

**Tompkins County
Limited English Proficiency (LEP) Plan
Language Assistance Plan (LAP)
2019**



*Inclusion Through
Diversity*

Prepared by
Tompkins County Administration
Last Revised March 2019

T O M P K I N S C O U N T Y
Limited English Proficiency (LEP) Plan
Language Assistance Plan (LAP)

Table of Contents

A. Introduction	3
B. Four-Factor Analysis.....	3
1. The number/proportion of LEP persons eligible to be served or likely to be encountered by a County program, activity, or service	4
2. The frequency with which LEP individuals come in contact with County programs, activities, or services	6
3. The nature and importance of programs, activities, and services provided by the County to people’s lives.....	6
4. Resources available to the County and LEP/LAP-related costs	6
C. Components of the LAP	
1. Identifying LEP Individuals.....	7
2. Language Assistance Measures	7
3. Training Staff.....	9
4. Providing Notice to LEP Persons.....	10
5. Monitoring and Updating the LEP Plan/LAP	10
D. Dissemination of the LEP Plan/LAP	11
E. Appendices	
E1. Resolution of Tompkins County Legislature	12
E2. Duties Associated with LEP Plan Implementation and Compliance.....	13
E3. Tracking Form A: Use of Free Interpreter/Translator Services	14
E4. Tracking Form B: Waiver of Right to Free Interpreter/Translator Services	15
E5. Tracking Form C: Language Identification Flashcard Tool.....	16
E6. Tracking Form D: How to Select Language Assistance Services.....	17

A. Introduction

Most individuals in Tompkins County read, write, speak and understand English. However, there are many individuals whose primary language is not English. Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English can be limited English proficient, or “LEP.” This language barrier may prevent individuals from accessing Tompkins County services and benefits.

There are three (3) pieces of legislation that provide the foundation for the development of an LAP: (1) Title VI of the Civil Rights Act of 1964, (2) Executive Order 13166, and (3) Resolution of the Tompkins County Legislature. In some circumstances, failure to ensure that LEP persons can effectively participate in federally-assisted programs may constitute discrimination based on national origin under Title VI.

In order to comply with Title VI, Tompkins County shall take reasonable actions for competent language assistance. Executive Order 13166 clarifies requirements for LEP persons under Title VI. As a recipient of Federal funds, the Executive Order requires Tompkins County to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services.

Hence, this LAP serves as a model to show Tompkins County’s commitment to provide meaningful access to all individuals accessing any of Tompkins County programs, activities, and services.

Tompkins County pledges that individuals will be informed of the availability of free interpreter and translator services when it appears that the individual is not able to communicate effectively in English. Such services are provided during all normal business hours and when an emergency has been determined to exist during non-business hours. Notice of availability of free interpreter and translator services also occurs in signage at primary points of contact for County departments’ reception areas.

B. Four-Factor Analysis

Tompkins County is a recipient of Federal funds. These sources of funds include, but are not limited to, the following Federal departments: Housing and Urban Development; Transportation; Agriculture; Homeland Security; and Health and Human Services.

As a recipient of Federal funds, the County considers four (4) factors when assessing language needs and determining what steps it should take to ensure access for LEP persons:

- a. The number or proportion of LEP persons eligible to be served or likely to be encountered by a County program, activity, or service;
- b. The frequency with which LEP individuals come in contact with County programs, activities, or services;
- c. The nature and importance of the County program, activity, or service to people’s lives; and
- d. Level of resources available to the County for LAP-related costs.

A brief description of the County's self-assessment undertaken in each of these areas follows.

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a County program, activity, or service —

The following charts illustrate the presence of LEP persons (over the age of 5-years in Tompkins County, including both language-based and disability-based populations.

a.) Language-Based LEP Populations in Tompkins County²

Population Age 5 Years and Over	Language Spoken at Home Is Other Than English	Speaking English "Less Than Very Well"
100,022	13,827 (13.8%)	3,419 (3.4%)



b.) Top spoken languages other than English within Tompkins County are the following¹:

Language Spoken at Home	Population (percent)
Chinese (incl. Mandarin, Formosan)	4,114 (4.1%)
Spanish or Spanish Creole	2,274 (2.3%)
French (incl. Patois, Cajun)	693 (0.07%)
Other Asian Languages	600 (0.06%)
German	576 (0.05%)
Hindi	419 (0.04%)



c.) There are:

3.4 percent (3,419 persons) that speak English "less than very well"



d.) In the category of speaking English "less than very well" include the following¹:

Language Spoken at Home	Population (percent)	Safe Harbor (Y/N)
Chinese (incl. Mandarin, Formosan)	1,446 (1.45%)	Y
Spanish or Spanish Creole	286 (0.29 %)	N
Korean	266 (0.27 %)	N
French (incl. Patois, Cajun)	129 (0.13%)	N
Japanese	95 (0.10%)	N
Other LEP Language Speakers	1,079 (1.08%)	N/A

American Community Survey, 2011-2015¹ and American Community Survey 2013-2017² Data Sets.

Note: For the purposes of assessing the LEP populations in Tompkins County, persons who identify as “Speaking a language at home other than English” according to the 5-year American Community Survey 2013-2017 will be used as the standard and persons who identify as “Speaking English less than very well” according to the 5-year American Community Survey 2011-2015 will be used as the standard for demonstrating a language group’s proficiency and the need for interpretation and translation services.

e.) Disability-Based Populations in Tompkins County²

	Tompkins County
Total civilian non-institutionalized population	103,532
Population w/ disability status	9,150 (8.8%)
Population w/ hearing difficulty	2,550 (2.5%)
Population w/ vision difficulty	1,232 (1.2%)
Population w/ cognitive difficulty	3,905 (3.9%)
Population w/ ambulatory difficulty	4,051 (4.1 %)
Population w/ self-care difficulty	2,131 (2.1%)
Population w/ independent living difficulty	3,604 (4.1%)

f.) Interpretation Services

In order to provide LEP individuals with the most effective access to language interpretation services, the County will follow §C, “Components of the LAP,” described below.

g.) Translation Services – “Safe Harbor” Thresholds

In order to provide LEP individuals with the most effective access to language translation services, the County will adhere to the “safe harbor” threshold rule. The U.S. Department of Justice has determined that a “safe harbor” threshold is met when an eligible LEP language group constitutes five (5) percent or one-thousand (1,000), whichever is less, of the population of persons in the County that are eligible to be served or likely to be affected or encountered. Once any particular language in the County reaches the designated threshold, the County is required to make a best practice effort to provide free translation services of vital documents and notices to LEP persons.

Written translation for other languages may be provided upon request, but a competent oral translation must be promptly provided if requested. In cases where the five (5) percent rule is met, but there are fewer than fifty (50) persons, then a covered agency does not have to provide vital documents in a written translation but must provide written notice in the most commonly spoken language of a language group that such written translation is not available, but that there is competent oral interpretation free of cost. “Safe harbor” thresholds apply only to the need for

American Community Survey, 2011-2015¹ and American Community Survey 2013-2017² Data Sets.

for translation services. No threshold is allowable for meeting the oral language (interpretation) needs of LEP individuals.

Based on the County's "safe harbor" analysis, it has determined that the number of LEP applicants or beneficiaries speaking Chinese (Mandarin, Cantonese, Formosan) in the County continue to be within "safe harbor" levels. Therefore, County departments have been directed to reasonably provide vital documents and notices in Mandarin which represents the more commonly spoken Chinese language among LEP persons.

2. The frequency with which LEP individuals come in contact with County programs —

Tompkins County shall assess the frequency at which staff has or could possibly have contact with LEP persons. This includes annually examining external data sources (e.g., U.S. Census, ACS, DOE, etc.) and internal data sources (e.g., phone inquiries, requests for interpretation and document translation services, LEP tracking forms, staff and LEP client feedback).

3. The nature and importance of programs, activities, and services provided by the County to people's lives —

The County's health & human services and public transportation (TCAT) programs are vital to many people's lives. According to the Department of Transportation's Policy Guidance Concerning Recipient's Responsibilities to Limited English Proficient (LEP) Persons, "Providing public transportation access to LEP persons is crucial. An LEP person's inability to utilize effectively public transportation may adversely affect their ability to obtain health care, education, or access to employment."

Furthermore, according to the U.S. Census Bureau, American Community Survey 2013-2017, 35.8 percent of all public transit riders traveling to work (over 16 years old), speak a language other than English at home, and 5.3 percent speak English less than very well, further illustrating the need to provide LEP persons with meaningful access to County services.

4. Resources Available to the County Departments and LEP-Related Costs —

Centralized resources are used to subsidize costs related to interpretation and translation services. On an annual basis, County Administration will provide an estimate for these services based on the proposed number of LEP persons served. The County uses this information to estimate the County-wide cost for providing LEP services. This helps to eliminate duplication of requests for resources and eliminate administrative burdens associated with these activities.

Tompkins County shall assess available resources that could be used to provide language assistance. This includes identifying bilingual staff, reviewing existing contracts for professional translation services, determining which documents should be translated, and deciding what level of staff training is needed.

After analyzing the four (4) factors outlined above, Tompkins County developed the following LAP for providing language assistance to LEP persons.

C. Components of the Plan

There are five (5) areas that comprise Tompkins County's LEP plan:

- Identifying LEP Individuals Who Need Language Assistance
- Language Assistance Services
- Training Staff
- Providing Notice to LEP Persons
- Monitoring and Updating the LEP Plan

1. Identifying LEP Individuals Who Need Language Assistance

There are several measures that the County may take to identify individual persons who require language assistance:

- Service-site inquiry and identification process, using LEP Tracking Forms A, B, and C. *See Appendices E3, E4, and E5.*
- When County activities and public meetings are held, set up a sign-in table, and have a staff member greet and briefly speak to each attendee, in order to informally gauge an attendee's ability to speak and understand English.
- Have Language Identification Flashcards at various County activities and public meetings. While staff may not be able to provide translation assistance at the time, the cards are an excellent tool to identify language needs for future activities/meetings. *See Appendix E5.*
- Post a notice of available language assistance at County activities and public meetings to encourage LEP persons to self-identify.
- Reach out to local organizations and not-for-profit service agencies for assistance in identifying LEP persons for the purpose of notifying them about the County's LEP plan.

2. Language Assistance Measures

The two (2) types of language services are interpretation and translation. Interpretation is the immediate rendering of oral language from the source language into the target language. Translation is the rendering of a written text from one language (source language) into another language (target language).

Offer of Assistance

Where interpretation/translation is necessary to provide meaningful access to County programs, activities, and services, LEP persons will be advised that the County will provide a competent interpreter/translator at the County's expense, or they may secure the assistance of an interpreter/translator of their choice at their own expense. The provision of this notice and the LEP person's election will be documented in writing. *See Appendices E3, E4, and E5.*

Quality

The County will take reasonable steps to ensure that it provides high-quality interpretation and translation services through individuals who are competent to provide those services at a level of fluency, comprehension, and confidentiality appropriate to the specific nature, type, and purpose of the information at issue.

Competency of Bilingual Services

The County will monitor, document, and report whether bilingual staff or contractors performing language services possess the required levels of bilingual proficiency and interpretation and translation skills.

Unacceptable Practices

County staff should not use family members or friends to interpret or translate for LEP persons. If the LEP person insists upon using a family member or friend, this should be allowed only after the staff person has offered free language services and such offer has been refused in writing. *See Appendix E4.* Minor children should *never* be used to provide language services, except in emergencies.

Translation of Vital Documents

In addition to oral language services, written language services will be made available for free. Vital documents that meet the “safe harbor” threshold will be translated into the most spoken language of the language group and any other language upon request. Vital documents are defined as those documents without which a person would be unable to access services.

Based on the County’s “safe harbor” analysis, it has determined that the number of LEP applicants or beneficiaries speaking Chinese (Mandarin, Cantonese, Formosan) in the County continue to be within “safe harbor” levels. Therefore, County departments have been directed to reasonably provide vital documents and notices in Mandarin which represents the more commonly spoken Chinese language among LEP persons.

Language Assistance Services Contracts

Since January 13, 2015, Tompkins County Administration has centralized the reimbursement for language interpretation and translation services.

The language services providers are (1) Language Line Services and (2) Empire Interpreting Services. Based on the executed agreements, the vendors conduct on-site trainings so staff can become more proficient in accessing and interfacing with language service technology.

Over-the-Phone Interpretation Services

Language Line Services; Tel.: 1-866-874-3972; Website: www.LanguageLine.com.

Written Translation and On-Site American Sign Language Interpretation Services

Empire Interpreting Service, 220 S. Warren Street, Suite 1001, Syracuse, NY, 13202; Tel.: 315-472-1383; Fax: 315-472-8032; Website: www.empireinterpreting.com.

Documentation of use of Language Assistance Services

In order to ensure proper documentation and accurate reporting of the use of language assistance services, staff must complete LEP Tracking Form A, found in *Appendix E3* of this Plan, and provide to the County Compliance Program Coordinator at County Administration within thirty (30) days of use of the assistance service.

Language Assistance Volunteers

The County has in the past utilized the language assistance services of bilingual staff members,

“Language Assistance Volunteers”, on a voluntary basis. Bilingual staff are under no obligation to provide language assistance services, unless it is specifically included in job duties. Bilingual staff may volunteer to provide language assistance to the extent that they are comfortable to do so and may also use the contracted language assistance services (LanguageLine, Empire Interpreting Service) if they do not wish to volunteer language assistance services. Language Assistance Volunteers already will be familiar with the agency's technical terms and specific programs. Performing language services will be a collateral duty for these volunteers and is subject to supervisory approval and workload constraints.

Access to Public Meetings

Meetings held by the Legislature, its sub-committees, and boards are open to the public pursuant to the Open Meetings Law. These public meetings focus on topics of varying levels of interest to the public.

The County has had limited interactions with LEP persons at its Legislature, sub-committee, and board meetings, and County staff have not been aware of requests for language services to date. Regardless of a limited need in the past, however, the County remains committed to providing meaningful access to County meetings, such as an oral interpreter present at a public meeting or written translation services for the various background or supporting documents associated with the public meeting, including a summary of a presentation or the transcript.

As it might be difficult to acquire language services in advance of a public meeting for every request, staff will arrange for ways LEP persons can access relevant information after the meeting. For example, staff can display a sign, translated into the five (5) most commonly spoken languages in Tompkins County, asking whether LEP persons want to request translated information and then make the appropriate arrangements.

3. Training Staff

County Department Heads, Directors, and Managers are crucial in implementing LEP policy. Copies of the LEP plan shall be distributed to all Department Heads, Directors, and Managers annually, and it is their responsibility to disseminate LEP plan information to appropriate staff. Department heads should ensure that staff understand Title VI responsibilities. A summary of the LEP plan shall be included as part of annual mandatory compliance training.

It is also important that staff members, especially those having contact with the public, know their obligation to provide meaningful access to information and services for LEP persons. Even staff members who do not interact regularly with LEP persons should be aware of and understand the LEP plan. Properly training staff is a key element in the effective implementation of the LEP plan.

For this purpose, the County will disseminate LEP instructional materials to Department Heads and all other County employees expected to implement the language assistance services set out in the County's LEP Plan. Instructional materials shall include informational materials about: a) LEP Program, b) LEP regulations and how to comply with requirements, c) the nature and scope of language assistance services and resources available to them and d) the procedures through which they may access those services to assist in the discharge of their respective duties.

4. Providing Notice to LEP Persons

County offices must provide reasonable notification to eligible LEP person in a way that they will understand that language services are available. An LEP person's awareness of their rights or the services available to them contributes to meaningful access. Effective outreach to the public is essential to provide reasonable notice to LEP persons. To achieve effective outreach, County offices:

- Must consider the appropriate mix of print, radio, and/or television notices in mainstream and ethnic media outlets; and
- Should continue to make contact with community organizations, who can help advise on the nature of the local population and the most effective measures to provide reasonable notice to them.

As the County continues to target outreach efforts on local communities and LEP populations, it is anticipated that it will encounter more eligible LEP populations and will have to reassess their needs.

5. Monitoring and Updating the LEP Plan

This plan is designed to be flexible and should be viewed as a work in progress. The County will evaluate and monitor its implementation on an annual basis to ensure that the scope and nature of the language services provided under the plan reflect updated information on relevant LEP populations, their language assistance needs, and the experience of County staff, and is consistent with the objectives of the LEP Program. An annual report on the previous year will be provided by the County Compliance Officer and County Compliance Program Coordinator to the County Administrator and shared with Department Heads. The annual report will include usage by language and department, identify barriers to providing adequate services to LEP persons, complaints from LEP persons, and any recommended updates to the plan. *See Appendix E2.*

The County Administrator will meet with Department Heads on an annual basis to identify barriers to language access, consult with stakeholders, and formulate strategies and responses to overcome the barriers to meaningful language access. The group will also discuss LEP encounters and feedback from LEP persons served and share best practices in language assistance and public outreach regarding each department's LEP efforts. Feedback from the LEP community will be sought through community outreach events and presentations to determine the effectiveness of the plan in reaching LEP persons.

In evaluating the plan, it is important to consider whether new documents and services need to be made accessible for LEP persons, and also to monitor changes in demographics and types of services, and to update the LEP plan when appropriate. After consulting with the Department Heads, and reviewing the annual report, County Administration will make any necessary updates to this Plan.

Each update should examine the following:

- How many LEP persons were encountered?
- Is the existing language assistance meeting the needs of LEP persons?

- What is the current LEP population in Tompkins County?
 - Has there been a change in the types of languages where services are needed?
 - Have available resources, such as technology, staff and finances changed?
 - Were any Title VI or LEP complaints received?
 - Do new staff members understand the LEP plan policies and procedures?

D. Dissemination of the Limited English Proficiency Plan

The County will post the LEP Plan on its website at www.tompkinscountyny.gov. Copies of the plan will be provided to any person or agency requesting a copy. LEP persons may obtain copies and/or translations of the plan upon request.

Any complaints, questions or comments regarding this plan should be directed to:

County Compliance Officer or Compliance Program Coordinator
Tompkins County Administration
125 E. Court St. 3rd Floor
Ithaca, NY 14850
Tel. (607) 274-5551 / Fax (607) 274-5558

Appendix E1

Resolution of Tompkins County Legislature



Tompkins County Legislature
Governor Daniel D. Tompkins Building
Ithaca, NY 14850

Meeting: 12/02/14 05:30 PM
Department: County Administration
Category: Administrative
Functional Category: Human Rights

SCHEDULED

RESOLUTION NO. *q* DOC ID: 5182

1 **In Support of Providing Interpretation and Translation Services to**
2 **Limited English Proficient (LEP) Residents Seeking or Requiring**
3 **Access to County Programs, Activities, Services, and Benefits**

4 WHEREAS, with the enactment of the Civil Rights Act of 1964 (signed by President L.B. Johnson on July 2)
5 discrimination based on race, color, religion, sex, or national origin; unequal application of voter registration
6 requirements; and racial segregation in schools, at the workplace, and in places of public accommodation were all
7 outlawed, and
8

9 WHEREAS, Title VI of the Act similarly prohibits discrimination in programs and activities that receive
10 federal financial assistance, and
11

12 WHEREAS, Tompkins County is a recipient of federal funding assistance from such departments as Housing
13 and Urban Development, Transportation, Agriculture, Homeland Security, and Health and Human Services, and
14

15 WHEREAS, although most persons in Tompkins County read, write, speak, and understand English, there are
16 certainly individuals whose primary language is not English and who may have limited English proficiency (LEP), and
17

18 WHEREAS, on August 11, 2000, President W.J. Clinton signed Executive Order 13166 to “improve access
19 programs to federally conducted and federally assisted programs and activities for persons who, as a result of national
20 origins, are limited in their English proficiency”, noting that this goal “reinforces its equally important commitment to
21 promoting programs and activities designed to help individuals learn English” and that each Federal agency “shall
22 examine the services it provides and develop and implement a system by which LEP persons can meaningfully access
23 those services consistent with, and without unduly burdening, the fundamental mission of the agency”, and
24

25 WHEREAS in 1983 Literacy Volunteers of Tompkins County was established to provide tutoring services free
26 of charge to local residents who need help reading, writing, or speaking English, and in October 2003 this agency
27 became Tompkins Learning Partners, an independent not-for-profit that uses volunteer trained tutors to help
28 immigrants (nowadays mainly from southeast Asia) learn English free of charge, and receives financial support from
29 Tompkins County, and
30

31 WHEREAS, Tompkins County is and has been committed to providing meaningful access to all individuals
32 wishing to access any of Tompkins County programs, activities, and services, including on occasion providing a free
33 interpreter or translator, and
34

35 WHEREAS, although this commitment has been in place for many years, the Legislature believes it important
36 at this time to develop data to better inform how best to help LEP individuals benefit from that commitment, now
37 therefore be it
38

39 RESOLVED, on recommendation of the Government Operations Committee, That the Tompkins County
40 Legislature is committed to providing meaningful access to all individuals with LEP seeking or requiring access to
41 County programs, activities, services, and benefits; and that it expects to provide individuals with free interpreter and
42 translation services when it appears that the individual’s inability to communicate effectively in English may adversely
43 affect such access to needed County services and that it expects all County personnel and sub-contractors to act in
44 accordance with the County's LEP Plan.

Appendix E2

Duties Associated with LEP Plan Implementation and Compliance

County Administrator Duties

- Propose LEP-related resolution for Legislature;
- Communicate with Department Heads on an annual basis the value of a County-wide LEP plan and the need to formulate strategies for overcoming barriers to meaningful language access; and
- Procure funds for County-wide language assistance contracted services, including translation services for vital documents.

County Compliance Officer/Compliance Program Coordinator Duties

- Update and analyze internal/external LEP population and service-usage data (Factors 1, 2 & 3);
- Document LEP-related resources and costs (Factor 4);
- Coordinate LEP-related training for designated County staff;
- Design and distribute LEP tracking forms to County departments;
- Collect and analyze departmental and County-wide LEP data;
- Disseminate LEP Plan to County workforce;
- Update LEP Plan on an annual basis; and
- Submit annual LEP Plan report to County Administrator.

Appendix E3

LEP Tracking Form A: Use of Free Interpreter/Translator Services

All Limited English Proficiency clients must be informed of their right to free language assistance including interpreter services and translated documents. This form can be kept in the client's records for future reference. County staff should never encourage, suggest, or require a Limited English Proficiency client to use friends or family as interpreters. **At no time will anyone 18 years of age or younger be utilized to provide interpreter services, except in an emergency.**

Use **THIS FORM** when language assistance services are used with a client. If the client does not need language assistance because they have brought their own interpreter or feel they do not need one, please have them fill out **Form B - Waiver of Right to Free Interpreter Services**.

Department:	Name of Staff Person Requesting Service:
Name of Client(s):	Date:
Reason for Visit:	In which town/village/city does the client live? <input type="checkbox"/> City of Ithaca <input type="checkbox"/> T/Ithaca <input type="checkbox"/> V/Cayuga Hgts <input type="checkbox"/> T/Caroline <input type="checkbox"/> T/Danby <input type="checkbox"/> T/Dryden <input type="checkbox"/> V/Dryden <input type="checkbox"/> V/Freeville <input type="checkbox"/> T/Enfield <input type="checkbox"/> T/Groton <input type="checkbox"/> V/Groton <input type="checkbox"/> T/Lansing <input type="checkbox"/> V/Lansing <input type="checkbox"/> T/Newfield <input type="checkbox"/> T/Ulysses <input type="checkbox"/> V/Trumansburg <input type="checkbox"/> Other _____

Language assistance needed (check):

- | | | | | | |
|----------------------------------------|----------------------------------|---------------------------------|----------------------------------|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> Spanish | <input type="checkbox"/> Arabic | <input type="checkbox"/> French | <input type="checkbox"/> Chinese | <input type="checkbox"/> Korean | <input type="checkbox"/> Japanese |
| <input type="checkbox"/> American Sign | <input type="checkbox"/> Russian | <input type="checkbox"/> Hindi | <input type="checkbox"/> Burmese | <input type="checkbox"/> Vietnamese | <input type="checkbox"/> Other _____ |

Who provided language assistance services? (check one):

- LanguageLine Empire Interpreting Service Bilingual Staff Member
 Other _____

Was the service provided over the phone, or in person? (check one): Phone In person (Justify below)

Please explain why phone services could not be used: _____

Name of Interpreter used:
ID Number:
Duration of Interpreted Session:

This form must be filled out and provided to the County Compliance Program Coordinator within 30 days of using language assistance services.

Mail to: Tompkins County Administration

Attn: Compliance Program Coordinator 125 E. Court St. 3rd Floor Ithaca, NY 14850

Appendix E4

LEP Tracking Form B: Waiver of Right to Free Interpreter/Translator Services

All Limited English Proficiency clients must be informed of their right to free language assistance including interpreter services and translated documents. This form can be kept in the client's records for future reference. County staff should never encourage, suggest, or require a Limited English Proficiency client to use friends or family as interpreters. At no time will anyone 18 years of age or younger be utilized to provide interpreter services, except in an emergency.

Use **THIS FORM** if the client does not need language assistance because they have brought their own interpreter or feel they do not need one. If they would like to use the provided language assistance services, use **Form A – Use of Free Interpreter/Translator Services**.

I, _____ (Client's Name) have been informed of my right to receive free interpretive services from _____ (Department Name). I understand that I am entitled to these services at no cost to myself or other family members.

I am choosing to provide my own interpreter at this time. _____ (Name of Person Acting as Interpreter) will act as my interpreter from ___/___/___ (Start Date) to ___/___/___ (End Date). I understand I can withdraw this waiver at any time and request the services of an interpreter, which will be paid for by Tompkins County. To the best of my knowledge, the person I am using to act as my own interpreter is not 18 years of age or younger.

I also understand that this waiver pertains to interpreter services only and does not entitle my interpreter to act as my Authorized Representative.

This form was translated to me orally by the interpreter indicated below:

Signature	Date
Name of Interpreter (print)	
Signature of Interpreter	Date
Signature of Staff Person	Date

This form must be filled out and provided to the County Compliance Program Coordinator within 30 days of using language assistance services.
Mail to: Tompkins County Administration
Attn: Compliance Program Coordinator 125 E. Court St. 3rd Floor Ithaca, NY 14850

Appendix E6

LEP Tracking Form D: How to Select Language Assistance Services

