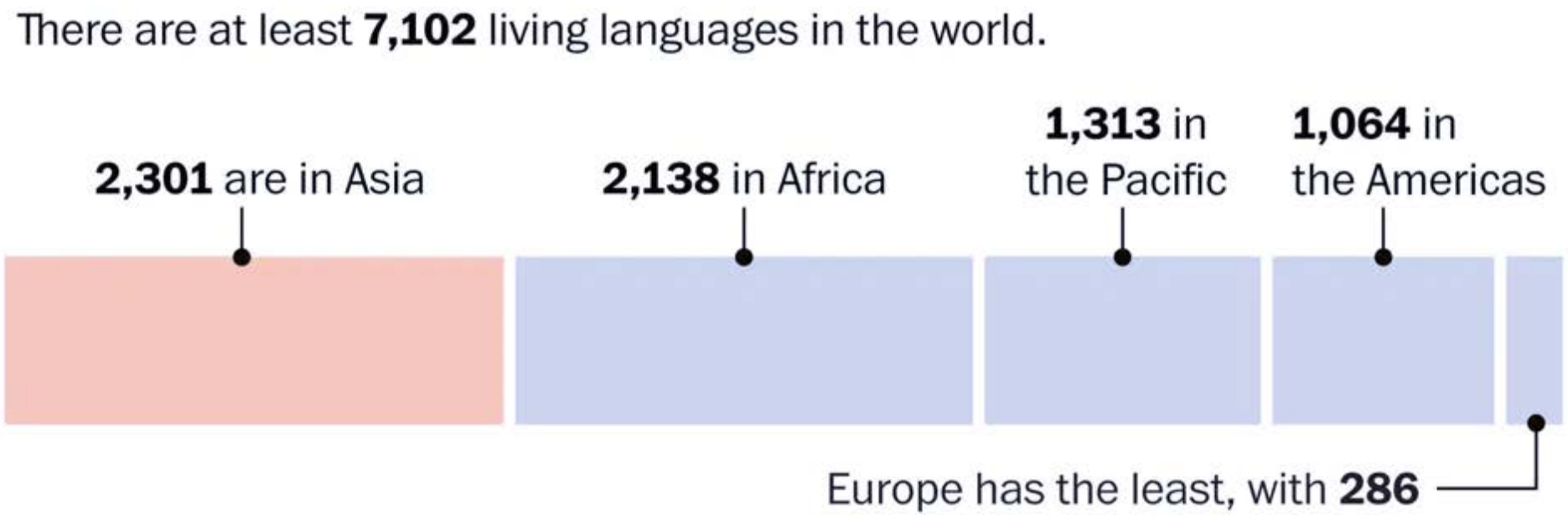
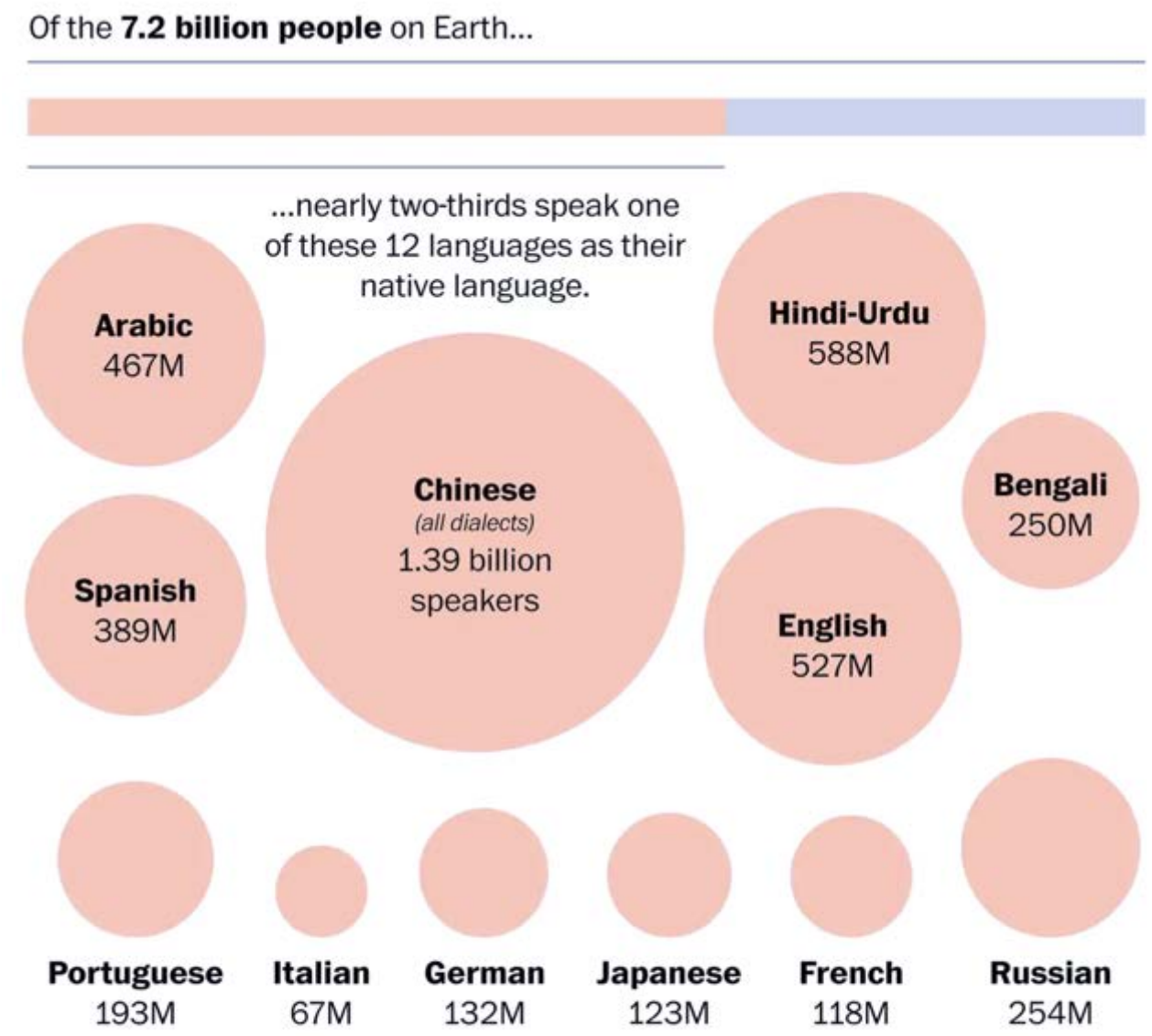
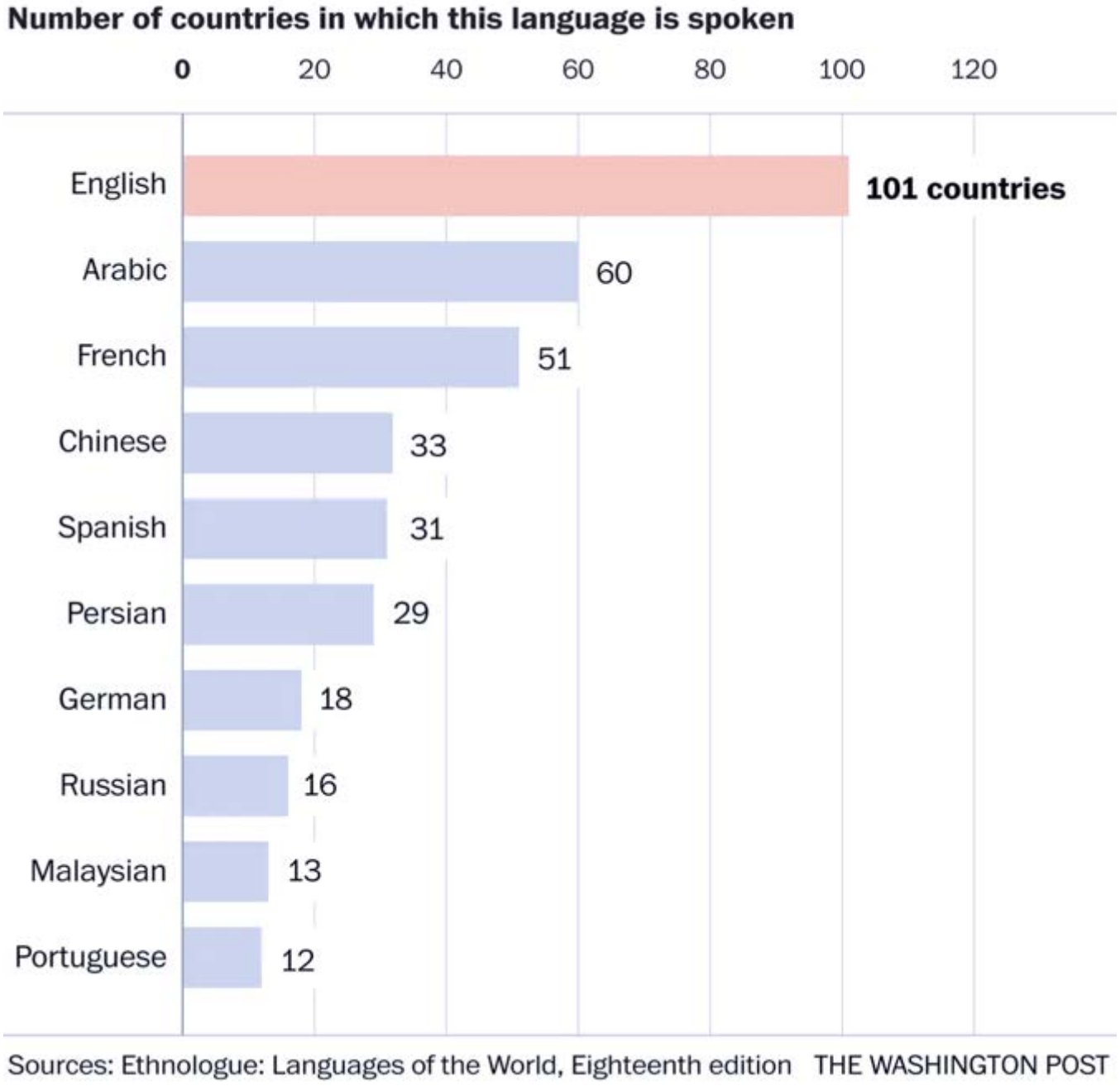
Limited English Proficiency (LEP)

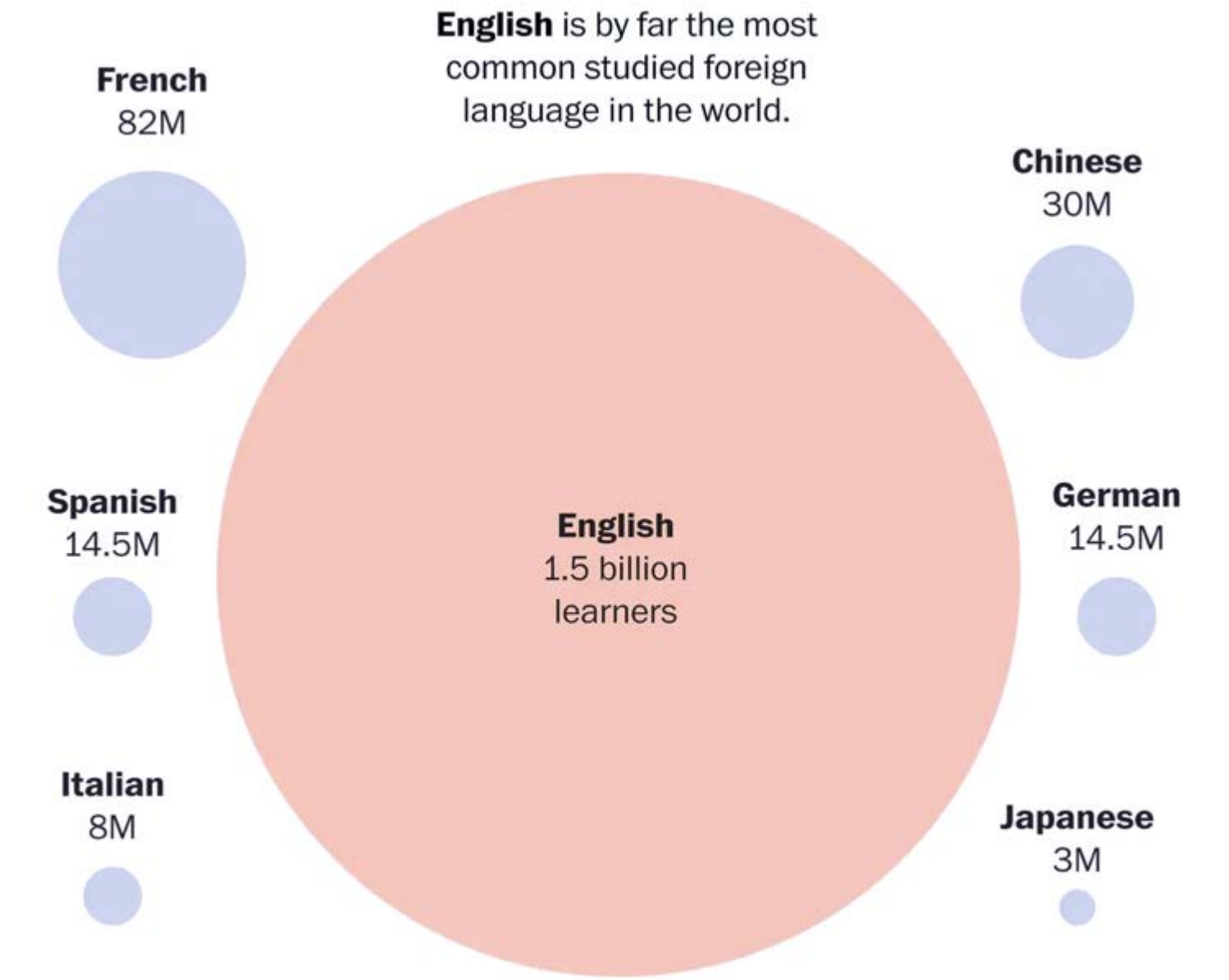


Sources: Ethnologue: Languages of the World, Eighteenth edition THE WASHINGTON POST



Sources: Ulrich Ammon, University of Düsseldorf, Population Reference Bureau
Note: Totals for languages include bilingual speakers.
THE WASHINGTON POST


Number of countries in which this language is spoken
0
20
40
60
80
100
120
English
101 countries
Arabic
60
French
51
Chinese
33
Spanish
31
Persian
29
German
18
Russian
16
Malaysian
13
Portuguese
12
Sources: Ethnologue: Languages of the World, Eighteenth edition
THE WASHINGTON POST


English is by far the most common studied foreign language in the world.
French
82M
Chinese
30M
Spanish
14.5M
English
1.5 billion
learners
German
14.5M
Italian
8M
Japanese
3M
Sources: Ulrich Ammon, University of Düsseldorf
THE WASHINGTON POST

Title VI Civil Rights Act of 1964

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency

Recipients of federal financial assistance are required to take reasonable steps to provide Limited English Proficiency (LEP) individuals with meaningful access to their programs and activities.

NC State Extension LEP Policy

It is NC State Extension's policy to ensure no person is subjected to prohibited discrimination based on national origin in any Extension program or service.

It is our policy to ensure that reasonable steps are taken to provide timely, meaningful access and an equal opportunity to participate in services, activities, programs, and other benefits to individuals whose first language is not English.

This policy includes providing oral interpretation or written translation of vital documents and other information to limited English proficient (LEP) persons.

All interpreters, translators, and other aids needed to comply with this policy will be provided without cost to the person(s) being served.

Limited English Proficient

- Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.
- Any person age 5 and older who reported speaking English less than "very well" to the US Census.

Language may be a Barrier to…

- → understanding and exercising important rights (filling out an application)
- → complying with responsibilities (following regulations, voting)
- → understanding information provided by federally funded programs and activities (safety training, information that increases crop yields, nutrient management instruction)

How do I say "wall"?

Four-Factor Analysis to Assess Language Needs

1. The number or proportion of LEP persons in the target population
2. Frequency of contact
3. Nature and importance of program or activity
4. Resources available to implement LEP and costs

Factor 1: How many LEP people are eligible to be served by Extension programs in your county?

The number or proportion of LEP persons from a particular language group served or encountered among the population of your county determines what language services should be provided. The greater the number or proportion of LEP persons, the more likely language services are needed.

- Examine your prior experience with LEP encounters; identify the breadth and scope of language services that were needed.
- Identify and include language minority populations that are eligible for program services or activities, but may be under-served because of existing language barriers within the program or activity.
- Collect and analyze these additional data to refine or validate your prior experience:
  - Latest census data for the area served;
  - Data from school systems;
  - Data from community organizations that serve LEP customers; and
  - Data from local and state governments.

Limited English Proficiency (LEP)

LEP.gov A Federal Interagency Website

Search LEP.gov

- Language Identification Cards

LEP Resources and Information

- Frequently Asked Questions
- Executive Order 13166
- Resources by Subject
- Recipients of Federal Assistance
- Interpretation and Translation
- LEP and Title VI Videos
- Demographic Data
- LEP Mapping Tools

LEP Compliance

- Federal Agency LEP Plans
- LEP Guidance for Recipients
- LEP Guidance for DOJ Recipients
- File a Complaint

LEP.gov

- Suggest LEP Resources
- Report Broken Links on LEP.gov
- Last UpdateMay 14, 2019->->->->->

Option 1

Featured Resources

- State Courts
- Foreign Language Services Ordering Guide
- Translation and Interpretation and Procurement Services (TIPS) Sheets
- Training Video: Communicating Effectively with LEP Members of the Public
- Title VI Protection for LEP Individuals
- LEP.gov Mission Statement

Recent Items

Memorandum of Agreement Between the United States of America and the Louisiana Supreme Court- May 13, 2019

- Press Release
  - Justice Department and Louisiana Supreme Court Reach Agreement to Provide Language Assistance for Individuals Not Proficient in English (English)
  - El Departamento de Justicia y la Corte Suprema de Luisiana Llegan a un Acuerdo Para el Ofrecimiento de Apoyo Lingüístico a Individuos que no Dominan el Inglés (Spanish Español)
  - SỞ TƯ PHÁP VÀ TÒA ÁN TỐI CAO BANG LOUISIANA THỐNG NHẤT THỎA THUẬN CUNG CẤP DỊCH VỤ HỖ TRỢ NGÔN NGỮ CHO CÁC CÁ NHÂN KHÔNG NÓI TIẾNG ANH THÀNH THẠO (Vietnamese Tiếng Việt)
  - LE MINISTÈRE DE LA JUSTICE ET LE TRIBUNAL SUPRÊME DE LOUISIANE ONT PASSÉ UN ACCORD EN VUE DE FOURNIR UNE ASSISTANCE LINGUISTIQUE POUR LES SUJETS N'AYANT PAS UNE MAÎTRISE SUFFISANTE DE L'ANGLAIS (French Français)
  - اتفاق وزارة العدل والمحكمة العليا في لويزيانا لتقديم المساعدة اللغوية للأفراد الذين لا يتقنون اللغة الإنجليزية(Arabic العربية)

Houston Interpreters and Translators Association Publishes Q & A on Title VI and Language Access from DOJ- March 15, 2019

Limited English Proficiency (LEP)

A Federal Interagency Website

LEP.gov

Mission Statement

LEP Resources and Information

- Frequently Asked Questions
- Executive Order 13166
- Resources by Subject
- Interpretation and Translation
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- Demographic Data
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LEP Compliance

- Federal Agency LEP Plans
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- DOJ LEP Guidance for Recipients
- Recipients of Federal Assistance
- File a Complaint with DOJ
- DOJ Agreements and Settlements

LEP.gov

- Search LEP.gov
- Suggest LEP Resources
- Report Broken Links on LEP.gov
- Privacy and Security Notice

Last Updated: February 4, 2019

Limited English Proficient (LEP) Maps

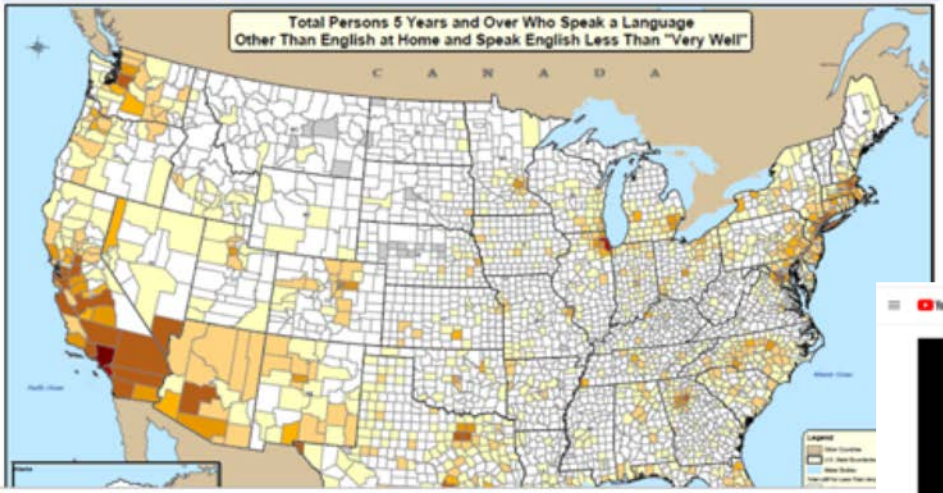
Language Map App

The Civil Rights Division's Language Map App is an interactive mapping tool that helps users find out the concentration of and languages spoken by LEP individuals in a community. Click on your state or county to identify the number or percentage of LEP persons, download language data, or visually display LEP maps for presentations. We encourage users to test the features of the Language Map App and provide feedback to help us improve functionality.

Year of app data 2015

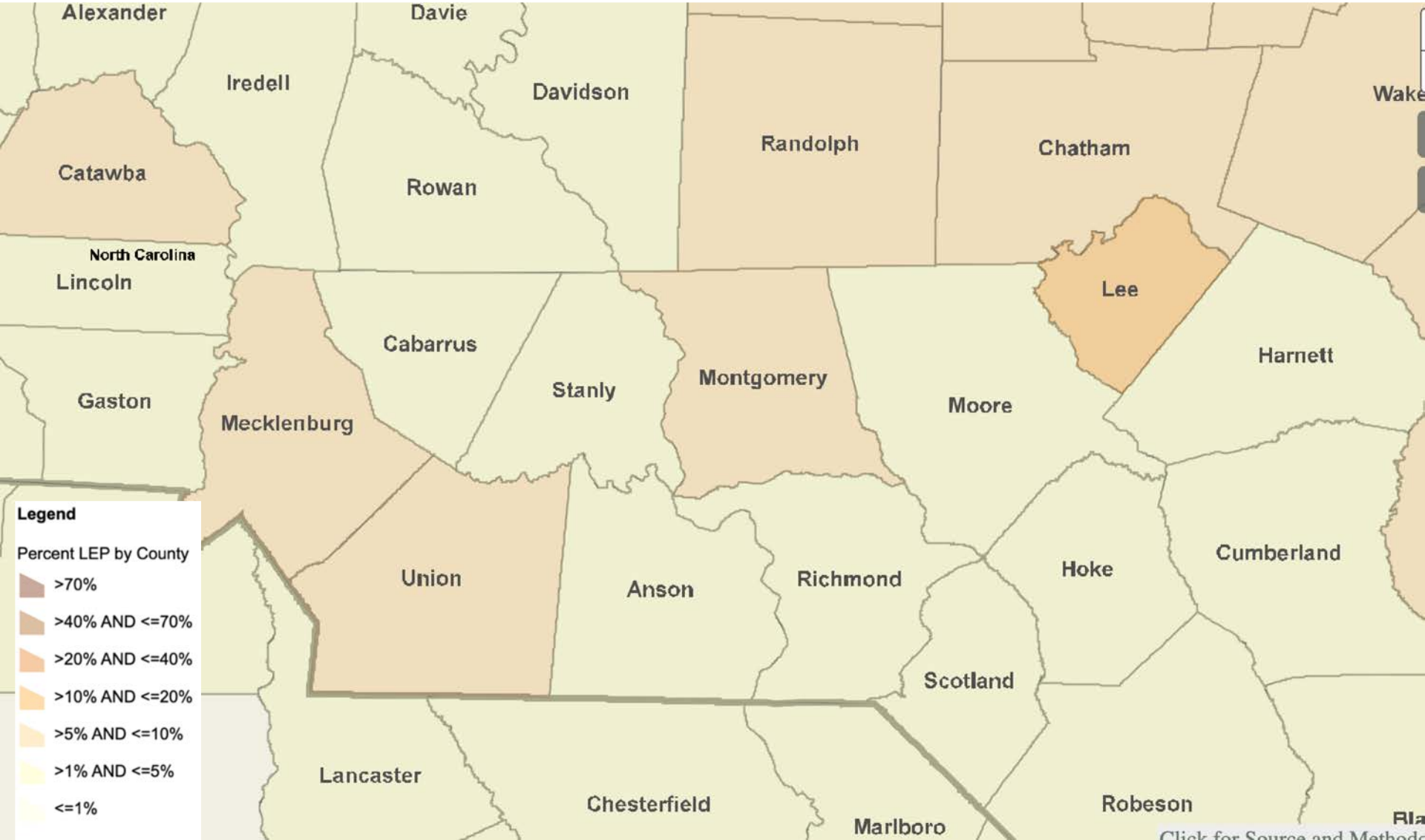
Language Map App | Accessible Alternative with Downloadable Data

Additional LEP Maps

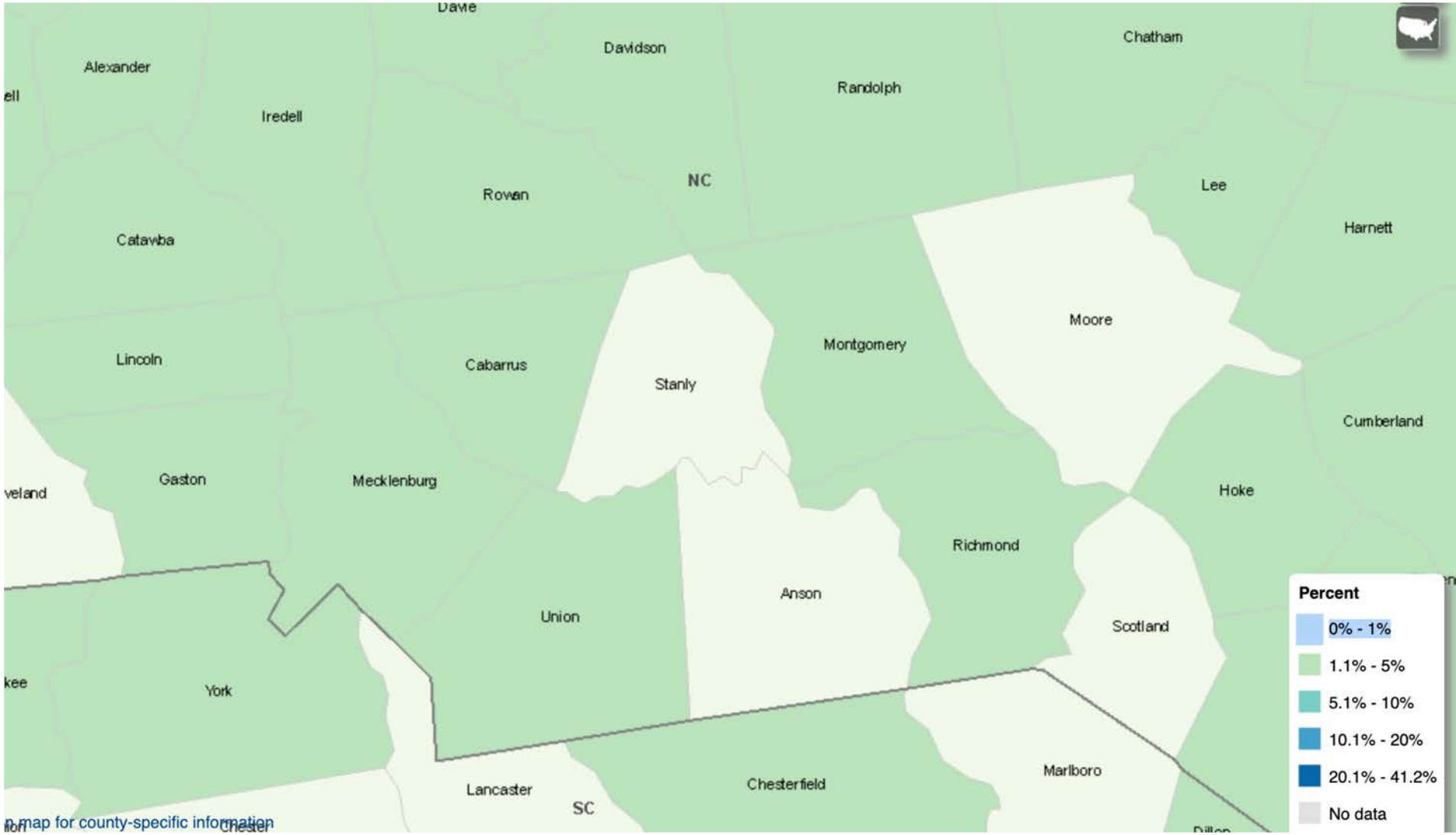


https://www.youtube.com/watch?v=8IOwOEn-M3M

2015 Language Map App
% LEP by County (LEP.gov)



USDA-ERS Atlas of Rural & Small Town America
% non-English Speaking households 2013-2017



INSTRUCTIONS ON HOW TO ACCESS LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH

- → *Go to: https://factfinder.census.gov*
- → *Advanced Search > SHOW ME ALL*
- → *Topics > People > Language > Language Spoken at Home > Close*
- → *Geographies > Geographic type: County > State: North Carolina > Geographic Area: select your county > Close*
- → *Select report C16001: Language spoken at home for the population 5 years and over*
- → *Identify languages where assistance may be needed by finding population numbers in the Speak English less than "very well" line for all language groups where greater than 5% or greater than 1000. (You will need to calculate what 5% of your county population is to determine your cut off point.)*

OPTION 2

United States Census Bureau

AMERICAN FactFinder

Feedback FAQs Glossary Help

MAIN | COMMUNITY FACTS | GUIDED SEARCH | ADVANCED SEARCH | DOWNLOAD CENTER | English Español

Starting in July, data.census.gov will be the primary way to access Census Bureau data, including upcoming releases from the 2018 American Community Survey, 2017 Economic Census, 2020 Census and more. After July 1, 2019, all new data (previously released on American FactFinder) will be released on this new data platform.

Read more about the Census Bureau's transition to data.census.gov.

Community Facts

Find popular facts (population, income, etc.) and frequently requested data about your community.

Enter a state, county, city, town, or zip code:

e.g., Atlanta, GA GO

Guided Search

Advanced Search

Download Center

United States Census Bureau

AMERICAN FactFinder

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MAIN | COMMUNITY FACTS | GUIDED SEARCH | ADVANCED SEARCH | DOWNLOAD CENTER | English Español

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Read more about the Census Bureau's transition to data.census.gov.

Community Facts

Guided Search

Advanced Search

Search all data in American FactFinder, with access to all geographic types and datasets.

SHOW ME ALL

Download Center

United States Census Bureau

AMERICAN FactFinder

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MAIN | COMMUNITY FACTS | GUIDED SEARCH | ADVANCED SEARCH | DOWNLOAD CENTER

Search - Use the options on the left (topics, geographies, ...) to narrow your search results

Your Selections

'Your Selections' is empty

load search | save search

Search using the options below:

- **Topics** (age, income, year, dataset, ...)
- **Geographies** (states, counties, places, ...)
- **Race and Ethnic Groups** (race, ancestry, tribe)
- **Industry Codes** (NAICS industry, ...)
- **EEO Occupation Codes** (executives, analysts, ...)

To search for tables and other files in American FactFinder:

1 Enter search terms and an optional geography and click **GO**

topic or table name | state, county or place (optional) | GO

topics | race/ancestry | industries | occupations

-- or --

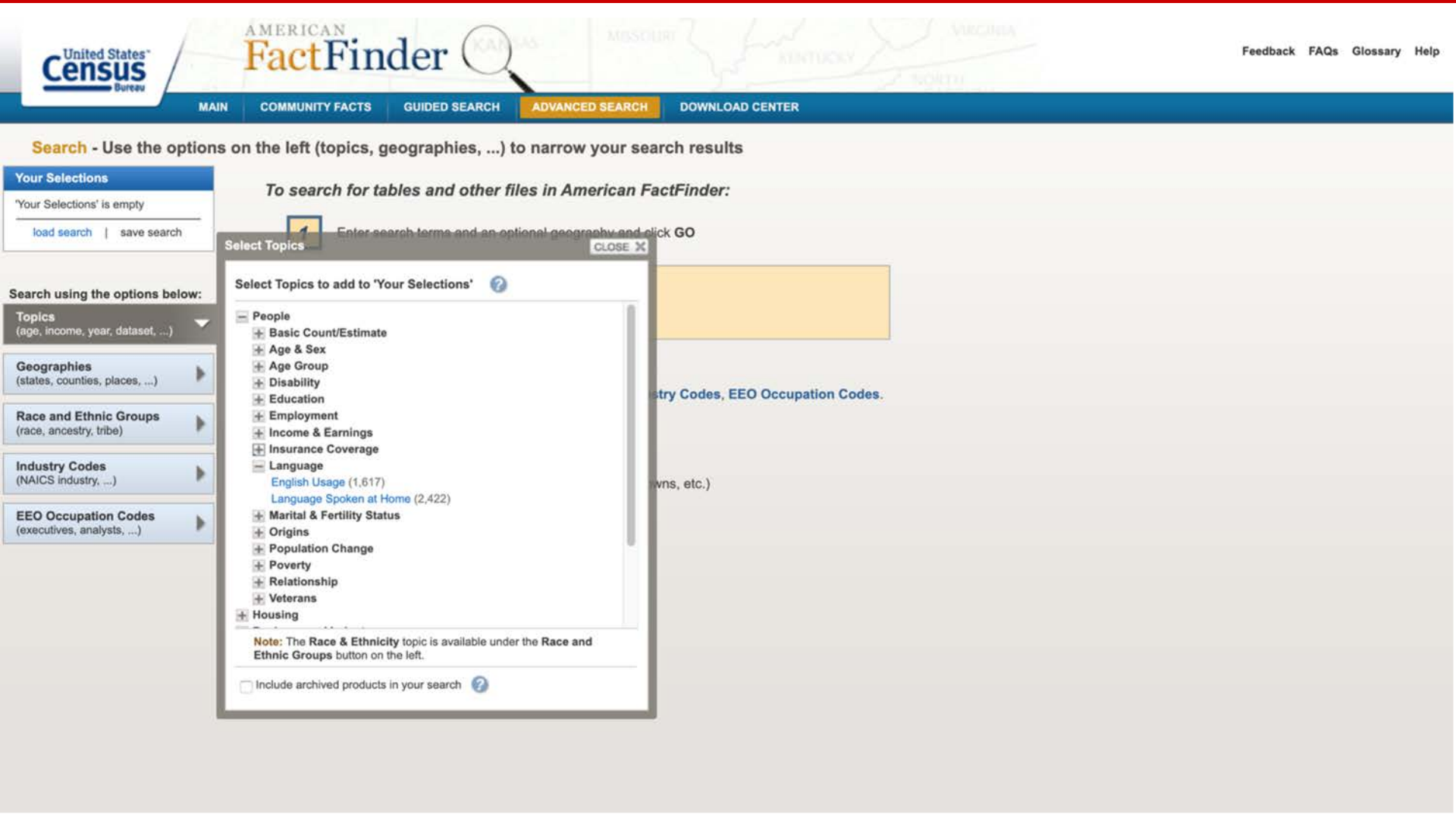
Select from **Topics**, **Race and Ethnic Groups**, **Industry Codes**, **EEO Occupation Codes**.

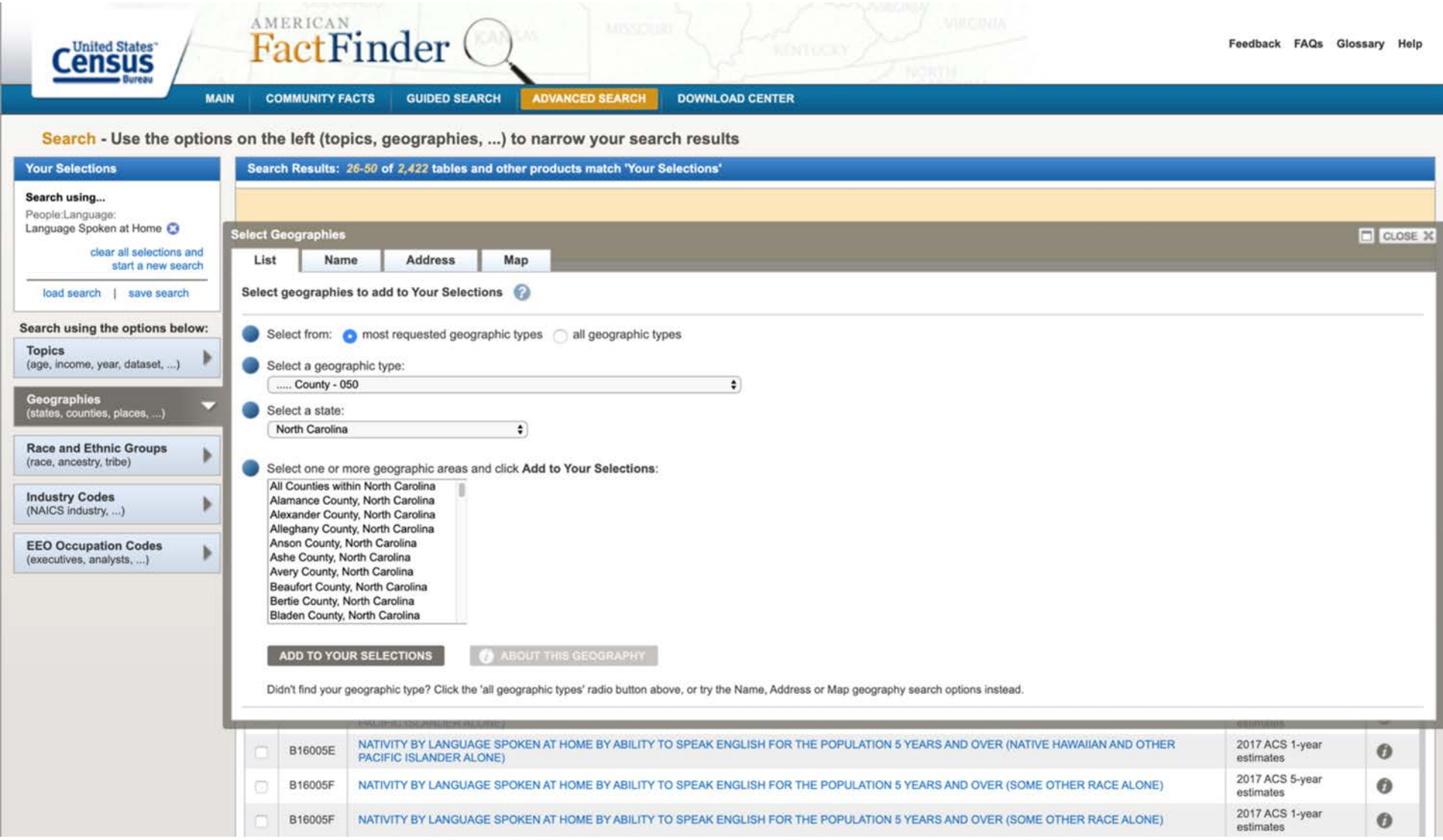
- these are added to 'Your Selections'
- the Search Results are updated

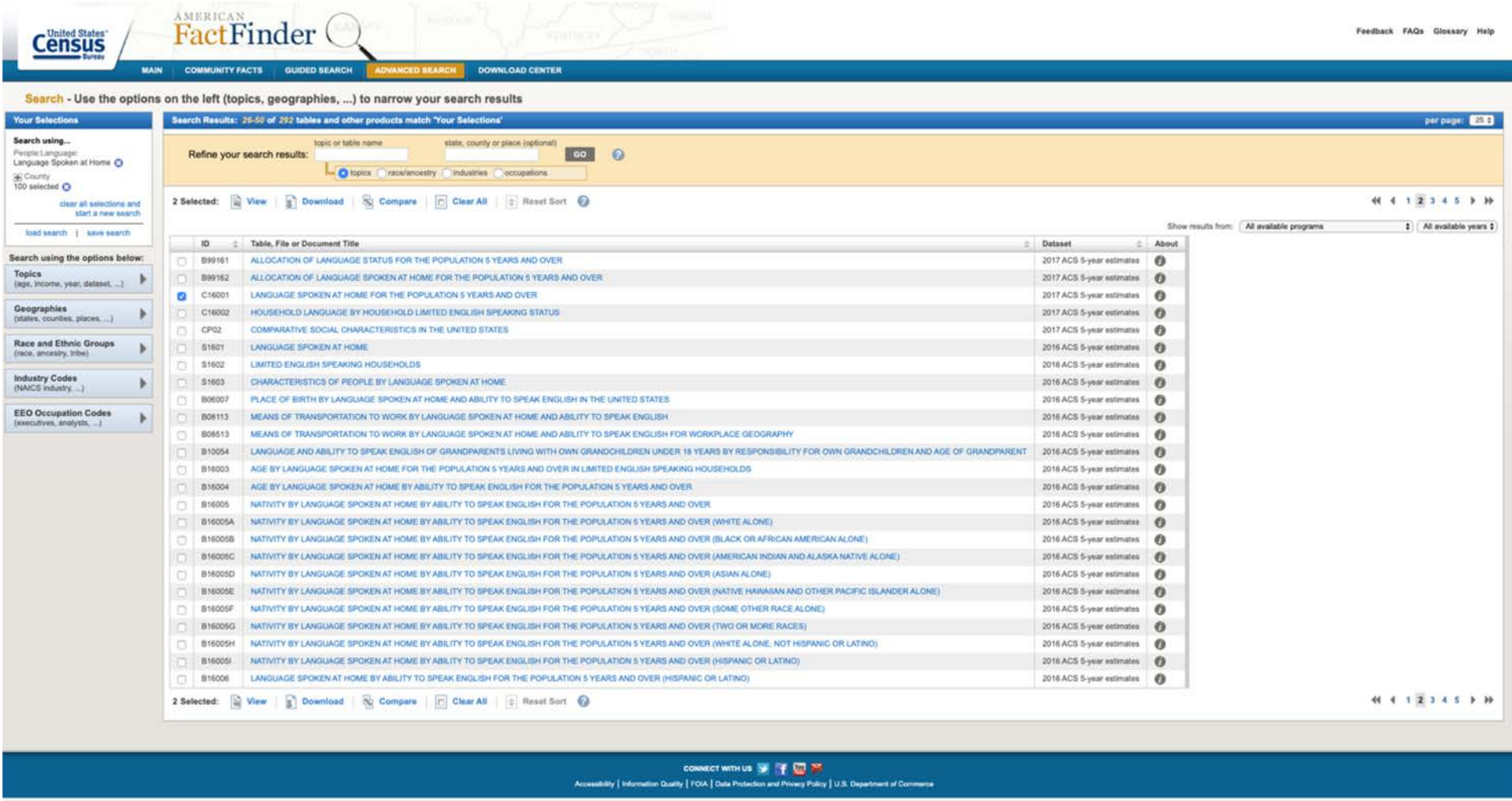
2 Next, select **Geographies** (states, counties, cities, towns, etc.)

- these are added to 'Your Selections'
- the Search Results are updated

3 Select one or more Search Results and click **View**


United States Census Bureau
AMERICAN FactFinder
Feedback FAQs Glossary Help
MAIN COMMUNITY FACTS GUIDED SEARCH ADVANCED SEARCH DOWNLOAD CENTER
Search - Use the options on the left (topics, geographies, ...) to narrow your search results
Your Selections
'Your Selections' is empty
load search | save search
Search using the options below:
Topics
(age, income, year, dataset, ...)
Geographies
(states, counties, places, ...)
Race and Ethnic Groups
(race, ancestry, tribe)
Industry Codes
(NAICS industry, ...)
EEO Occupation Codes
(executives, analysts, ...)
To search for tables and other files in American FactFinder:
1 Enter search terms and an optional geography and click GO
Select Topics
CLOSE
Select Topics to add to 'Your Selections'
People
Basic Count/Estimate
Age & Sex
Age Group
Disability
Education
Employment
Income & Earnings
Insurance Coverage
Language
English Usage (1,617)
Language Spoken at Home (2,422)
Marital & Fertility Status
Origins
Population Change
Poverty
Relationship
Veterans
Housing
Note: The Race & Ethnicity topic is available under the Race and Ethnic Groups button on the left.
Include archived products in your search
stry Codes, EEO Occupation Codes.
wns, etc.)


United States Census Bureau
AMERICAN FactFinder
Feedback FAQs Glossary Help
MAIN COMMUNITY FACTS GUIDED SEARCH ADVANCED SEARCH DOWNLOAD CENTER
Search - Use the options on the left (topics, geographies, ...) to narrow your search results
Your Selections
Search using...
People:Language:
Language Spoken at Home
clear all selections and start a new search
load search | save search
Search using the options below:
Topics (age, income, year, dataset, ...)
Geographies (states, counties, places, ...)
Race and Ethnic Groups (race, ancestry, tribe)
Industry Codes (NAICS industry, ...)
EEO Occupation Codes (executives, analysts, ...)
Search Results: 26-50 of 2,422 tables and other products match 'Your Selections'
Select Geographies
CLOSE
List Name Address Map
Select geographies to add to Your Selections
Select from: most requested geographic types all geographic types
Select a geographic type:
..... County - 050
Select a state:
North Carolina
Select one or more geographic areas and click Add to Your Selections:
All Counties within North Carolina
Alamance County, North Carolina
Alexander County, North Carolina
Alleghany County, North Carolina
Anson County, North Carolina
Ashe County, North Carolina
Avery County, North Carolina
Beaufort County, North Carolina
Bertie County, North Carolina
Bladen County, North Carolina
ADD TO YOUR SELECTIONS
ABOUT THIS GEOGRAPHY
Didn't find your geographic type? Click the 'all geographic types' radio button above, or try the Name, Address or Map geography search options instead.
B16005E NATIVITY BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER (NATIVE HAWAIIAN AND OTHER PACIFIC ISLANDER ALONE) 2017 ACS 1-year estimates
B16005F NATIVITY BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER (SOME OTHER RACE ALONE) 2017 ACS 5-year estimates
B16005F NATIVITY BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER (SOME OTHER RACE ALONE) 2017 ACS 1-year estimates



United States Census Bureau
AMERICAN FactFinder

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MAIN | COMMUNITY FACTS | GUIDED SEARCH | ADVANCED SEARCH | DOWNLOAD CENTER

Search - Use the options on the left (topics, geographies, ...) to narrow your search results

Your Selections

Search using...
People:Language:
Language Spoken at Home
County
100 selected
clear all selections and start a new search
load search | save search

Search using the options below:
Topics (age, income, year, dataset, ...)
Geographies (states, counties, places, ...)
Race and Ethnic Groups (race, ancestry, tribe)
Industry Codes (NAICS industry, ...)
EEO Occupation Codes (executives, analysts, ...)

Search Results: 26-50 of 252 tables and other products match 'Your Selections' per page: 25

Refine your search results: topic or table name | state, county or place (optional) | GO
topics | race/ancestry | industries | occupations

2 Selected: View | Download | Compare | Clear All | Reset Sort
1 2 3 4 5

Show results from: All available programs | All available years

	ID	Table, File or Document Title	Dataset	About
☐	B99161	ALLOCATION OF LANGUAGE STATUS FOR THE POPULATION 5 YEARS AND OVER	2017 ACS 5-year estimates	
☐	B99162	ALLOCATION OF LANGUAGE SPOKEN AT HOME FOR THE POPULATION 5 YEARS AND OVER	2017 ACS 5-year estimates	
☑	C16001	LANGUAGE SPOKEN AT HOME FOR THE POPULATION 5 YEARS AND OVER	2017 ACS 5-year estimates	
☐	C16002	HOUSEHOLD LANGUAGE BY HOUSEHOLD LIMITED ENGLISH SPEAKING STATUS	2017 ACS 5-year estimates	
☐	CP02	COMPARATIVE SOCIAL CHARACTERISTICS IN THE UNITED STATES	2017 ACS 5-year estimates	
☐	S1601	LANGUAGE SPOKEN AT HOME	2016 ACS 5-year estimates	
☐	S1602	LIMITED ENGLISH SPEAKING HOUSEHOLDS	2016 ACS 5-year estimates	
☐	S1603	CHARACTERISTICS OF PEOPLE BY LANGUAGE SPOKEN AT HOME	2016 ACS 5-year estimates	
☐	B06007	PLACE OF BIRTH BY LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH IN THE UNITED STATES	2016 ACS 5-year estimates	
☐	B08113	MEANS OF TRANSPORTATION TO WORK BY LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH	2016 ACS 5-year estimates	
☐	B08513	MEANS OF TRANSPORTATION TO WORK BY LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH FOR WORKPLACE GEOGRAPHY	2016 ACS 5-year estimates	
☐	B10054	LANGUAGE AND ABILITY TO SPEAK ENGLISH OF GRANDPARENTS LIVING WITH OWN GRANDCHILDREN UNDER 18 YEARS BY RESPONSIBILITY FOR OWN GRANDCHILDREN AND AGE OF GRANDPARENT	2016 ACS 5-year estimates	
☐	B16003	AGE BY LANGUAGE SPOKEN AT HOME FOR THE POPULATION 5 YEARS AND OVER IN LIMITED ENGLISH SPEAKING HOUSEHOLDS	2016 ACS 5-year estimates	
☐	B16004	AGE BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER	2016 ACS 5-year estimates	
☐	B16005	NATIVITY BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER	2016 ACS 5-year estimates	
☐	B16005A	NATIVITY BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER (WHITE ALONE)	2016 ACS 5-year estimates	
☐	B16005B	NATIVITY BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER (BLACK OR AFRICAN AMERICAN ALONE)	2016 ACS 5-year estimates	
☐	B16005C	NATIVITY BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER (AMERICAN INDIAN AND ALASKA NATIVE ALONE)	2016 ACS 5-year estimates	
☐	B16005D	NATIVITY BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER (ASIAN ALONE)	2016 ACS 5-year estimates	
☐	B16005E	NATIVITY BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER (NATIVE HAWAIIAN AND OTHER PACIFIC ISLANDER ALONE)	2016 ACS 5-year estimates	
☐	B16005F	NATIVITY BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER (SOME OTHER RACE ALONE)	2016 ACS 5-year estimates	
☐	B16005G	NATIVITY BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER (TWO OR MORE RACES)	2016 ACS 5-year estimates	
☐	B16005H	NATIVITY BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER (WHITE ALONE, NOT HISPANIC OR LATINO)	2016 ACS 5-year estimates	
☐	B16005I	NATIVITY BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER (HISPANIC OR LATINO)	2016 ACS 5-year estimates	
☐	B16006	LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER (HISPANIC OR LATINO)	2016 ACS 5-year estimates	

2 Selected: View | Download | Compare | Clear All | Reset Sort
1 2 3 4 5

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Versions of this table are available for the following years:

2017

2016

1 - 38 of 38

	Catawba County, North Carolina	
	Estimate	Margin of Error
Total:	147,212	+/-10
Speak only English	128,853	+/-582
Spanish:	12,276	+/-447
Speak English "very well"	6,927	+/-653
Speak English less than "very well"	5,349	+/-613
French, Haitian, or Cajun:	196	+/-97
Speak English "very well"	182	+/-94
Speak English less than "very well"	14	+/-16
German or other West Germanic languages:	161	+/-68
Speak English "very well"	110	+/-56
Speak English less than "very well"	51	+/-41
Russian, Polish, or other Slavic languages:	57	+/-42
Speak English "very well"	34	+/-30
Speak English less than "very well"	23	+/-29
Other Indo-European languages:	801	+/-332
Speak English "very well"	422	+/-195
Speak English less than "very well"	379	+/-262
Korean:	100	+/-114
Speak English "very well"	75	+/-107
Speak English less than "very well"	25	+/-33
Chinese (incl. Mandarin, Cantonese):	298	+/-270
Speak English "very well"	77	+/-101
Speak English less than "very well"	221	+/-259
Vietnamese:	578	+/-331
Speak English "very well"	161	+/-126
Speak English less than "very well"	417	+/-256
Tagalog (incl. Filipino):	28	+/-28
Speak English "very well"	15	+/-17
Speak English less than "very well"	13	+/-22
Other Asian and Pacific Island languages:	3,687	+/-483
Speak English "very well"	2,283	+/-368
Speak English less than "very well"	1,404	+/-359
Arabic:	64	+/-55
Speak English "very well"	45	+/-45
Speak English less than "very well"	19	+/-22
Other and unspecified languages:	113	+/-105
Speak English "very well"	105	+/-105
Speak English less than "very well"	8	+/-12

5% of population is 7,361

Greater than 1,000

Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates

Factor 2: How frequently do LEP persons come into contact with Extension programs in your county?

The more frequent the contact with a particular language group, the more likely that enhanced language services in that language are needed.

Less frequent contact with different language groups may suggest different and less intensified language assistance services.

- Assess as accurately as possible the frequency with which you have, or should have, contact with LEP individuals from different language groups seeking assistance.
- Consider the frequency of different types of language contacts.
- Consider whether appropriate outreach to LEP persons could increase the frequency of contact with LEP language groups.

Factor 3: What is the nature and importance of the program, activity or service?

The more important the activity, information, services, or program, or the greater possible consequences of the contact to LEP individuals, the more likely language services are needed.

Activities that are compulsory can also serve as strong evidence of the program's importance.

Determine whether denial or delay of access to services or information could have serious implications to the LEP customer.

Factor 4: What resources are available and what are the costs?

"Reasonable steps" may cease to be reasonable where the costs imposed substantially exceed the benefits. However, large entities and those serving a significant number or proportion of LEP persons should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance. Carefully explore the most cost-effective means of delivering competent and accurate language services before limiting services due to resource and cost concerns.

- Identify existing resources within NC Cooperative Extension and at other Land Grant Universities that have already been translated
- Identify federal and state government resources that have already been translated
- Develop shared resources for interpretation services with county departments and community organizations within the county
- Use volunteers as qualified interpreters
- Hire bilingual staff
- Contact Extension Administration for assistance

County LEP Plan

Once the analysis of the four factors has been completed and a determination has been made on what language assistance services are appropriate, language access plan should be developed to address the needs of the LEP populations you serve.

How to Identify LEP Individuals

1. Use of “I Speak” Language Identification Cards;
2. Use of a language identification poster displayed in the reception area;
3. Self-identification by the LEP individual or identification by a companion.

Oral Language Services (Interpretation)

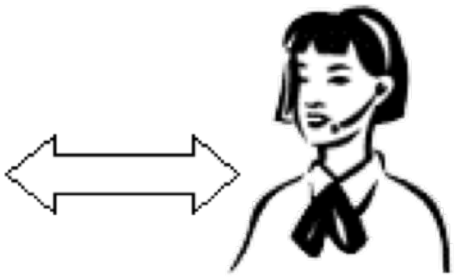
Interpretation is the act of listening to something in one language (source language) and orally translating it into another language (target language).

- Language assistance should be provided at a time and place that does not cause a denial, delay, or the imposition of an undue burden in the receipt of important rights, benefits or services to the LEP person.
- LEP persons need to be notified that their choice to work with an informal interpreter is voluntary, and that a “qualified interpreter” could be provided by you at no cost.
- Take special care to ensure that the use of family, friends and other informal interpreters are appropriate in light of the subject matter of the program, service or activity.
- Issues of competency, confidentiality, and conflict of interest in the use of family members (especially children), friends or other informal interpreters may make their use inappropriate. However, their use may be an appropriate option where proper application of the four-factor analysis would lead you to the conclusion that the provision of interpretation services is not necessary.

Simultaneous Interpretation

Telephone Interpretation

Use the Speakerphone



Interpreter

Pass the Handset

Lingüistica

INTERNATIONAL

SUSTAINABLE LANGUAGE SERVICES

Written Language Services (Translation)

Translation is the replacement of a written text from one language (source language) into an equivalent written text in another language (target language).

- The languages spoken by the LEP individuals with whom you have contact determine the languages into which vital documents should be translated.
- You should determine the extent of your obligation to provide written translation of documents on a case-by-case basis, looking at the totality of the circumstances in light of the four-factor analysis.

To use Google Translate or not use Google Translate that is the question…

The American Dairy Association

Original: "Got Milk"

Translation: "Are You Lactating?" in Mexico

Flickr/JelleS

PERDUE CHICKEN

Original: "It takes a tough man to make a tender chicken"

Translation (in Spanish): "It takes a hard man to make a chicken aroused"

YOU MUST HAVE A PERMIT
TO PLAY ON THIS FIELD.
VIOLATORS ARE SUBJECT
TO POLICE ACTION.
USTEDES DEBE TENER UN
PERMISO PARA JUGAR
EN ESTE CAMPO.
VIOLADORES SERAN
SUSCEPTIBLES A ACCION POLICIAL
STRICTLY PROHIBITED

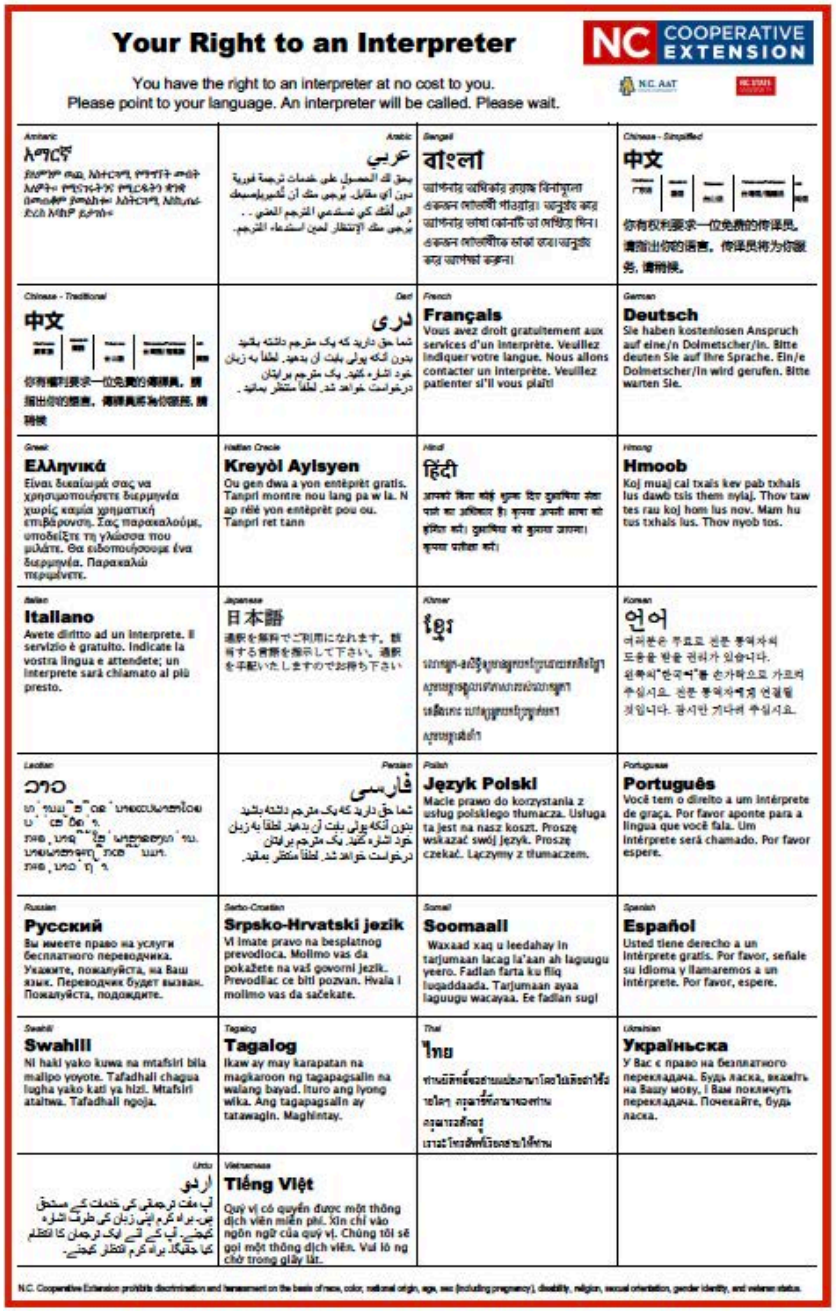
PARENTAL OR GUARDIAN
SUPERVISION IS
REQUIRED FOR THE USE
OF THIS PLAYGROUND
EQUIPMENT
PLAY AT YOUR OWN RISK
USTEDES DEBE TENER UN
PERMISO PARA JUGAR
EN ESTE CAMPO
VIOLADORES SERAN
SUSCEPTIBLES A ACCION POLICIAL

Staff Training

- Staff know about LEP policies and procedures; and
- Staff that have contact with the public are trained to work effectively with in-person and telephone interpreters.

Public Notification of Services for LEP Individuals

- Posting signs in Extension offices
- Translating outreach documents, brochures, booklets, and recruitment information
- Notification in local newspapers, radio, and television
- Partnering with community-based organizations and other stakeholders
- Presentations and/or information at schools, religious, and community organizations
- Information on website and social media



Your Right to an Interpreter

NC COOPERATIVE EXTENSION

You have the right to an interpreter at no cost to you.
Please point to your language. An interpreter will be called. Please wait.

Amharic **አማርኛ**	Arabic **عربي**	Bengali **বাংলা**	Chinese - Simplified **中文**
Chinese - Traditional **中文**	Dari **دری**	French **Français**	German **Deutsch**
Greek **Ελληνικά**	Haitian Creole **Kreyòl Ayisyen**	Hindi **हिंदी**	Hmong **Hmoob**
Italian **Italiano**	Japanese **日本語**	Khmer **ខ្មែរ**	Korean **언어**
Laotian **ລາວ**	Persian **فارسی**	Polish **Język Polski**	Portuguese **Português**
Russian **Русский**	Serbo-Croatian **Srpsko-Hrvatski jezik**	Somali **Soomaali**	Spanish **Español**
Swahili **Swahili**	Tagalog **Tagalog**	Thai **ไทย**	Ukrainian **Українська**
Urdu **اردو**	Vietnamese **Tiếng Việt**		

N.C. Cooperative Extension prohibits discrimination and harassment on the basis of race, color, national origin, age, sex (including pregnancy), disability, religion, sexual orientation, gender identity, and veteran status.

Complaints

- Handled at local level
- Handled at state level
- Handled at federal level