

Developing a Limited English Proficiency (LEP) Plan

The USDOL guidance sets out four factors that you should consider when deciding what reasonable steps should be taken to ensure meaningful access for LEP persons.

The objective of the four-factor analysis is to suggest a reasonable balance that ensures meaningful access by LEP customers to critical services while not imposing undue burdens. The correct mix of language assistance services should be based on what is both necessary and reasonable in light of the four-factors.

Determine the Extent of Your Obligation to Provide LEP Services

- a) Determine the number or proportion of LEP persons eligible to be served or likely to be encountered by the program.
- b) Determine the frequency with which LEP persons come in contact with the program.
- c) Determine the nature and importance of the program, activity, or service provided by the program to LEP persons.
- d) Determine the resources available to you and the costs.

Four Factors for consideration when deciding what reasonable steps should be taken to ensure meaningful access for LEP persons.

(1) The number or proportion of LEP persons served or encountered in the eligible service population; (2) the frequency with which LEP individuals come in contact with the program; (3) the nature and importance of the program, activity, or service provided by the recipient; and (4) the resources available to the recipient and costs.

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Determine Your Use of the Two Predominant Ways to Provide Language Services—Oral Interpretation and Written Translation

- a) Using Oral Language Services (Interpretation)
 - Ensuring Competence of the Interpreters
 - Hiring Bilingual Staff
 - Hiring Staff Interpreters
 - Contracting for Interpreters
 - Using Telephone Interpreter Lines
 - Using Community Volunteers
 - Using Family Members or Friends
- b) Using Written Translation Services
 - Determine documents to be translated
 - Determine the languages the documents are to be translated to.
 - Ensure the competence of translators