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**Language Access Self-Assessment**

**County**

Instructions*:* The Language Access Self-Assessment should represent the LEP data and activities for all NC Cooperative Extension employees based in the county submitting the assessment. It is to be completed once per calendar year and submitted by February 15 via email to your DED and to meredith\_weinstein@ncsu.edu. Maintain a copy in your county civil rights file for 3 years. Completion of this document is part of our civil rights reporting responsibilities.

**Part 1: Understanding how Limited English Proficient (LEP) individuals interact with Extension programs and services in your county**

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| In the past 12 months, did any staff interact with and/or provide service to any individuals who are limited English proficient[[1]](#footnote-1) (LEP)?  Yes  No *(if no move on to Part 2)*  If yes, what were the languages spoken? |
| In what ways did staff interacted with LEP individuals? *(select all that apply)*   |  |  | | --- | --- | | In-person at Extension office (walk-in)  At Extension programs  At community events/meetings  On-farm visits/consultations | Telephone  Email  Social Media  Other (*specify*): | |

**Part 2: Providing Notice of Language Assistance Services**

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| How was the public notified about the availability of language assistance services? (*select all that apply*)   |  |  | | --- | --- | | Posters or signage at the Extension office  “I Speak” language identification cards  Outreach through bilingual staff or volunteers  Through community groups/ other agencies  Translated brochures and other outreach materials | Website  Social media  Mass media (non-English TV, newspapers, radio)  Other (*specify*): | |

**Part 3: Identifying and serving LEP populations in your county**

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| How are LEP individuals identified? (*select all that apply*)  Use “I Speak” language identification cards or posters (self-identification by LEP individual)  Ask if interpretation or translation services are needed during program registration  Respond to individual requests for language services  Assume LEP if communication seems impaired  Other (*specify*): | |
| On average, how many LEP individuals attempt to access Extension programs or services in your county each month? *(if 0 move on to Part 4)* | |
| On average, how many LEP individuals use Extension programs or services each month? | |
| In the past 12 months, how many times (number of events) were language assistance services provided? | |
| In the past 12 months, what types of language assistance services were provided to carry out educational programming or provide other Extension services? *(select all that apply)*   |  |  |  | | --- | --- | --- | | Bilingual staff  Volunteer interpreters  Contracted interpreters  Telephone interpreters | NC State Extension translated publications  Other Extension translated publications  Volunteer translators  Contracted translators | No services provided | | Borrowed interpreters from other agencies | | | | | |
| In the past 12 months, were there situations where LEP individuals provided their own interpreters or used family or friends?  If yes, please describe or specify types of situations. | Yes  No | |
| In the past 12 months, were any forms, program announcements or other informational documents translated?  If yes, specify which language(s) and types of documents: | Yes  No | |
| In the past 12 months, did your website contain information or other content in languages other than English?  If yes, specify which language(s) and types of content: | Yes  No | |
| Does the Extension office have a system in place to track language assistance services requested, denied and provided to LEP individuals? | Yes  No | |
| In the past 12 months, were any formal complaints for inadequate language assistance services received? | Yes  No | |

**Part 4: Training, Procedures, and Support**

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| Have all Extension staff in your county completed introductory training on how to access and provide language assistance services to LEP individuals? | Yes  No |
| Do all Extension staff in your county know how request the translation of written documents into other languages? | Yes  No |
| Do all Extension staff in your county know how to request and work with an interpreter? | Yes  No |
| Do all Extension staff in your county know how to use telephone interpretation services? | Yes  No |
| Does the Extension office have a designated point person who can address the language access issues and concerns of your staff? | Yes  No |
| Are all Extension staff in your county aware of the obligation to provide language access if requested and what to do if an individual wants to file a complaint for national origin discrimination as a result of language access? | Yes  No |

1. A limited English proficient person is defined as an individual who does not speak English as their primary language and self-identifies as having a limited ability to read, speak, write or understand English. [↑](#footnote-ref-1)