

# Understanding LEP

## A Limited English Proficiency Overview

Presenters:

Wanda Allen-Abraha, J.D.  
Human Relations Department

Alan Andrews, Esq.  
City Attorney's Office



# What does LEP mean?

- LEP stands for **“Limited English Proficiency.”**
  - Proficiency covers reading, writing, speaking and understanding English.
- ★ *Language assistance may be required.*
- ★ *Languages are based on population.*
- ★ *Assistance includes services, benefits, or encounters.*
- ★ *Safe Harbor requirements exist.*

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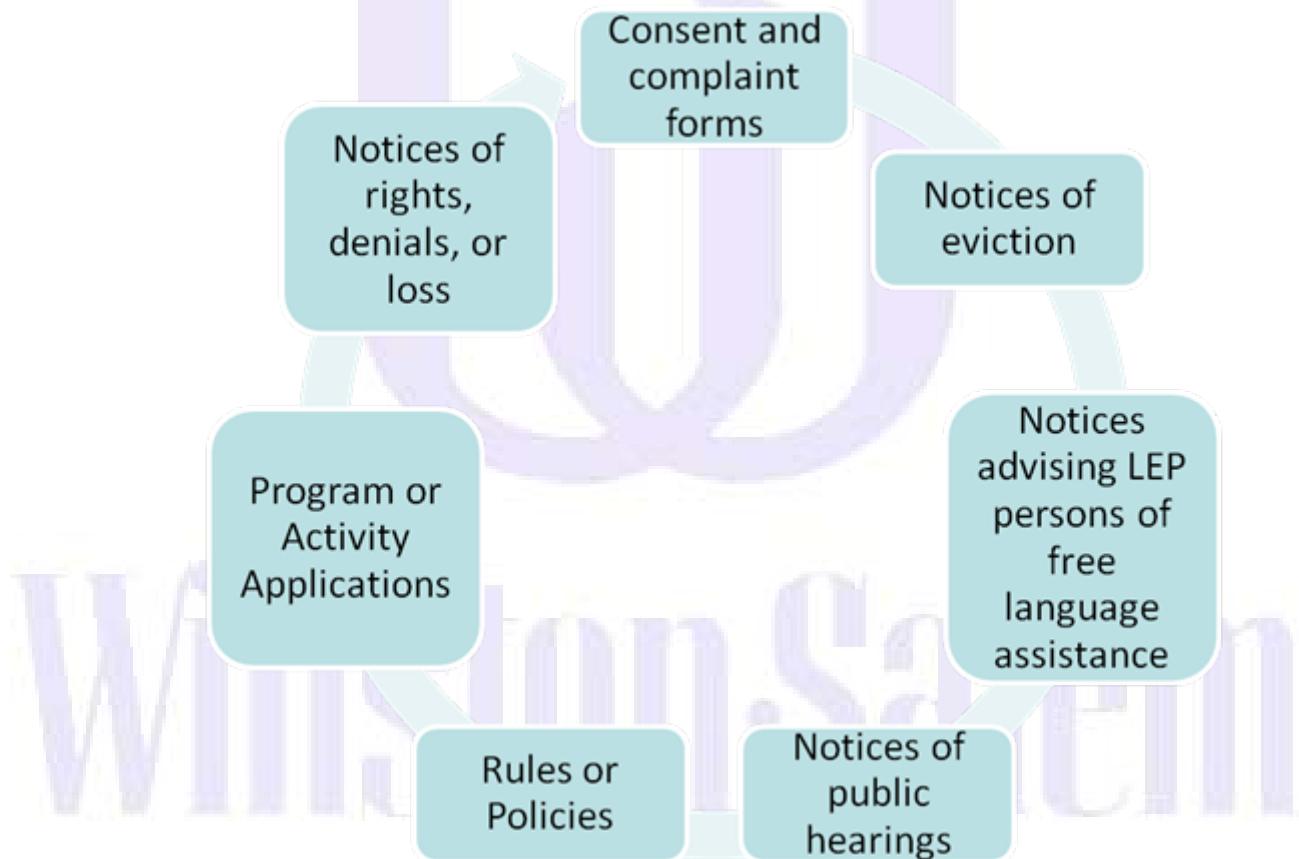
# LEP Safe Harbor

- 1) Written translation of vital documents is provided where each LEP eligible language group constitutes 5% or 1,000 (whichever is less) of the population of persons eligible to be served or likely to be affected or encountered.
- 2) Where there are fewer than 50 persons in an LEP group, the recipient instead provides translated written notice of the right to receive competent oral interpretation of vital documents, free of cost.

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# Vital Documents

## Typical Examples



# To whom does LEP apply?

- Federal agencies
- Recipients of federal funds such as state and local government departments or agencies

*“Funding” includes grants, loans, property, personnel, use of federal property, and federal contracts/agreements.*

*Consequences for not following LEP requirements include the risk of losing federal funding.*

# City LEP Policy

Federal Government Requirements



City Government LEP Written Practice/Plan



Departmental Reasonable Steps



Implementation of LEP

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# Needs from City Departments

*Take “reasonable steps to ensure meaningful access.”*

Reasonable steps should be based on this federal four-step analysis:

1. Frequency of Contact with Eligible LEP Persons
2. Nature or Importance of Program to the Lives of Others
3. Activities or Services Provided
4. Resources Available

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# Examples of Reasonable Steps

- Brochures in a language other than English
- Bilingual or multilingual staff members
- Maintaining a list of multilingual agencies
- Having multilingual information on website pages

Si el inquilino rompe el contrato de alquiler, el dueño puede usar el depósito para protegerse contra la pérdida de dinero cuando el inquilino:

• no logra pagar por la mensualidad del alquiler; e hay daños a la propiedad; e abandona la propiedad antes de terminar el contrato de alquiler; e abandona la propiedad sin propia notificación;

**Si el dueño:**

• incurre gastos de corte para devolver al inquilino; e busca gente para re-alquilar la propiedad; e embarga la propiedad de alquiler por el uso del inquilino.

Si el dueño no sabe la dirección nueva del inquilino, él/ella debe de aguarar el balanceo del depósito por lo menos por seis (6) meses. Por ley, no es requisito que el dueño tenga que pagarle al inquilino intereses acumulados.

El dueño no puede retener cantidad alguna del depósito por condiciones que no son parte de dichas reglas e consecuencias del uso a la propiedad. (Éstas puede retener el depósito solamente para cubrir las pérdidas necesarias).

**RECARGOS POR MENSUALIDADES TARDÍAS**

Un dueño puede imponer, conforme al contrato de alquiler, recargo por cualquier pago de alquiler que se haga con 5 días o más de retraso. Si es 5% del pago de la mensualidad de alquiler, el mayor de los dos, pero este cobro se solamente una vez por cada pago tardío.

*Derechos  
Y  
Responsabilidades  
De Dueños  
E  
Inquilinos*

City of WINSTON-SALEM NORTH CAROLINA

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La Dirección de Emergencia

P: ¿Qué es La Dirección de Emergencia?

Haga un Plan Prepare un Paquete Involúcrese: ListoNC.org

Departamento de Policía





# Affected City Departments

- All departments are directly or indirectly affected, but the following departments have been identified based on federal funding or significant public contact:

Police

Fire

Inspections

Utilities

Human Relations

Emergency Services

Housing/Neighborhood Development

Neighborhood Services

Development

City Link

Marketing and Communications

W-S Transit Authority

Department of Transportation

Stormwater

Streets

Vegetation Management

Recreation and Parks

Planning

Information Systems

# Next Steps

- Send Human Relations an outline or bullets of existing practices or programs by **October 16<sup>th</sup>**.
- **Contact Human Relations if managers, supervisors, or staff need training or assistance** with “reasonable steps to ensure meaningful access.”
- Contact Human Relations if you have any other questions or concerns.