County of Hidalgo

LEP Annual Report

Instructions: This report is to be completed by County Departments/Offices and submitted to the Hidalgo County Executive Office via email at titleVI@co.hidalgo.tx.us

Dept [   ] Contact Person [   ] Telephone [   ] Report Year [   ]

LEP Encounters

Total Number of Encounters [   ]

Language **most frequently** requested: ☐ Spanish ☐ Other (specify) _____
(Select only one - Place an 'x' in the box)

LEP service **most frequently** used: ☐ Oral Interpretation (in person) ☐ Written Translation ☐ Telephone Interpretation
(Select only one - Place an 'x' in the box)

Most frequent method LEP service is rendered: ☐ Employee ☐ Contractor ☐ Community Volunteer ☐ LEP Person's Family/Friend
(Select only one - Place an 'x' in the box)
☐ Other Method (specify): _____

LEP Expenditures

Total LEP expenses: $ [   ]

Spanish: $ [   ] Other Language (specify): _____ $ [   ]

Oral Interpretation (in person): $ [   ] Written Translation: $ [   ] Telephone Interpretation: $ [   ]

Translation of Documents

Total number of documents translated upon request: [   ] Total number of vital documents translated: [   ]

Types of Documents Translated:
☐ Application ☐ Brochure ☐ Notice ☐ Other Document (specify): _____

LEP Complaints

Total number of **complaints**: [   ] Number of complaints **resolved**: [   ]

Compliant Information

Date Filed	Date Resolved	Description

Be sure to attach any written department-specific policies and procedures that support your responses.

LEP Areas	Yes	No	**Explanation/Comment** *Include any explanations/examples/comments that apply to each question.*
Assessing and Recording Language Needs			
1. Has the department taken steps to identify the non-English languages that are likely to be encountered in its service delivery area?			
2. Has the department identified the language needs of each LEP individual encountered and recorded this information?			
3. Does the department document the name and affiliation (e.g. staff interpreter, contract interpreter, etc.) of the person providing language services for each encounter with an LEP individual?			
4. Has the department identified the points of contact within their organization where language assistance is likely to be needed? (e.g. reception desks, intake counters, etc.)			
5. Has the department identified the resources that will be needed to provide effective language assistance and the location/availability of these resources?			
Oral Language Interpretation			
6. Does the department hire staff with language skills who are trained and competent in the skill of interpreting in the other language(s)?			
7. Does the department contract with interpreter service(s)?			
8. Does the department use volunteer community interpreters?			
9. Does the department use telephone interpreter service(s)?			
Translation of Written Materials			
10. Does the department provide written materials in languages other than English?			
11. Does the department translate application forms and other materials in languages other than English?			
Methods for Providing Notice to LEP Individuals			
12. Does the department use language identification cards to determine the language needs of LEP individuals?			
13. Does the department provide notice of language assistance services in the languages other than English?			
14. Does the department include a statement in brochures and other materials routinely disseminated to the public notifying LEP individuals that language assistance services are available?			

LEP Areas	Yes	No	**Explanation/Comment** *Include any explanations/examples/comments that apply to each question.*
Training Staff			
15. Have all staff been trained on departments LEP for addressing the language needs of LEP individuals?			
16. Does the department maintain records of the staff that has received training on language access policies and procedures?			
Monitoring			
17. Does the department monitor LEP plan at least annually to evaluate its effectiveness at serving LEP individuals and modify it accordingly?			
Customer Service			
18. Does the department solicit and track customer feedback related to LEP individuals?			
19. Does the department have a complaint process in place to address concerns and complaints from LEP individuals about the department's LEP services?			
20. Does the department track the number of complaints and concerns received?			
21. Has the department addressed LEP complaints and concerns? Explain and identify if any corrective actions were taken and when.			
LEP Budget			
22. Does the department budget for LEP services in its annual budget projections? If Yes, detail how much and in what areas.			
Comments			