

Procedure Part 1, Administration Chapter 3, Operations Section 11, LEP	Last Update: January 1, 2012
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References: County Policy Manual -- LEP Policy

Purpose: To provide language assistance to Limited English Proficiency and Deaf and Hard of Hearing clients.

Procedure: LEP

A. Assistance

1. Persons with Limited English Proficiency (LEP) and persons who are deaf or hard of hearing will not be charged for the cost of any service needed for effective communication. Departments/Divisions, Elected/Appointed Officials may post notices in public places advising of free language assistance.
2. Effective communication is a method of communication that is individualized and culturally appropriate to the person seeking service.
3. Departments/Divisions, Elected/Appointed Officials may develop additional standards and procedures to correlate with frequency of need and urgency of the service provision.

B. Needs Assessment

1. 89.5% of Jefferson County's population 5 years and over speaks English only at home. Of the remaining 10.5%, only 3.8% speak English less than very well. Those languages other than English as Spanish at 2.2%, Indo-European at .6%, Asian and Pacific Islander at .9%, and Other at .1%.
2. The frequency of encounters with LEP individuals and the urgency of service provision vary greatly across County Departments and Offices. The Sheriff Office and Human Service Department encounter several LEP individuals per day on average. Other County Departments encounter LEP individuals less than twice a year.
3. The nature and importance of the services provided by the Offices/Departments vary widely. The Sheriff Office and Human Services Department have a higher urgency of its service.
4. County resources are limited and while it may be reasonably expected that some Departments/Offices need translation services daily, most Departments/Offices may need translation services once a year.

C. Language Assistance

1. Verbal Translations
 - a. Use bilingual County staff if available.
 - b. Call the Language Line if necessary. The Sheriff's Office and Human Services Department employees should use the Office/Departments established contractual

relationships with interpretation services. All other Offices/Department may contact the ADA Coordinator for instructions to access the County's Language Line Services.

2. Written Translations

- a. Use bilingual County staff if available.
- b. If a document is required by law to be written in a language(s) other than English, each Department/Office will ensure it is translated. The Department/Office may have to contract for such written translation service.
- c. Most documents and information can be translated by using free internet translation services.

D. Deaf and Hard of Hearing

1. To ensure effective communication with the deaf and hard of hearing, staff will use auxiliary aids and services. Primary consideration will be given to providing the type of communication aid or service requested by the individual. Attempts should be made to determine what type of auxiliary aid or service the individual requires. The individual's choice should be accommodated unless another equally effective form of communication is available given the circumstances, importance of the communication, as well as the communication skills of the person who is deaf or hard of hearing.

Such auxiliary aides include, but are not limited to:

- use of gestures or visual aids to supplement oral communication
- use of a pen or pencil to exchange written notes
- use of phone or other electronic communication device available
- use of an assistive listening system or device to amplify sounds
- use of a qualified legal, oral or sign interpreter
- use of computers or typewriter
- use of Teletypewriters (TTY) or Videophones (VRS)
- use of family members or friends of the individual

2. Qualified Sign Language Interpreting Services

If an interpreter is needed, the employee will find an available interpreter through the following:

<http://www.coloradodeafcommission.com/PDF/las/website%20legal%20interpreter%20list%20Aug%2015%202011.pdf>

<http://www.coloradodeafcommission.com/community/resources.aspx>

E. Monitoring Language needs and Implementation

Each Department or Office should assess changes in demographics, types of services or other needs that may require revisions to this Procedure and, at a minimum, review this LEP Procedure every five years and update if necessary.