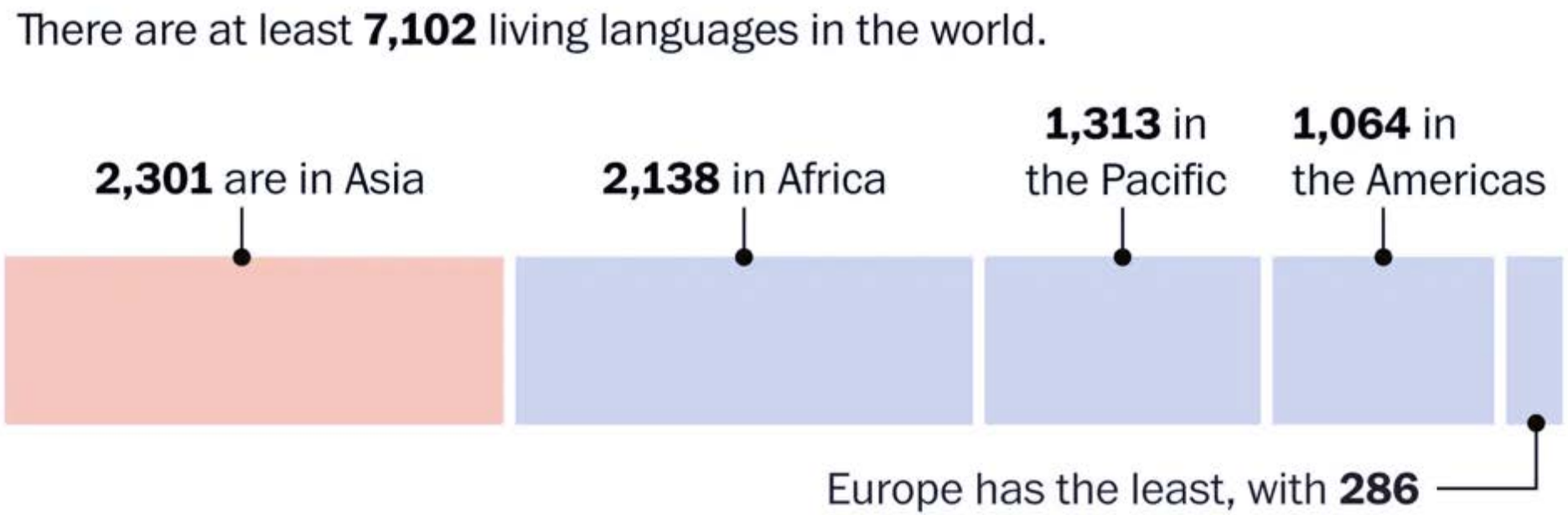
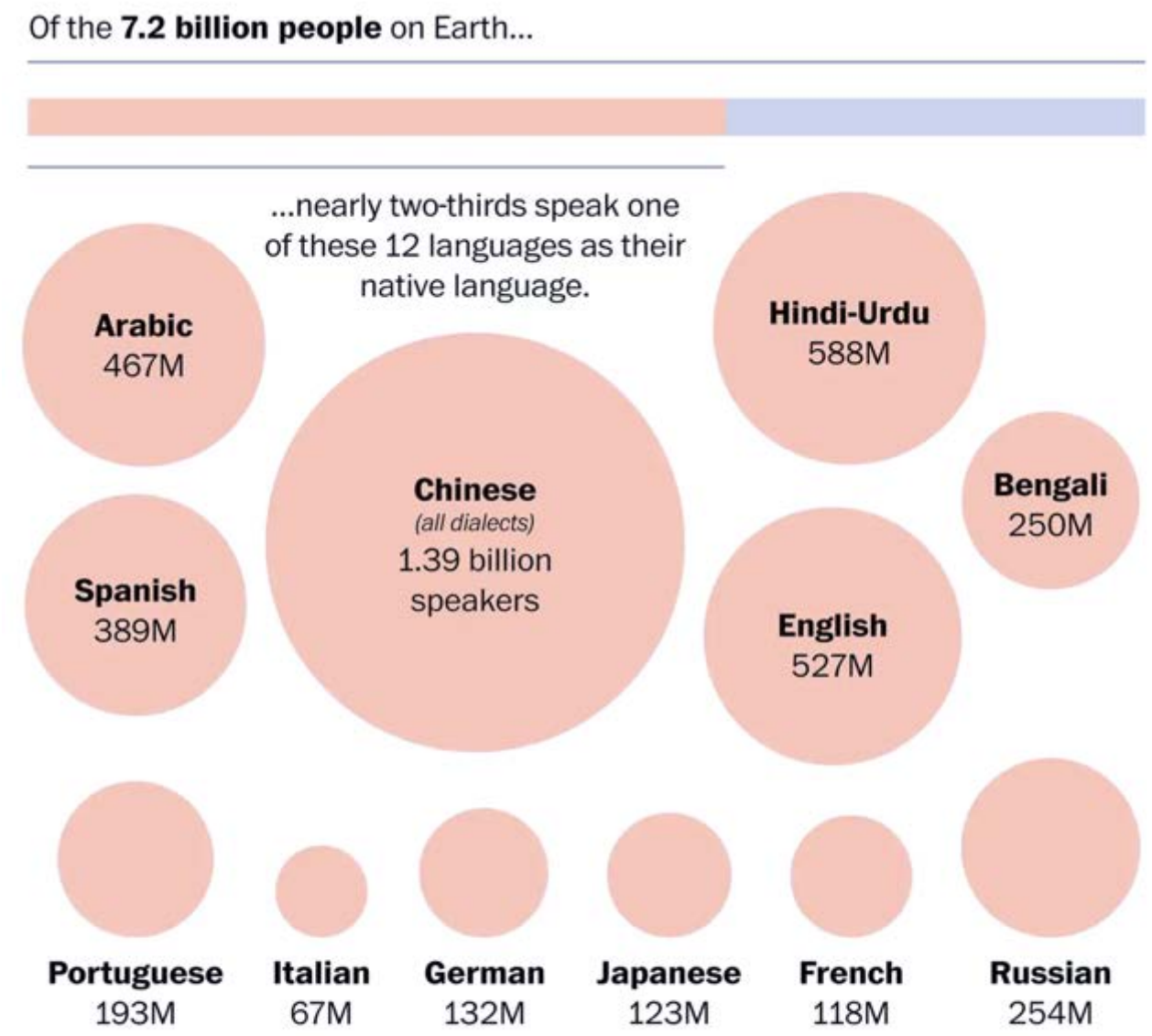
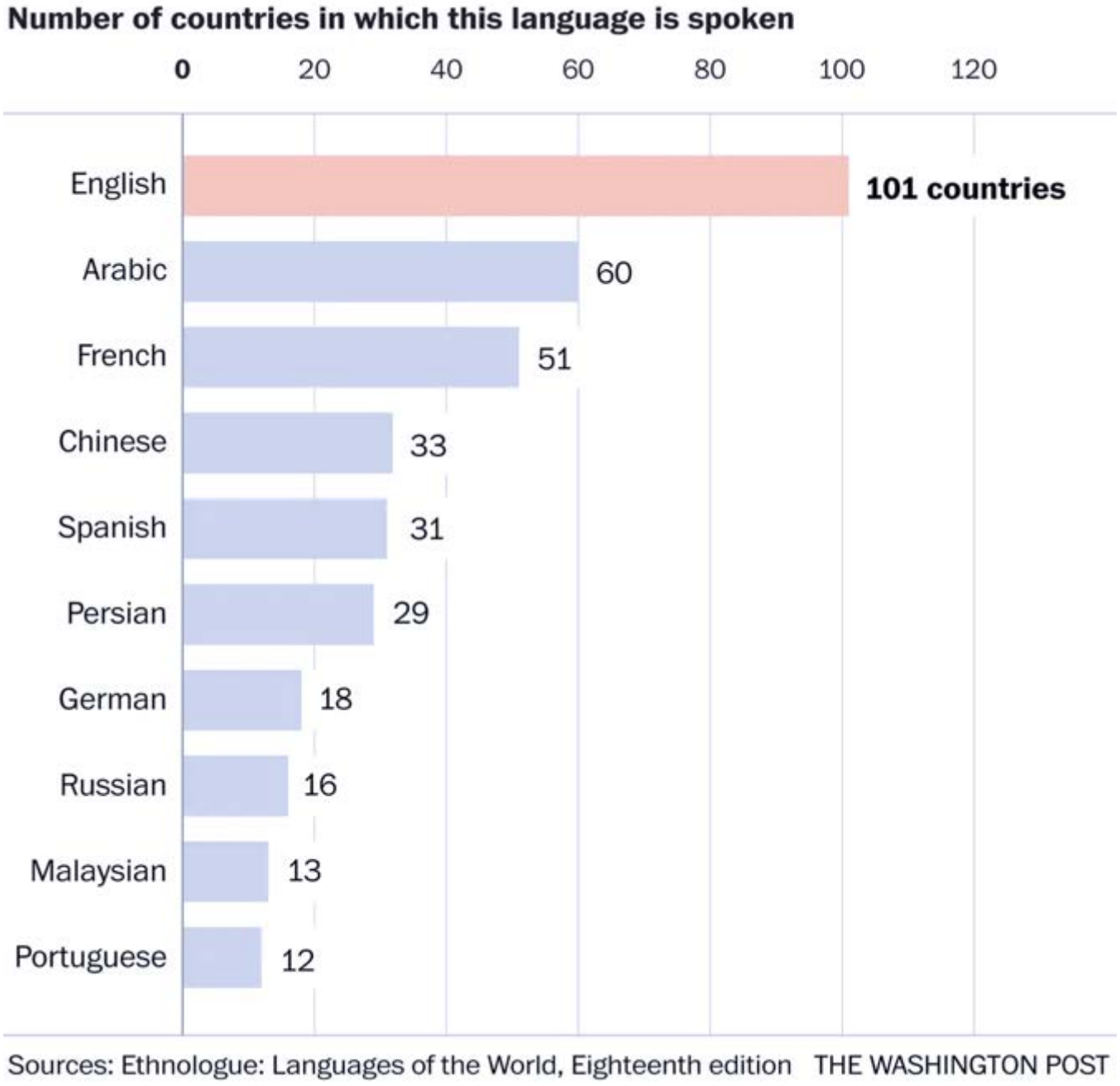
Limited English Proficiency (LEP)

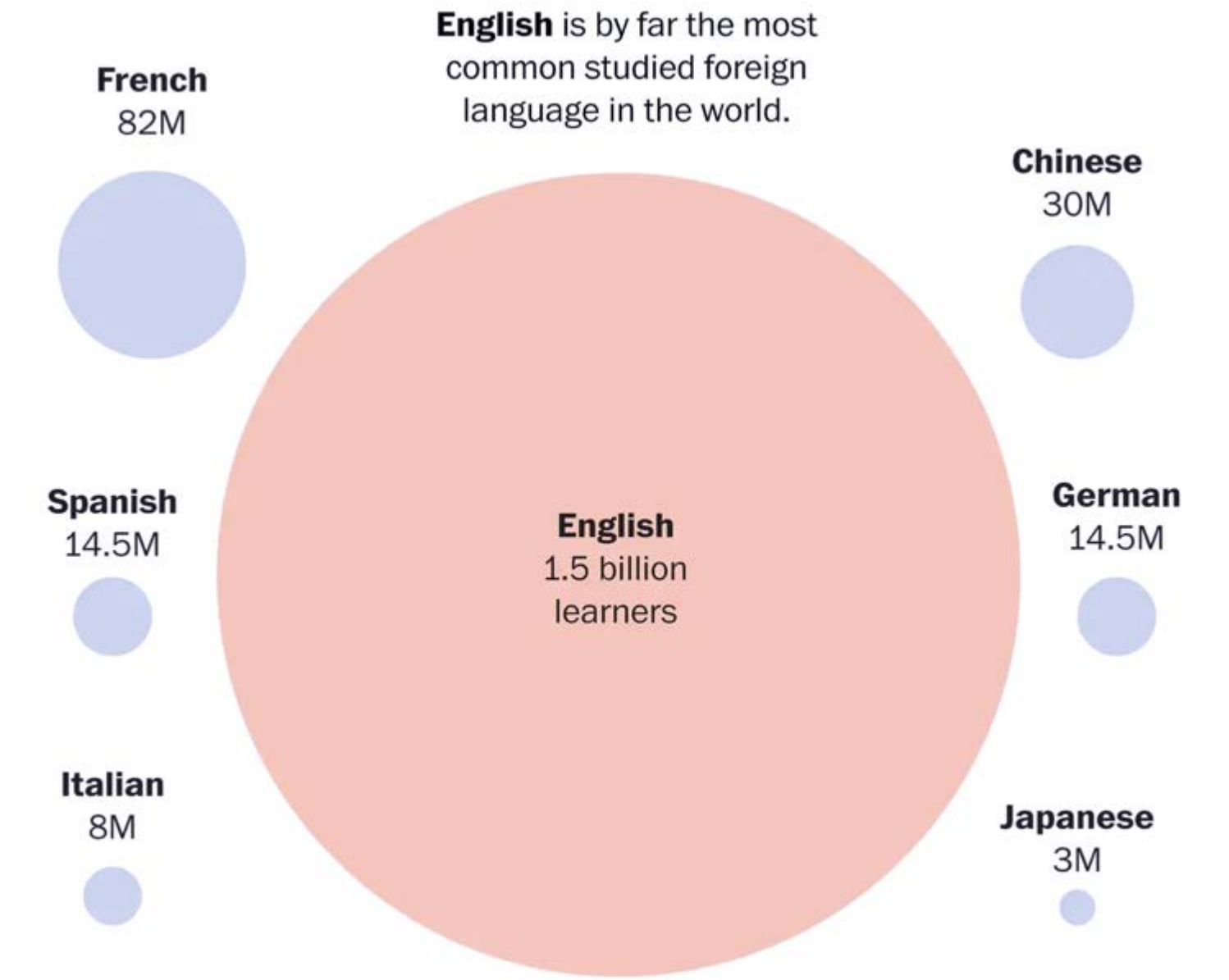


Sources: Ethnologue: Languages of the World, Eighteenth edition THE WASHINGTON POST



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

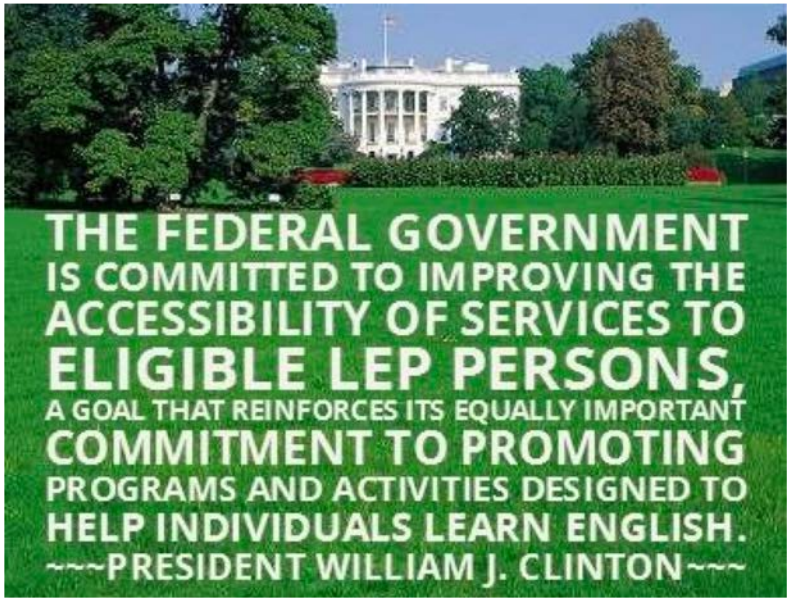

Number of countries in which this language is spoken
0
20
40
60
80
100
120
English
101 countries
Arabic
60
French
51
Chinese
33
Spanish
31
Persian
29
German
18
Russian
16
Malaysian
13
Portuguese
12
Sources: Ethnologue: Languages of the World, Eighteenth edition
THE WASHINGTON POST


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 LEP"



To ensure that the programs and activities normally provided in English are accessible to LEP persons and thus do not discriminate on the basis of national origin in violation of Title VI of the Civil Rights Act of 1964, as amended, and its implementing regulations.

NC State Extension LEP Policy

…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.

Limited English Proficient (LEP)

- 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.

Consequences of communication barriers…

→ Denial of needed benefits and services

→ Delay in service delivery

→ The wrong services are provided

→ Ineffective services are provided

→ Failure to understand information/services being provided

How do I say "wall"?

Four-Factor Analysis

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by N.C. Cooperative Extension in your county
2. The frequency with which LEP persons using a particular language come in contact with N.C. Cooperative Extension in your county
3. The nature and importance of N.C. Cooperative Extension programs or activities in your county
4. The resources available and costs to implement LEP services

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

- Review interactions with LEP persons to determine the breadth and scope of language services needed.
- Gather, review, and identify data regarding the languages primarily spoken in the county.
  Identify any concentrations of LEP persons within the county.
- Identify 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.
- Analyze the data gathered to determine specific LEP services to be provided.

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->->->->->

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
- LEP and Title VI Videos
- Demographic Data
- LEP Mapping Tools

LEP Compliance

- Federal Agency LEP Plans
- LEP Guidance for Recipients
- 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

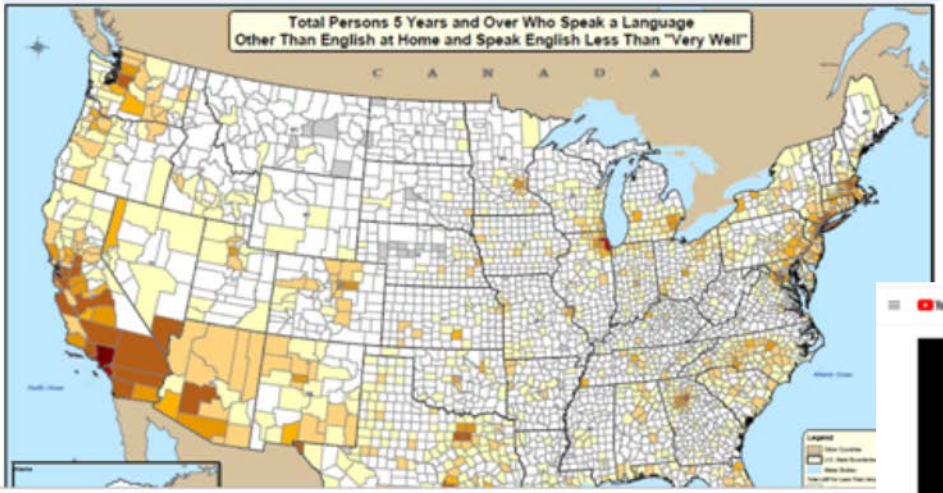
Language Map App

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

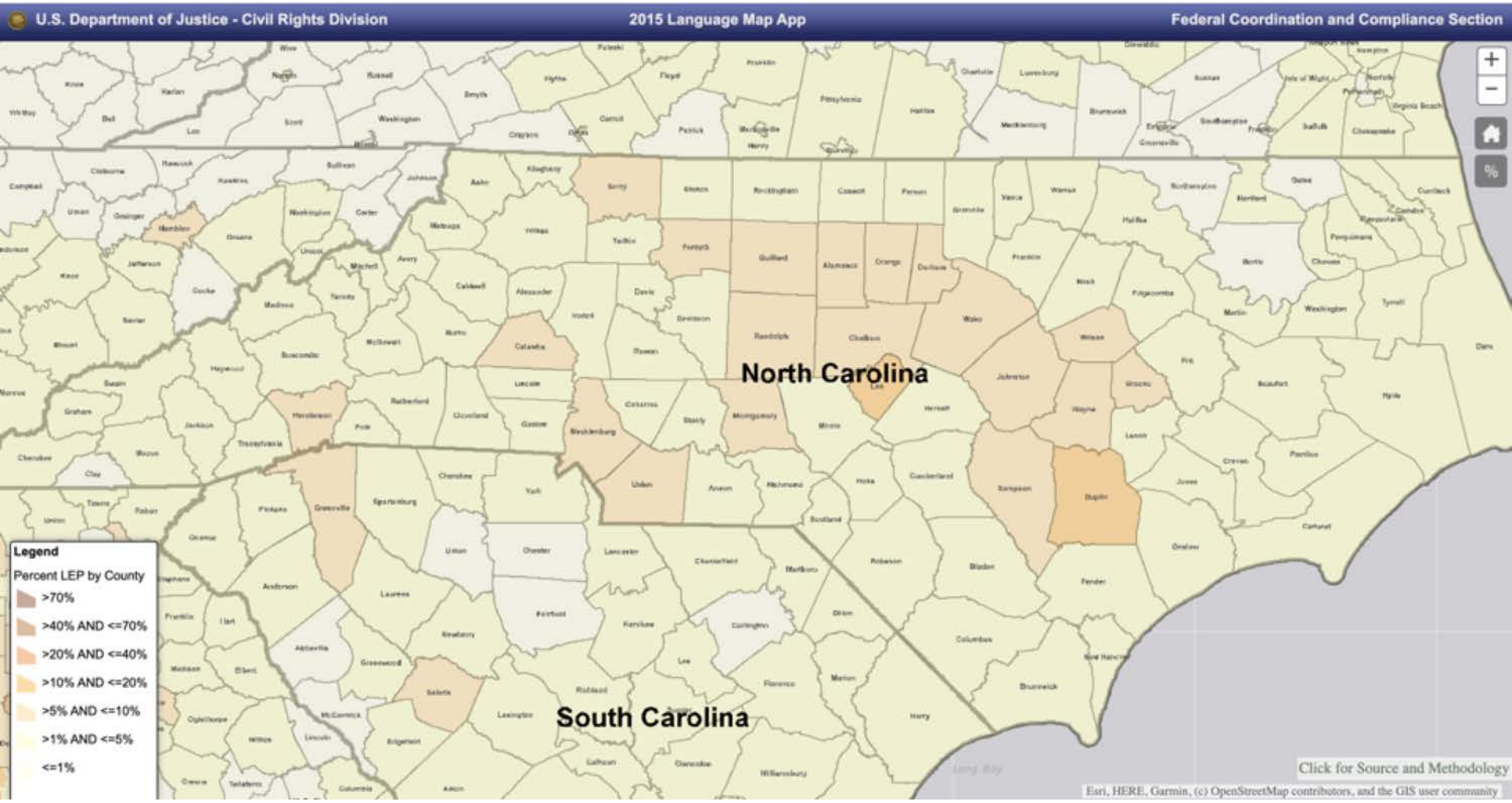
Language Map App | Accessible Alternative with Downloadable Data

Additional LEP Maps

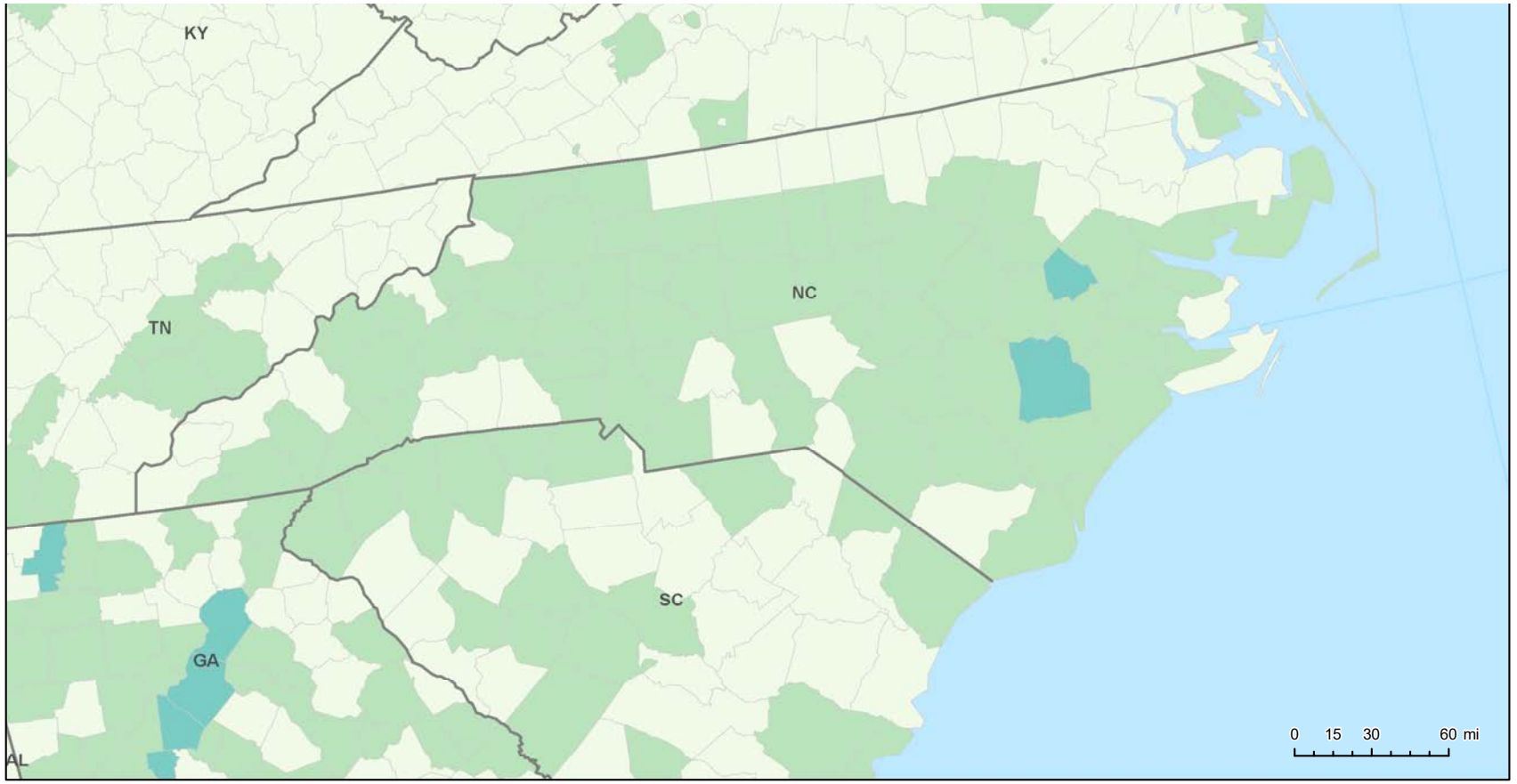


https://www.youtube.com/watch?v=8IOwOEn-M3M

LEP.gov Language Map App



USDA-ERS Atlas of Rural & Small Town America
% Non-English Speaking Households 2013-2017



Note: map shows all counties

Percent of non-English speaking households of total households, 2013-17

- 0% - 1%
- 1.1% - 5%
- 5.1% - 10%
- 10.1% - 20%
- 20.1% - 41.2%
- No data

Units: Percent Date: 10/20/2019

Source: USDA Economic Research Service, ESRI.
For more information:
http://ers.usda.gov/data-products/atlas-of-rural-and-small-town-america.aspx

American Community Survey Language Spoken at Home by Ability to Speak English

→ *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 (Some counties can use B16001 which a more detailed report)*

→ *Identify languages where assistance may be needed*

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

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

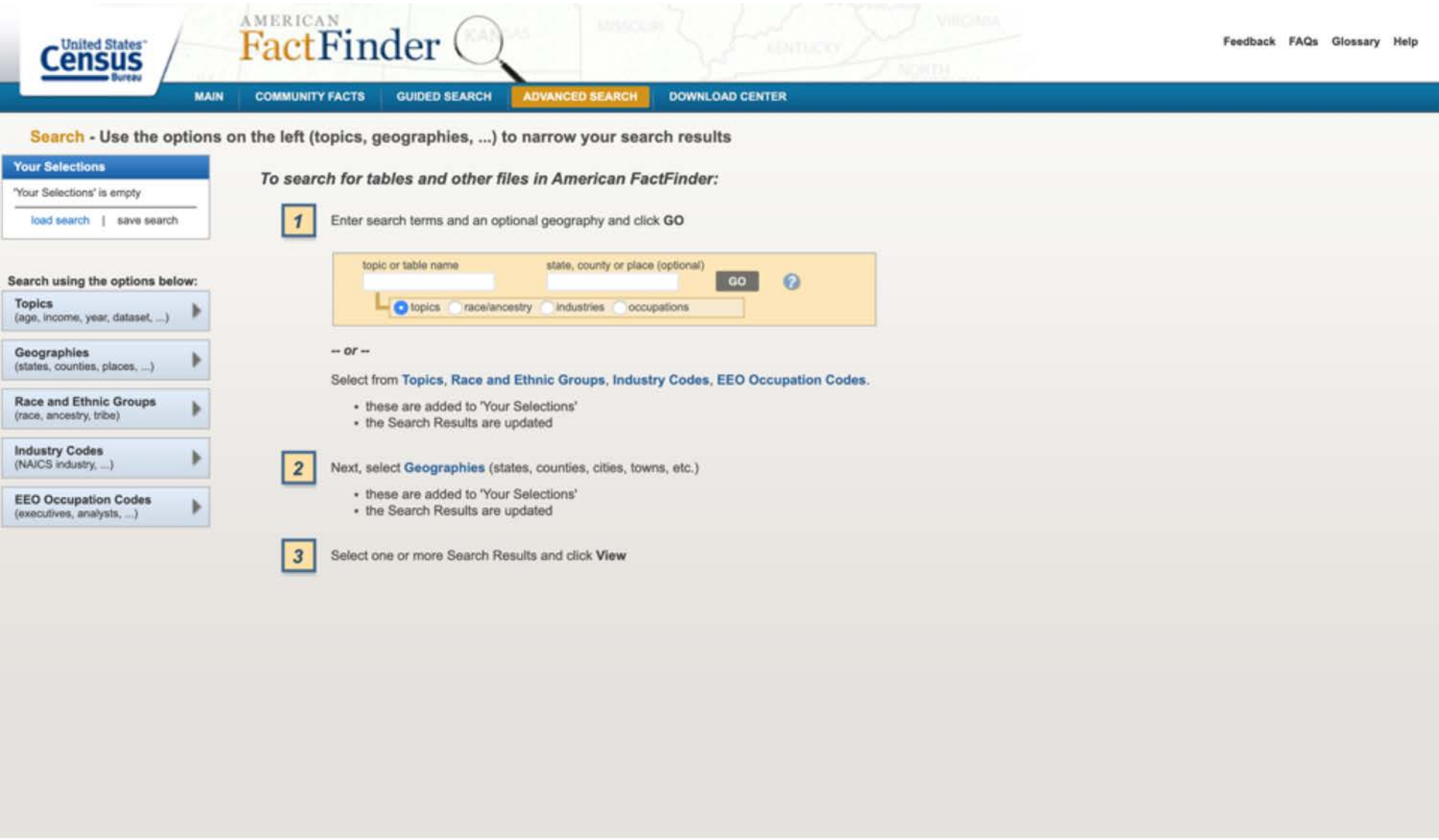
Guided Search

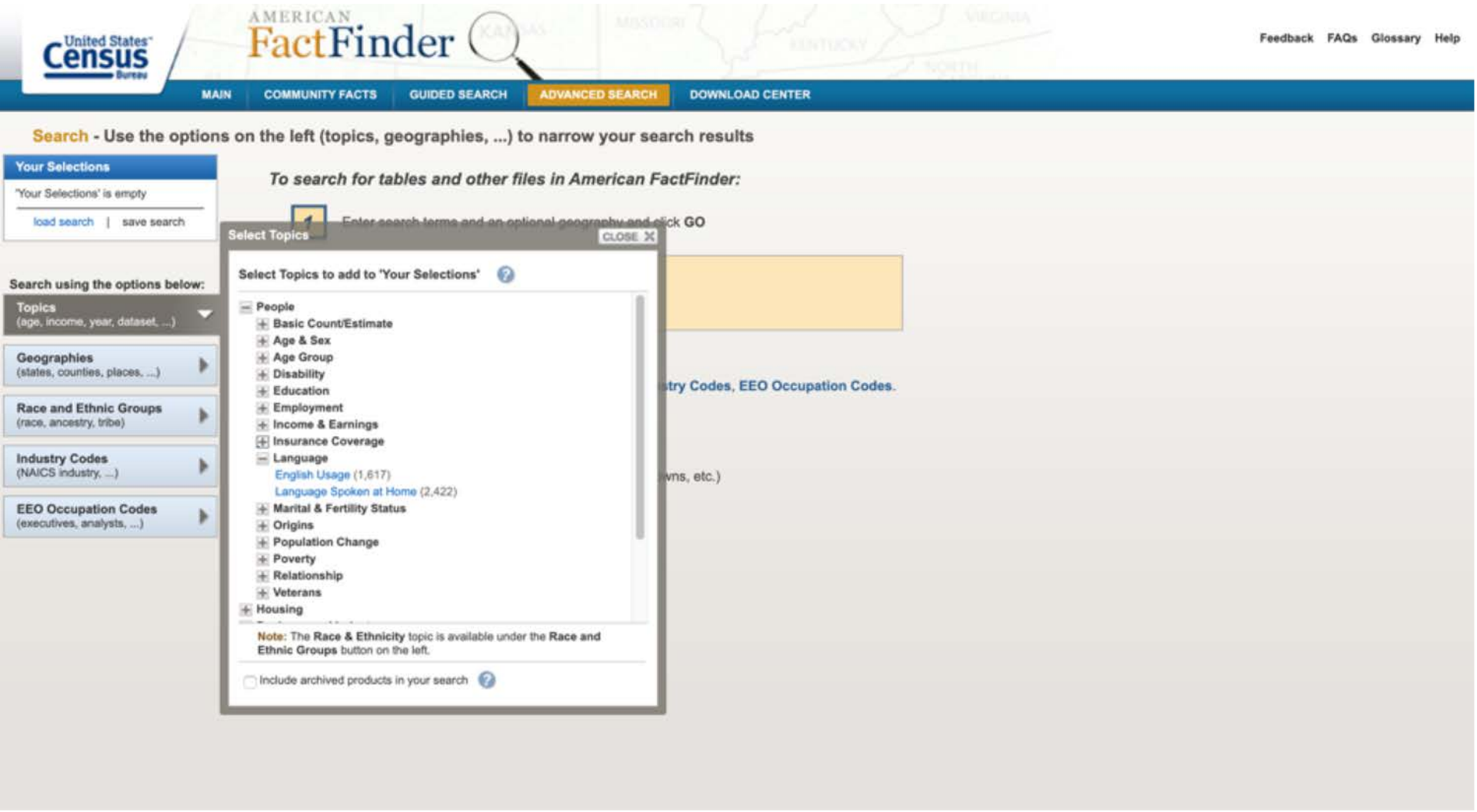
Advanced Search

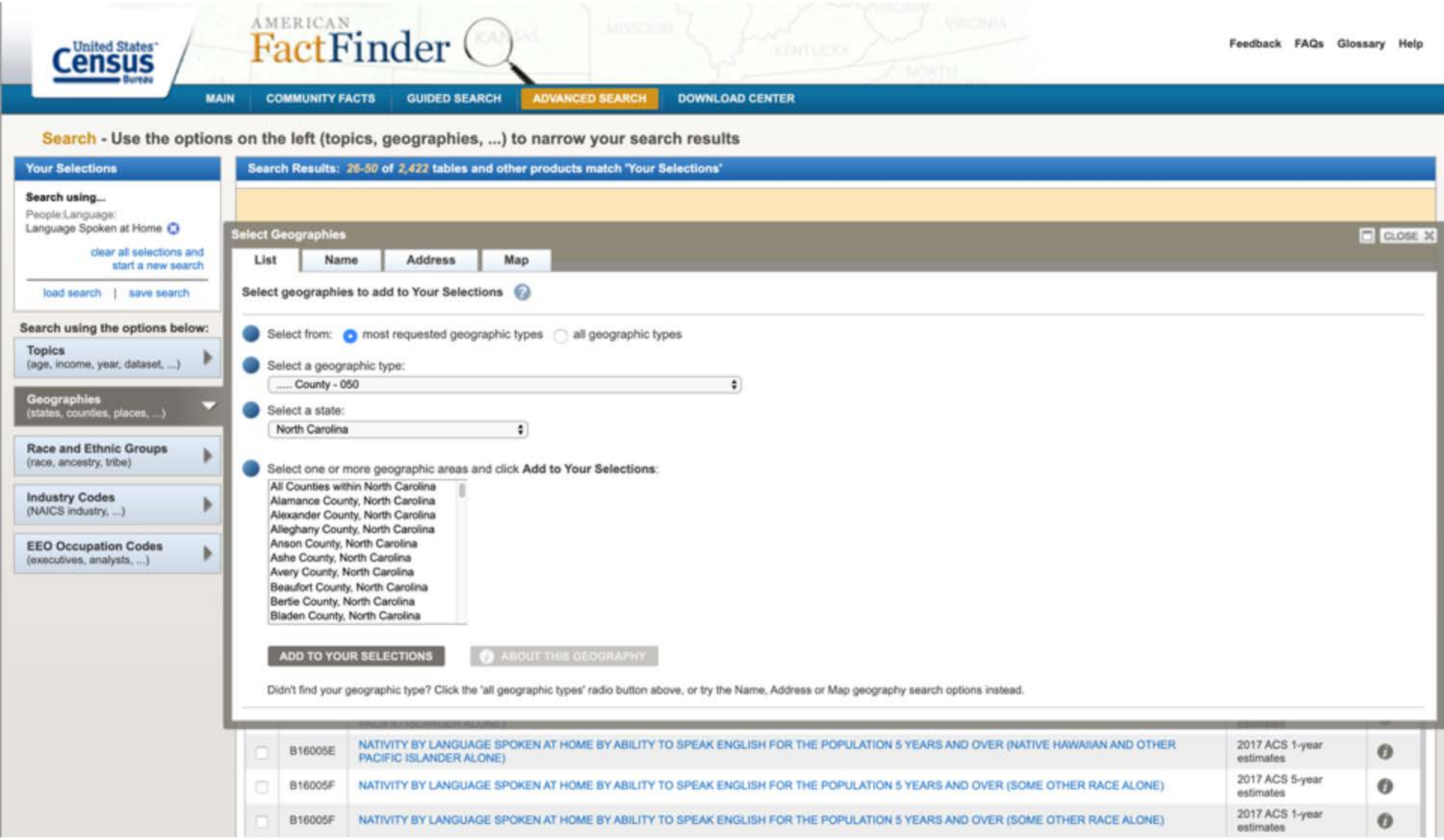
Search all data in American FactFinder, with access to all geographic types and datasets.

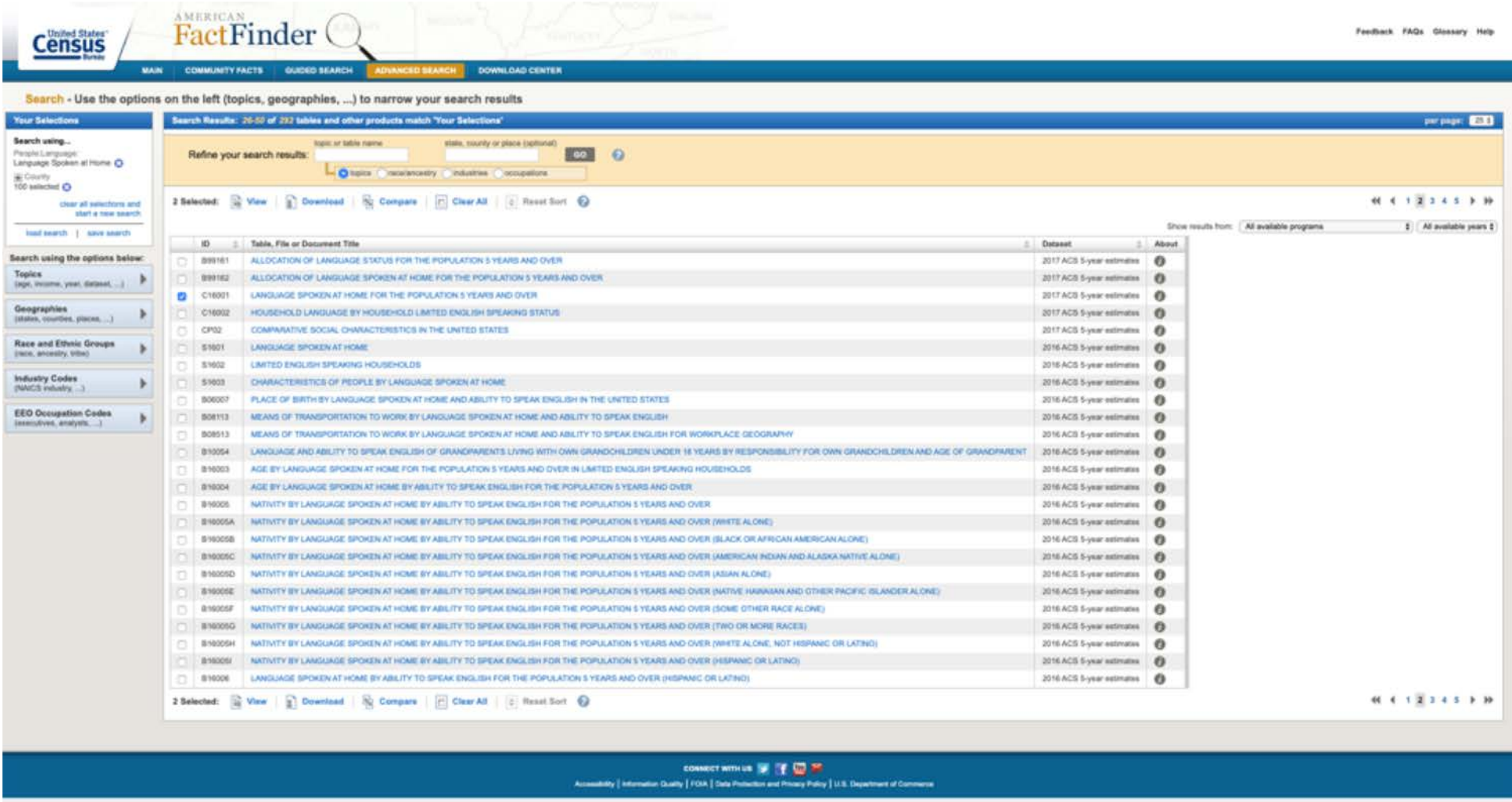
SHOW ME ALL

Download Center


United States Census Bureau
AMERICAN FactFinder
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
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
To search for tables and other files in American FactFinder:
1 Enter search terms and an optional geography and click GO
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, ...)
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
try 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
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
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 292 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
B10064 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
CONNECT WITH US
Accessibility | Information Quality | FOIA | Data Protection and Privacy Policy | U.S. Department of Commerce

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

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, activities and services in your county?

- Assess as accurately as possible the frequency with which you have, or should have, contact with LEP individuals from different language groups seeking assistance.
- Survey employees to determine interactions with LEP individuals.
- Consult directly with LEP persons to determine the various program, services, and activities that they frequently utilize.
- Consider whether outreach to LEP persons will increase the frequency of contact with LEP language groups.

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

- Determine the potential impact that the inability to access Extension services, programs or activities may have on the LEP person.
- Identify all documents that are deemed vital in order to communicate information to LEP customers.

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

- Explore the most cost-effective means of delivering competent and accurate language services, including determining the costs associated with translating documents, contracting for interpreters, and other language assistance methods as needed.
- In addition to using employees who are able to provide assistance to customers who speak those languages, also explore resources provided by county government and community organizations.
- Determine if any additional services are needed to provide meaningful access.

Understanding How LEP Individuals Interact with Your Agency
Providing Language Assistance Services
Identifying and Assessing LEP Communities
Training Staff
Providing Notice of Language Assistance Services
Monitoring, Evalulating and Updating
Effective Language Access Policy Directives and Implementation Plans

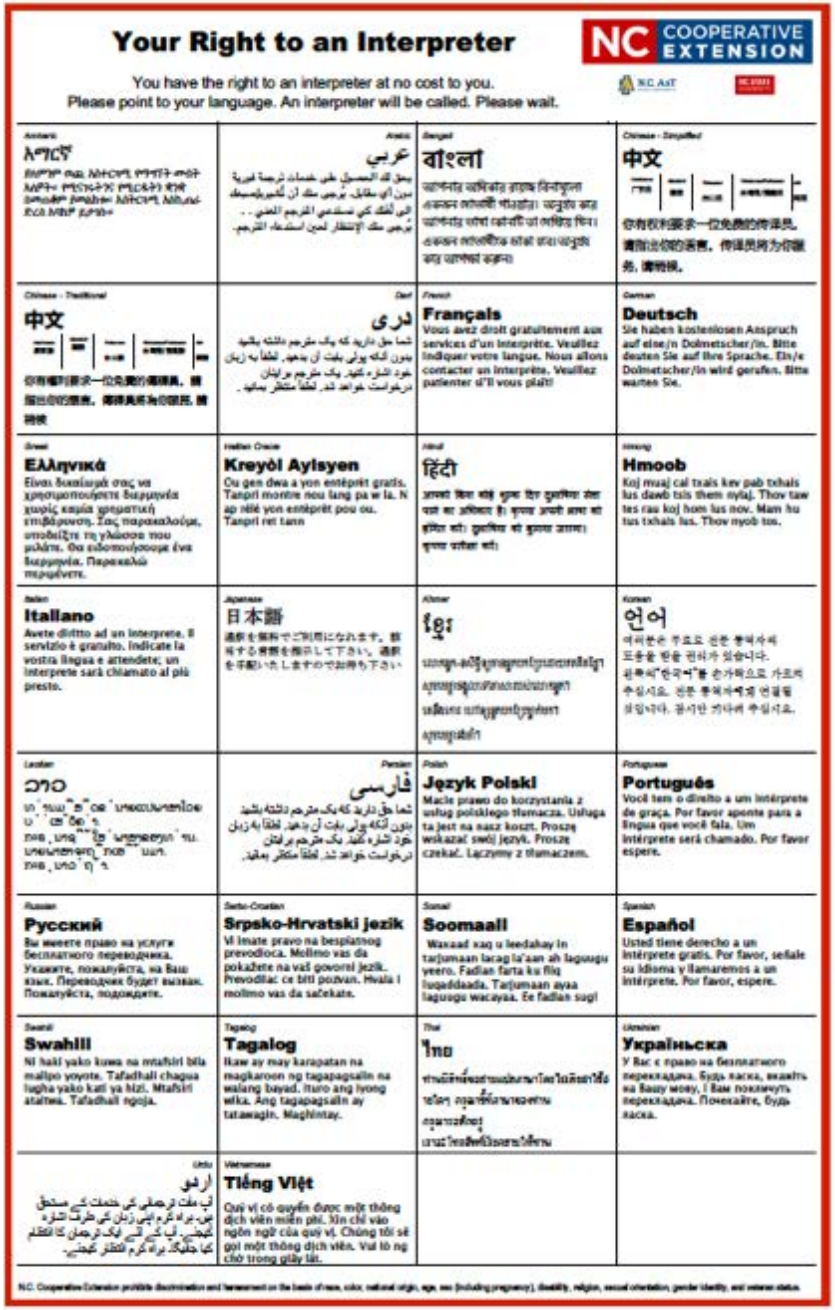
Language Assistance

- Provision of language assistance is based on 4-factor analysis
- 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
- Language assistance must be provided at no cost to the LEP person

Identification of LEP individuals

At the point of first contact with a customer, determine whether the person has limited English proficiency.

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



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** በአማርኛ መጠየቅ ከፈለጉ ተርጓሚ ማግኘት ይችላሉ። እባክዎ ቋንቋዎን ይጠቁሙ። አንድ ተርጓሚ ይጠራልዎታል። እባክዎ ይጠብቁ።	Arabic **عربي** يحق لك الحصول على خدمات ترجمة فورية دون أي مقابل. يرجى منك أن تُشير إلى لغتك كي تستدعي المترجم الفوري. . يرجى منك الإنتظار لحين استدعاء المترجم.	Bengali **বাংলা** আপনার আমিকার ভাষায় বিনামূল্যে একজন দোভাষী পাওয়ার। অনুগ্রহ করে আপনার ভাষা আমাদের বলুন। একজন দোভাষীকে ডাকা হবে। অনুগ্রহ করে আপেক্ষা করুন।	Chinese - Simplified **中文** 你有权利要求一位免费的传译员。请指出你的语言，传译员将为你服务，请稍候。
Chinese - Traditional **中文** 你有權利要求一位免費的傳譯員。請指出你的語言，傳譯員將為你服務，請稍候	Dari **دری** شما حق دارید که یک مترجم داشته باشید بدون آنکه پولی بابت آن بدهید. لطفاً به زبان خود اشاره کنید. یک مترجم برایتان درخواست خواهد شد. لطفاً منتظر بمانید.	French **Français** Vous avez droit gratuitement aux services d'un interprète. Veuillez indiquer votre langue. Nous allons contacter un interprète. Veuillez patienter s'il vous plaît!	German **Deutsch** Sie haben kostenlosen Anspruch auf eine/n Dolmetscher/in. Bitte deuten Sie auf Ihre Sprache. Ein/e Dolmetscher/in wird gerufen. Bitte warten Sie.
Greek **Ελληνικά** Είναι δικαίωμά σας να χρησιμοποιήσετε διερμηνέα χωρίς καμία χρηματική επιβάρυνση. Σας παρακαλούμε, υποδείξτε τη γλώσσα σου μιλάτε. Θα ειδοποιήσουμε ένα διερμηνέα. Παρακαλώ περιμένετε.	Haitian Creole **Kreyòl Ayisyen** Ou gen dwa a yon entèprèt gratis. Tanpri montre nou lang pa w la. N ap rele yon entèprèt pou ou. Tanpri rete tann	Hindi **हिंदी** आपको बिना कोई शुल्क दिए दुभाषिया सेवा पाने का अधिकार है। कृपया अपनी भाषा का इंगित करें। दुभाषिया को बुलाया जाएगा। कृपया प्रतीक्षा करें।	Hmong **Hmoob** Koj muaj cai txais kev pab txhais lus dawb tsis them nyiaj. Thov taw tes rau koj hom lus nov. Mam tuj tus txhais lus. Thov nyob tos.
Italian **Italiano** Avete diritto ad un interprete. Il servizio è gratuito. Indicate la vostra lingua e attendete; un interprete sarà chiamato al più presto.	Japanese **日本語** 通訳を無料でご利用になれます。話せる言語を指示してください。通訳を手配いたしますのでお待ち下さい。	Khmer **ខ្មែរ** [illegible]	Korean **언어** 여러분은 무료로 통역사의 도움을 받을 권리가 있습니다. 귀하의 언어를 말씀하시기 바랍니다. 통역사를 부르겠습니다. 잠시만 기다려 주십시오.
Laotian **ລາວ** [illegible]	Persian **فارسی** شما حق دارید که یک مترجم داشته باشید بدون آنکه پولی بابت آن بدهید. لطفاً به زبان خود اشاره کنید. یک مترجم برایتان درخواست خواهد شد. لطفاً منتظر بمانید.	Polish **Język Polski** Macie prawo do korzystania z usług polskiego tłumacza. Usługa ta jest na nasz koszt. Proszę wskazać swój język. Proszę czekać. Łączymy z tłumaczem.	Portuguese **Português** Você tem o direito a um intérprete de graça. Por favor aponte para a língua que você fala. Um intérprete será chamado. Por favor espere.
Russian **Русский** Вы имеете право на услуги бесплатного переводчика. Укажите, пожалуйста, на Ваш язык. Переводчик будет вызван. Пожалуйста, подождите.	Serbo-Croatian **Srpsko-Hrvatski jezik** Vi imate pravo na besplatnog prevodioca. Molimo vas da pokažete na vaš govorni jezik. Prevodilac će biti pozvan. Hvala i molimo vas da sačekate.	Somali **Soomaali** Waxaad xaq u leedahay in tarjumaan lacag la'aan ah laguugu yeero. Fadlan farta ku fiiq luqaddaada. Tarjumaan ayaa laguugu wacayaa. Fadlan sug!	Spanish **Español** Usted tiene derecho a un intérprete gratis. Por favor, señale su idioma y llamaremos a un intérprete. Por favor, espere.
Swahili **Swahili** Ni haki yako kuwa na mtafsiri bila malipo yoyote. Tafadhali chagua lugha yako kati ya hizi. Mtafsiri ataitwa. Tafadhali ngoja.	Tagalog **Tagalog** Ikaw ay may karapatan na magkaroon ng tagapagsalin na walang bayad. Ituro ang iyong wika. Ang tagapagsalin ay tatawagin. Maghintay.	Thai **ไทย** [illegible]	Ukrainian **Українська** У Вас є право на безплатного перекладача. Будь ласка, вкажіть на Вашу мову, і Вам покличуть перекладача. Почекайте, будь ласка.
Urdu **اردو** آپ مفت ترجمانی کی خدمات کے مستحق ہیں۔ براہ کرم اپنی زبان کی طرف اشارہ کیجئے۔ آپ کے لئے ایک ترجمان کا انتظام کیا جائیگا۔ براہ کرم انتظار کیجئے۔	Vietnamese **Tiếng Việt** Quý vị có quyền được một thông dịch viên miễn phí. Xin chỉ vào ngôn ngữ của quý vị. Chúng tôi sẽ gọi một thông dịch viên. Vui lòng chờ trong giây lát.		

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.

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).

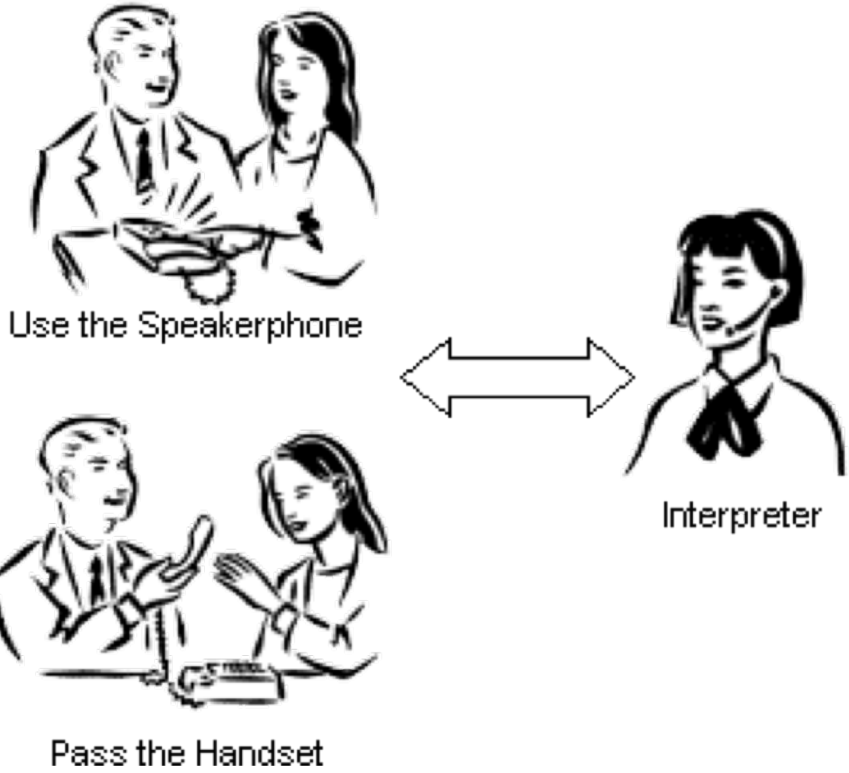
Interpreters must be more than bilingual

1. Do they know the appropriate language and terminology?
2. Can they maintain confidentiality/privacy?
3. Are they a neutral party or could there be a conflict of interest?

- Issues of competency, confidentiality and conflict of interest may make the use of family members (especially children), friends or other informal interpreters inappropriate
- LEP persons must be notified that their choice to work with an informal interpreter is voluntary, and that a “qualified interpreter” can be provided at no cost
- Extension may not require, suggest or encourage an LEP person to use friends or family members as interpreters; however, if an LEP individual declines interpretation services they have the right to use a family member or friend

Simultaneous Interpretation

Telephone Interpretation



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).

- Determine the extent of your obligation to provide written translation of documents looking at the totality of the circumstances in light of the four-factor analysis.
- Identify vital documents that must be translated and the languages translation is needed

Vital Documents

- Applications
- Consent Forms
- Complaint Forms
- Written tests for license, job or skill where knowing English is not required
- Letters/notices pertaining to eligibility for benefits
- Letters/notices pertaining to rights
- Documents that must be provided by law
- Letters/notices pertaining to the reduction, denial, or termination of services or benefits
- Letters/notices that require a response
- Letters/notices as part of emergency preparedness or risk communications
- Notices regarding the availability of free language assistance services

SAFE HARBOR PROVISIONS

Size of Language Group	Written Language Assistance Required
1,000 or more of the eligible population	Translated vital documents
5% or more of the eligible population and 50 or more in number	Translated vital documents
5% or more of the eligible population and less than 50 in number	Translated written notice of right to receive free oral interpretation of documents
Less than 5% of the eligible population and less than 1,000 in number	No written translation is required

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

Resources

- Translated resources from N.C. Cooperative Extension and other Land Grant Universities
- Federal and state translated resources
- Develop shared resources for interpretation services with county departments and community organizations within the county
- Identify and/or recruit volunteers that have the qualifications to be interpreters or translators
- Hire bilingual staff that have the qualifications to be interpreters or translators
- Train staff to become qualified interpreters or translators

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 office
- Translated outreach materials and brochures
- Notification in multilingual newspapers, radio and television
- Partnering with community-based organizations and other stakeholders
- Presentations and outreach at schools, religious, and community organizations
- Notification on website and social media

Complaints

- Local level
- State level
- Federal level