



<b>Data Source(s) for LEP Potentially Eligible Population:</b>	
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<b>Data Source(s) for Number LEP Served:</b>	
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### Services to LEP Language Groups

Please check all that apply to recipient's service to the eligible language groups in your service area:

- Oral interpretation is provided upon request at no charge to an LEP customer.
- We hire bilingual staff with demonstrated proficiency in English and a second language, who are knowledgeable of specialized terms and concepts in English and the language they interpret, and who have received training on skills and ethics of interpretation. (Training can be provided in-house or by an external agency. Documentation of language ability, training on specialized terms and concepts, and training on skills and ethics of interpretation should be maintained.)
- We routinely collect information regarding the LEP participant's preferred primary language. The language information for each client is part of our database.
- We have identified and inventoried all vital documents for our programs or services, and the inventory list is available for inspection.
- We routinely maintain a record of the number of language interpretation services that we offer and that we provide to LEP customers, on what date, how interpretation was provided (e.g., in person or by telephone), and in what language.
- The eligible LEP population that is likely to be encountered in our service area constitutes 5% or 1,000 persons; therefore, we provide written translation of vital documents.
- Where there are fewer than 50 people in the language group that reaches the 5% trigger, we provide written notice to those LEP groups in their primary language of their right to receive oral language interpretation and written vital materials, free of cost.
- For all documents, vital or otherwise, we provide meaningful access to LEP individuals in all language groups. Meaningful access may be providing translation of the information orally.

## LEP Customer Data Analysis

Using the LEP data chart and any other sources of data, list the LEP population(s) represented in the program's geographic service area.

Do you believe the data indicate potentially eligible LEP participants are or are not being served?

What factors may be contributing to potentially eligible LEP participants not being served?<sup>6</sup>

What actions are being taken or can be taken to improve program participation and encourage enrollment of LEP populations that are under-served?

Please discuss the **nature** of LEP-related discrimination complaints filed with the agency, both formal and informal, and resolution of LEP complaints over the last calendar year:

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<sup>6</sup> Although error in the data may explain some (or all) of the difference, especially for smaller populations, be sure to evaluate all possible factors before attributing differences to error in the data.