

LIMITED ENGLISH PROFICIENCY CHECKLIST FOR ANNUAL MONITORING REQUIREMENTS

In accordance with the Department's *Limited English Proficiency Policy* (DES 1-01-34), Divisions shall monitor the accessibility and quality of language assistance activities for LEP customers. Divisions shall review the following factors to determine the availability and adequacy of translation services and provide information in response to each item or an explanation for any lacking item(s):

1. Identify the number of participants, applicants, or others assisted by the division, and the total number of those who identified a language other than English as their primary language. (If the data can be provided by the county, please do so.)
2. Other than Language Line costs, provide the annual costs for contracted language services, categorized by contractor and the type of service provided.
3. Other than Language Line customers, provide the number of customers served by contracted language services, categorized by contractor and the type of service provided.
4. Identify the number of staff who provided bilingual services and the number of those (if any) who received a bilingual stipend.
5. Provide a description of any obstacles which arose in providing requested interpretation services, particularly as related to less frequently encountered languages.
6. Detail how the division conducts a review of the translation of all vital documents. Provide a current list of all documents deemed "vital."
7. Describe any difficulties in maintaining sufficient quantity and quality of translation materials.
8. Provide an explanation of any LEP complaints received, the level at which complaints were resolved, and the response time for resolving the complaints. Describe any complaints trends.

Routing: Divisions are to forward their LEP monitoring results no less than annually for review by the Office of Equal Opportunity (OEO) through the process directed by Correspondence Control.