

LANGUAGE ACCESS

Land Grant Program

College of Agriculture, Health, and Natural Resources

Our Obligation

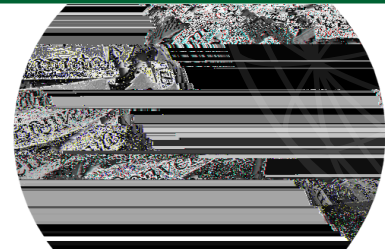
As recipient of federal financial support, Kentucky State University has a responsibility to make reasonable efforts to ensure that individuals who are limited English proficient (LEP) have meaningful access to federally funded educational programs and activities.

Meaningful Access

Meaningful access involves providing language assistance that results in effective and accurate communication at no cost to the program participant. In addition, programs and activities must ensure that LEP individuals

- are not excluded from opportunities and participation;
- do not experience delays in service;
- do not experience denial of service;

Our efforts to provide meaningful language access is key to our compliance obligations and our mission of serving all.



Who is a limited English proficient person?

A Limited English Proficient (LEP) person is an individual who does not speak English as the primary language and who has limited ability to read, speak, write, and understand English.

Federal Standards for Serving LEP Audiences

The 4-factor analysis is a tool that helps evaluate and determine the language access obligations. It includes:

- Number or proportion of LEP persons eligible or likely to be encountered;
- the frequency LEP individuals are encountered;
- the nature or importance of the program, activity, or service to people's lives; and
- resources available and costs.

Reasonable steps must be taken to ensure that LEP audiences have meaningful access to programs and activities. The Land Grant Program will provide language at no cost to the participant or intended beneficiary of services.



Providing Language Access

Free Language Access to Participant

Language support services such as translation and interpretation will be provided at no cost to the participant or intended beneficiary of services.

Reasonable Language Access Request

All announcements of services, activities, and programs must include the Reasonable Access (RA) request notifying individuals of the service and how to request reasonable accommodations free of charge.

Sample language for RA: *"If you need a reasonable accommodation to participate in this event, please contact (name of faculty or staff), at (email contact) or (telephone contact) no later than (include date). Language access services, such as interpretation or translation of vital information, will be provided free of charge to limited English proficient individuals upon request."*

Maintain Records of Language Access Efforts

Record-keeping of language access efforts will include but not be limited to:

- Announcements with the "Reasonable Language Access Request" public notification.
- Tracking of how language access requests was handled.
- Tracking of language access services provided (translations, interpretations, assessments, etc.)
- Language needs assessments (empirical or formal)
- "Reasonable Efforts" documentation of effort to reach LEP audiences.

Accessing Language Service Providers

The College outsources language support services. Available language agencies have been identified and confirmed with the University's vendor system. This information is provided during the annual civil rights training and updated as needed via internal announcements and website. Faculty and staff can contact the civil rights compliance office for guidance. Information is also available to assist faculty and staff when working with interpreters and translators.

Allocate Funds in Grants

The cost of translation and interpretation services will vary depending on nature of service, location, time, and availability of interpreter/translator of language. Faculty and staff can contact the civil rights compliance office for guidance for determining allocation of funds in grants.

Program Expansion Efforts

Anticipate and respond to the language access needs of the communities to ensure that programs and services reach everyone. Faculty/Staff must be proactive in their outreach efforts.

- Review demographic data of service area.
- When initiating programs and activities, discuss and incorporate ways to reach or increase reach of LEP audiences.

Training

The civil rights compliance office will provide notice regarding language access policies and procedures. Faculty, staff, and volunteers must complete an annual civil rights training which includes information on meaningful language access.

Additional guidance and training is available on:

- working effectively with translators and interpreters
- various topic to enhance or build competencies to work with diverse audiences.

Discrimination Complaints

All faculty, staff, and volunteers must ensure that program participants and potential beneficiaries are aware of their right to file a program discrimination complaint. Tools to assist include:

- "And Justice for All" poster which is prominently displayed in all spaces where programming is taking place.
- USDA Non-discrimination statement included in publications, PowerPoints, etc.
- KSU's civil rights compliance webpage which includes procedures on handling complaints.

For all Questions, contact
Nancy Calix, Civil Rights Compliance Officer
nancy.calix@kysu.edu / 502-597-5233

For language service providers, contact Ashlie
Smoot-Baker, Civil Rights Coordinator
Ashlie.Smootbaker@kysu.edu / 502-597-6073