIFA's recipients should apply the four factors to the various kinds of contacts that they have with the public to assess language needs and decide what reasonable steps they must take to ensure meaningful access for LEP persons. Of note, LEP services are to be provided at no cost to the LEP person (p. 10).

Definitions

(3) Limited English Proficient (LEP) Persons—Persons who do not speak English as their primary language and have a limited ability to read, speak, write, or understand English are limited English proficient, or LEP.

(5) Qualified Interpreter: An individual who is competent to provide interpretation services at a level of fluency, comprehension, impartiality and confidentiality appropriate to the specific nature, type, and purpose of the information at issue.

(7) Vital Document. Paper or electronic written material that contains information that is critical for accessing a program or activity, or is required by law, such as consent forms, applications, and notices of rights (p.5).


Examples: <http://dot.alaska.gov/cvlrts/lep.shtml>


HHS.gov
Civil Rights

U.S. Department of Health & Human Services

I'm looking for...

HHS A-Z Index

 **Information for Individuals**

 **Filing a Complaint**

 **Information for Providers**

 **Newsroom**

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Civil Rights for Individuals and Advocates

Race, Color, National Origin

Disability

Age Discrimination

Sex Discrimination & Harassment

Title IX

Section 1557

Hill-Burton

Section 1553

Special Topics

Civil Rights and Opioids

HIPAA and FTC Act

Civil Rights FAQs


Fact Sheets

HHS Nondiscrimination Notice

Language Assistance Services

Text Resize **AA** A

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Language Assistance Services

Languages on this page: [Español \(Spanish\)](#) | [繁體中文 \(Chinese\)](#) | [Tiếng Việt \(Vietnamese\)](#) | [한국어 \(Korean\)](#) | [Tagalog](#) | [Русский \(Russian\)](#) | [العربية \(Arabic\)](#) | [Kreyòl Ayisyen \(Haitian Creole\)](#) | [Français \(French\)](#) | [Polski \(Polish\)](#) | [Português \(Portuguese\)](#) | [Italiano \(Italian\)](#) | [Deutsch \(German\)](#) | [日本語 \(Japanese\)](#) | [فارسی \(Farsi\)](#) | [English](#)

Español (Spanish)


ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-696-6775.

El Department of Health and Human Services (HHS, Departamento de Salud y Servicios Humanos) de EE. UU. cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. HHS no excluye a las personas ni las trata de forma diferente debido a su origen étnico, color, nacionalidad, edad, discapacidad o sexo.

El HHS:

- Proporciona asistencia y servicios gratuitos a las personas con discapacidades para que se comuniquen de manera eficaz con nosotros, como los siguientes:
 - Intérpretes de lenguaje de señas capacitados.
 - Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles, otros formatos).

Examples: <http://dot.alaska.gov/cv/rts/lep.shtml>

THE GREAT STATE of ALASKA

Nakhwa'lin shoo ihlii (Dinjii Zhuh K'yaa)
"I am happy to see you all."

myAlaska Departments State Employees

Alaska Department of Transportation and Public Facilities
CIVIL RIGHTS OFFICESEARCH DOT&PF Travel ▾ Business ▾ News and Social ▾ Projects ▾ About Us ▾You are here: [DOT&PF](#) > [Civil Rights Office](#) > [LEP - Limited English Proficiency](#)

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LEP - Limited English Proficiency

File a Complaint

Executive Order 13166 (EO 13166) challenges federal agencies to "implement a system by which (limited English-proficiency or "LEP") persons can meaningfully access... services consistent with, and without unduly burdening, the fundamental mission of the agency." When read in its entirety, and interpreted consistently with Title VI of the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1972, the Executive Order applies to all programs and activities of a federal agency, which is, essentially, everything the agency does.

Limited English proficiency is defined as "individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English." LEP individuals are entitled by EO 13166 to language assistance with respect to a particular type of service, benefit or encounter. FHWA has mandated that "...recipients must take reasonable steps to ensure that such persons have meaningful access to the programs, services, and information those recipients provide, free of charge...."

The Alaska DOT&PF enforces LEP in the same manner as Title VI. LEP is included as review criteria in all Title VI compliance reviews. The DOT&PF Civil Rights Office will continue to monitor LEP requirements.

Interpreter Resources

[AK DOT&PF LEP Plan](#) 

LEP Brochures

-  [Spanish Brochure](#)
-  [Tagalog Brochure](#)
-  [Hmong Brochure](#)
-  [Korean Brochure](#)
-  [Yup'ik Brochure](#)
-  [Inupiat Brochure](#)
-  [Russian Brochure](#)
-  [English Brochure](#)
-  [FHWA's "How to Engage Low-Literacy and Limited-English-Proficiency Populations in Transportation Decisionmaking"](#)

LEP Resources

Demographic and Language Data

-  [US DOJ Language Map](#)
-  [EJ Screen](#)

Federal Resources

-  [Federal Aviation Administration - LEP](#)



LEP Resources

- Census Data
- DOJ LEP Data
- Kids Count Data
- Pew Research Center
- USDA Agricultural Census

Please also keep up-to-date with your office civil rights files (LEP folder)



Per NIFA: “Recipients should utilize any and all available data sources to determine the potential LEP persons in the serviced area.”

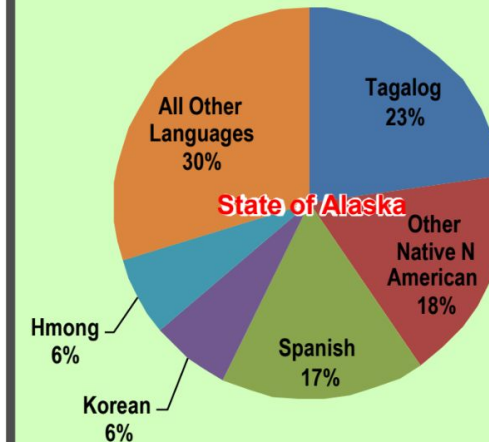


State of Alaska (ACS 2015)
Total Persons 5 Years and Over Who Speak a Language
Other Than English at Home and Speak English Less than "Very Well"



Total LEP (LVW)=33,509

State of Alaska

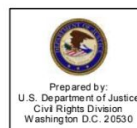


Legend

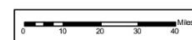
- State Boundaries
- Other Countries
- Water

BOROUGH - Total LEP for Less Than Very Well (ACS2015 5 YR)

- <=1K
- >1K AND <=10K
- >10K AND <=50K
- >50K AND <=100K
- >100K AND <=250K
- >250K AND <=750K
- >750K
- No LEP



Prepared by:
 U.S. Department of Justice
 Civil Rights Division
 Washington D.C. 20530



*Pie Charts represent Counties with the highest percent of LEP individuals by languages spoken.

Source: U.S. Census 2011-2015 American Community Survey Data Table B16001
 LANGUAGE SPOKEN AT HOME
 BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER.
 The estimates from the ACS are based on a sample survey and hence are subject to sampling error.

<https://www.lep.gov/maps>

IANRE is working on a policy for how to utilize translation services.
UAF currently contracts with the vendor Language Link:

<https://naspo.language.link/>

Sample NASPO Account Access Instructions

Step 1: Call dedicated NASPO line

Step 2: Enter Assigned Account Number, followed by # sign

Step 3: Select 1 to be connected directly to your Spanish interpreter, *or*
Select 2 to be connected directly to your Russian Interpreter, *or*
Select 3 to be connected directly to your Vietnamese interpreter, *or*
Select 4 to be connected directly to your Somali Interpreter, *or*
Select 9 for all other languages

*If you require a 3rd party call, press 9 to reach a Customer Service Representative Optional Data Collection

Step 4: Enter Numeric Data Field, followed by # sign (optional)

Step 5: Enter Numeric Data Field, followed by # sign (optional)

*see below for additional data collection options

Example: “Point to your language” visual

Interpretation Services Available



If you speak a language other than English, language assistance services, free of charge, are available to you.

French

Français

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.

Chinese

繁體中文

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電

Vietnamese

Tiếng Việt

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.

Cambodian

ខ្មែរ

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយភាសាដោយឥតគិតថ្លៃសម្រាប់អ្នកមានសំណើបំណើរការ។

Tagalog

Filipino

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.

Thai

ภาษาไทย

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี

Korean

한국어

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

Japanese

日本語

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます

Spanish

Español

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

Oromo

Oroomiffa

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama.

Arabic

العربية

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان

Russian

Русский

Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.

German

Deutsch

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung

Nilotic

Dinka/Thuonjan

PIN KENE: Na ye jam në Thuonjan, ke kuony yenë koc waar thook atš kuka lëu yök abac ke cin wënh cuatë piny.

Polish


Polski

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej

More Resources:

<http://www.akijp.org/language-interpreter-center/>

NEWSLINKSEVENTSFACEBOOKJOBSDONATE

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LANGUAGE
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Language Interpreter Center

On September 21, 2007, the Alaska Institute for Justice opened the Language Interpreter Center. The Language Interpreter Center improves the quality of life for Alaskans with limited English proficiency by increasing access to legal, medical and social services.

English
Español (Spanish)
Русский (Russian)
한국어 (Korean)
Tagalog (Tagalog)

The Language Interpreter Center has trained and certified language interpreters and translators who remove communication barriers

Language Access Assessment and Planning Tool for Federally Conducted and Federally Assisted Programs (May, 2011)

https://www.lep.gov/sites/lep/files/resources/2011_Language_Access_Assessment_and_Planning_Tool.pdf

5. Providing Notice of Language Assistance Services

The following series of questions will help you assess how you provide notice of language assistance services to the LEP population in your service area:

1. How do you inform members of the public about the availability of language assistance services? (Select all that apply)	<input type="checkbox"/> Frontline and outreach multilingual staff <input type="checkbox"/> Posters in public areas <input type="checkbox"/> "I Speak" language identification cards distributed to frontline staff <input type="checkbox"/> Website	<input type="checkbox"/> Social networking website (e.g. Facebook, Twitter) <input type="checkbox"/> E-mail to individuals or a list serv <input type="checkbox"/> Other (Please specify): _____ <input type="checkbox"/> None of the above
2. Do your translated program outreach materials inform LEP individuals about the availability of free language assistance services?	Yes	No
3. Does your agency regularly advertise on non-English media (television, radio, newspaper, and websites)?	Yes	No
4. Does your agency inform community groups about the availability of free language assistance services for LEP individuals?	Yes	No
5. Does your agency inform current applicants or recipients about the availability of language assistance services?	Yes	No
6. Does the main page of your agency website include non-English information that would be easily accessible to LEP individuals?	Yes	No
7. Does your agency have multilingual signs or posters in its offices announcing the availability of language assistance services?	Yes	No

Links to office civil rights folders

Requires UA sign-in

Please also see <https://www.uaf.edu/ianre/about/civil-rights/>

Anchorage	Juneau	Research
Bethel	Kenai	Sitka
Business Office	Kodiak	State Office
Delta	Mat-Su	Tanana District
Dillingham	Northwest (Nome)	Tanana Chiefs Conference (TCC)

Discussion Questions

1. What languages other than English are used by your participants?
2. What challenges do you see in reaching LEP audiences in your area?
3. What support do you need so you can assess the LEP needs of participants in your district or program?



INSTITUTE OF AGRICULTURE,
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