



# Limited English Proficiency (LEP) Plan

The University of Kentucky, is a public, 1862 land-grant institution that is committed to a diverse and inclusive college where all members feel valued through our programs, policies, and services. Diversity is a driving force in our service to stakeholders in the Commonwealth of Kentucky.

As recipient of federal financial support, University of Kentucky Cooperative Extension Service (CES) has a responsibility, under Executive Order 13166 and Title VI of the Civil Rights Act of 1964 to make reasonable efforts to ensure that individuals who have limited English proficiency have meaningful access to federally funded educational programs and activities. A Limited English Proficient (LEP) person is an individual who does not speak English as his/her primary language and who has limited ability to read, speak, write, and understand English.

University of Kentucky CES is committed to affording and expanding meaningful access to federally funded educational programs and activities to eligible LEP persons. CES will conduct periodic assessments that will identify significant need programs and ways to provide language assistance to LEP persons. The assessment will include, but not be limited to, latest census information, data from local school systems and /or community organizations serving LEP clients, data from local and state governments, and an analysis of the four factors outlined below:

1. Number or proportion of LEP individuals eligible to be served or that is likely to be encountered by the program.
2. Frequency with which LEP individuals come in contact with the program.
3. Nature and importance of the program, activity, or service provided by the program to people's lives.
4. Resources available to meet the language access obligation.

As a result of the assessment process, the most reasonable method of language assistance to improve access of services will be determined. Careful consideration will be given to assure competency in the delivery of language assistance and services. Competency will be assessed and determined based on experience, credentials, references, understanding of content and cultural accuracy and sensitivity. Language assistance may include but not be limited to:

1. Translation of written materials
2. Interpretation of spoken words
3. Production of audiovisual material
4. Bilingual staff
5. Community volunteers

CES will not rely on web-based translation services as these are many times inaccurate. It will not make use of formal or informal interpretation by minors and will not plan to rely on any form of informal interpretation or translation by LEP person's family members or friends. Where the LEP person chooses to use his/her own interpreter (at his/her own expense) instead of, or as a supplement to the free language service offered, special care will be taken to document that this was a voluntary desire and that competent free language assistance was offered.

LEP persons will be notified of services, changes in services, and complaint procedures. Notification of language services may include but not be limited to:

1. Posting translated signs in areas populated by the LEP persons;
2. Inserting translated notices in recruitment and outreach documents;
3. Disseminating information on media likely to be used by LEP persons (radio, television, newspaper);
4. Collaborating with local organizations to inform LEP persons about services.

CES will provide notice to all staff regarding language access policies and procedures. Faculty, staff, and volunteers working with LEP persons and those who have the potential to come in contact with LEP clients will be required to complete training that will include information on policies, procedures, accessing language assistance services, identifying language needs, working effectively with translators and interpreters, and working with individuals from different cultures.

The LEP Plan will be evaluated, and updated on an annual basis. Documentation of efforts, staff surveys, customer satisfaction surveys, requests to meet language assistance needs, number of LEP persons served, and resources will serve to review and update policy as needed.

### **Questions about the LEP plan should be addressed to:**

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A person who believes that he/she has been discriminated against or denied benefits of federal programs or activities because of race, color, or national origin, including Limited English Proficiency, may submit a complaint to:

#### **U.S. Department of Agriculture**

*Office of the Assistant Secretary for Civil Rights*  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410  
(866) 632-9992

#### **Resources:**

Federal Interagency Working Group on Limited English Proficiency:  
[www.LEP.gov](http://www.LEP.gov)

Language Access Assessment and Planning Tool for Federally Conducted and Federally Assisted Programs:  
[http://www.lep.gov/resources/2011\\_Language\\_Access\\_Assessment\\_and\\_Planning\\_Tool.pdf](http://www.lep.gov/resources/2011_Language_Access_Assessment_and_Planning_Tool.pdf)

Complaint Forms:  
[https://www.usda.gov/sites/default/files/documents/Complain\\_combined\\_6\\_8\\_12\\_508.pdf](https://www.usda.gov/sites/default/files/documents/Complain_combined_6_8_12_508.pdf)

Executive Order 13166:  
<http://www.justice.gov/crt/lep/13166/eolep.pdf>

GSA Language Services Schedule:  
<http://gsa.gov/portal/content/104610>

## **COOPERATIVE EXTENSION**



Adapted from Kentucky State University Cooperative Extension Program, Limited English Proficiency Plan as prepared by Nancy Cáliz.

Educational programs of Kentucky Cooperative Extension serve all people regardless of economic or social status and will not discriminate on the basis of race, color, ethnic origin, national origin, creed, religion, political belief, sex, sexual orientation, gender identity, gender expression, pregnancy, marital status, genetic information, age, veteran status, or physical or mental disability. UNIVERSITY OF KENTUCKY, KENTUCKY STATE UNIVERSITY, U.S. DEPARTMENT OF AGRICULTURE, AND KENTUCKY COUNTIES, COOPERATING