Office for Civil Rights and Civil Liberties (CRCL) 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 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].