

## **LIMITED ENGLISH PROFICIENCY TRAININGS**

### **From the North Carolina Department of Health and Human Services:**

#### **NCDHHS – Limited English Proficiency**

<https://www.ncdhhs.gov/divisions/social-services/limited-english-proficiency>

#### **NCDHHS – Civil Rights Training Power Point (dated 2019)**

<https://files.nc.gov/ncdhhs/documents/files/dss/training/NC-DSS-US-HHS-AND-USDA-Civil-Rights-Training-2019.pptx>

Pages 31 – 39 deal with LEP

---

### **North Carolina Judicial Branch**

Brooke Crozier, Manager of the Office of Language Access Services (OLAS)

[brooke.b.crozier@nccourts.org](mailto:brooke.b.crozier@nccourts.org) / 919-890-1213

Brooke conducts language access services training with court personnel. Brooke also is conducting outreach to the domestic violence and sexual assault programs to explain what her program does for the courts.

---

### **Language Line**

1-877-886-3885

### **LanguageLine Solutions**

languageline.com / 800-752-6096

### **NC Department of Health and Human Services Sign Language Interpreter Directory**

NC DHHS does not endorse, license or certify any particular interpreter or transliterator.

[View Sign Language Interpreter/Transliterator Directory](#)

### **Sign Language Interpreting Services**

when the client is hearing impaired

979-268-1222.

---

### **Online trainings and Power Points:**

Limited English Proficiency -- You Tube training:

<https://www.youtube.com/watch?v=YVm220yfW9I&feature=youtu.be>

Improving Access to Federally conducted and Federally Assisted Programs and activities

US Department of Labor – Power Point

[https://www.michiganworks.org/files/LEP\\_Detroit\\_FINAL\\_040717.pdf](https://www.michiganworks.org/files/LEP_Detroit_FINAL_040717.pdf)

Obligations to Provide Language Access Services

Language Access Training – PowerPoint:

<https://www.dwctraining.com/OnlineCourses/Attachments/LimitedEnglishProficiency/LimitedEnglishProficiency.pdf>

## Communicating Effectively with Limited English Proficient Individuals

<https://www.youtube.com/watch?v=vv3IBzkUgwg>

This video training series, in production since 2013, is part of a training toolkit designed to educate federal personnel on interacting with limited English proficient individuals. It was developed in response to the Attorney General's February 2011 memorandum to all federal agencies, calling upon them to ensure that limited English proficient individuals can access federal government programs and services under Executive Order 13166. The training series is intended to help establish consistent and legally sound practices across the government when engaging in communications with limited English proficient individuals.

---

### **Plans and Toolkits**

Maryland's Language Access Toolkit:

<https://caribbean.maryland.gov/wp-content/uploads/sites/7/2014/10/toolkit-216c.pdf>

Limited English Proficiency Plan (DRAFT)

<https://files.nc.gov/ncdeq/EJ/DEQ-DRAFT-LEP-Plan-2019--08162019.pdf>

North Carolina Department of Environmental Quality – drafted August, 2019

Guide to Developing a Language Access Plan

<https://www.cms.gov/About-CMS/Agency-Information/OMH/Downloads/Language-Access-Plan-508.pdf>

Effective communication is critical to ensuring understanding, empowering patients, and providing high-quality care.

A language access plan can help ensure that an organization provides high quality and appropriate language services. A language access plan can also help ensure that an organization's staff members are aware of what to do when an individual with limited English proficiency needs assistance. This Guide identifies ways that providers can assess their programs and develop language access plans to ensure persons with limited English proficiency have meaningful access to their programs

What is a language access plan?

A language access plan is a document that spells out how to provide services to individuals who are non-English speaking or have limited English proficiency. Language access plans should be tailored to individual organizations, but may include similar sections, such as a needs assessment, language services offered, notices, training for staff, and evaluation, as described below.

Language Access Assessment and Planning Tool for Federally Conducted and Federally Assisted Programs

[https://www.lep.gov/resources/2011\\_Language\\_Access\\_Assessment\\_and\\_Planning\\_Tool.pdf](https://www.lep.gov/resources/2011_Language_Access_Assessment_and_Planning_Tool.pdf)

Language Access at the Department of Homeland Security:


<https://www.dhs.gov/language-access>

---

### **Miscellaneous**

Your Right to an Interpreter Poster - Editable Version

<https://www.masslegalservices.org/content/your-right-interpreter-poster-editable-version>

 <a href="#">Your Right to an Interpreter Poster - horizontal.doc</a>	68 KB
--	-------

The English text reads, "You have the right to an interpreter at no cost to you. Please point to your language. An interpreter will be called. Please wait." The text is translated into 34 languages.