

## LIMITED ENGLISH PROFICIENCY CHECKLIST FOR ANNUAL MONITORING REQUIREMENTS

In accordance with Department's *Limited English Proficiency* (DES 1-01-34) policy, each work unit shall institute procedures to monitor the accessibility and quality of language assistance activities for LEP customers. Work units shall review the following factors to determine the availability and adequacy of translation services:

- Data on the number of clients who identified a language other than English as their primary language.
- A comparison with prior year's data to determine whether there were changes year to year in the language data.
- A review of the annual cost for interpretation contracted services.
- A review of the number of customers served by contracted interpretation providers.
- A survey of the number of staff who provided bilingual services and the number (if any) who received a bilingual stipend.
- An analysis of any obstacles which arose in providing requested interpretation services, particularly as related to more obscure languages.
- A review of the translation of all vital documents and revisions as necessary.
- An analysis of any difficulties in maintaining sufficient quantity and quality of translation materials.
- An analysis of any LEP participant complaints to determine any trends.
- A review of the number of LEP complaints and the level at which those complaints were resolved.
- An analysis of the response time for LEP complaints.

**Routing:** Work units are to forward their LEP monitoring results no less than annually for review by the Office of Equal Opportunity (OEO). Send data to the OEO at Mail Drop 1323.