

WHEN A PLAN COMES TOGETHER

Asian Americans



Pacific Islanders

SECTION 3: EVALUATION AND ASSESSMENT OF LEP/NEP CUSTOMER BASE

Ways Agencies identify LEPs

- 50% Assume LEP
- 100% Respond to Request for language assistance
- 94% Self-Identify by Customers
- 72% Use Open Question
- 100% I Speak Card
- 72% Use Written request
- 17% Other

89%

Percent of Agencies that Record Primary Language

How Agencies Collect Data

- 50% Reception Sign-In Sheets
- 11% New System
- 33% Language Preference Drop Down
- 6% Unified Tracking of Field Encounters
- 33% Bilingual Staff Tallies
- 22% Tally of Equipment Used
- 72% Language Line
- 11% Other

- 6% Chinese (7,722)
- 1% Korean (1,127)
- 2% Vietnamese (2,415)

Percent of LEPs Agencies Encounter

Resources to Provide Language Assistance

- 78% Language Assistance Services
- 61% Certified Bilingual Staff
- 72% Non-certified Bilingual Staff
- 100% Language Line
- 11% Other

- 44% Reception Sign-in Sheets
- 11% New Systems
- 28% Language Preference Drop Down
- 11% Unified Tracking of Field Encounters
- 39% Bilingual Staff Tallies
- 56% Language Line
- 28% Other
- 11% None

Data Sources Used to Report LEP Encounters