Protocol for Identifying LEP Persons and Providing Language Services

Step 1. Determine if the individual is limited English proficient (LEP)

- LEP person self-identifies as LEP; and/or
- LEP person requests an interpreter; and/ or
- Individual's lack of English proficiency and language spoken is documented and such documentation is available to the DHS Office for Civil Rights and Civil Liberties (CRCL) staff; and/or
- During the interaction, CRCL staff believes that the individual does not speak and understand English well enough to effectively participate in the conversation/interview or fully understand questions and answer them without difficulty.

Step 2. Determine the language spoken by the LEP person

- LEP person self identifies language preference; and/or
- LEP person's companion or an available document indicates language preference; and/or
- CRCL staff uses "I Speak" materials to assist the LEP person in identifying the language spoken.

Step 3. Request an interpreter through CRCL's Contracting Officer's Representative (COR) for the language services contract

- CRCL staff reviews *Principles and Tips for Working with Interpreters*; and
- CRCL staff engages in discussion with LEP person using the interpreter.

Step 4. If the CRCL staff member provides documents to the LEP person

- CRCL staff member determines if translated documents are available in the determined language of LEP person and provides them; or
- CRCL staff member contacts the COR to request the translation of the document; or
- CRCL staff member contacts the COR to request an interpreter to sight translate the document, conveying its content orally to the LEP person.

Step 5. Document language preference, interpreter used, and feedback on services rendered

- CRCL staff person documents the language preference of the LEP person on [designated form]; and
- CRCL staff person documents the name of the interpreter used or other identifier on [designated form]; and,
- CRCL staff person provides feedback to the COR on the interpreter services rendered on [designated form].