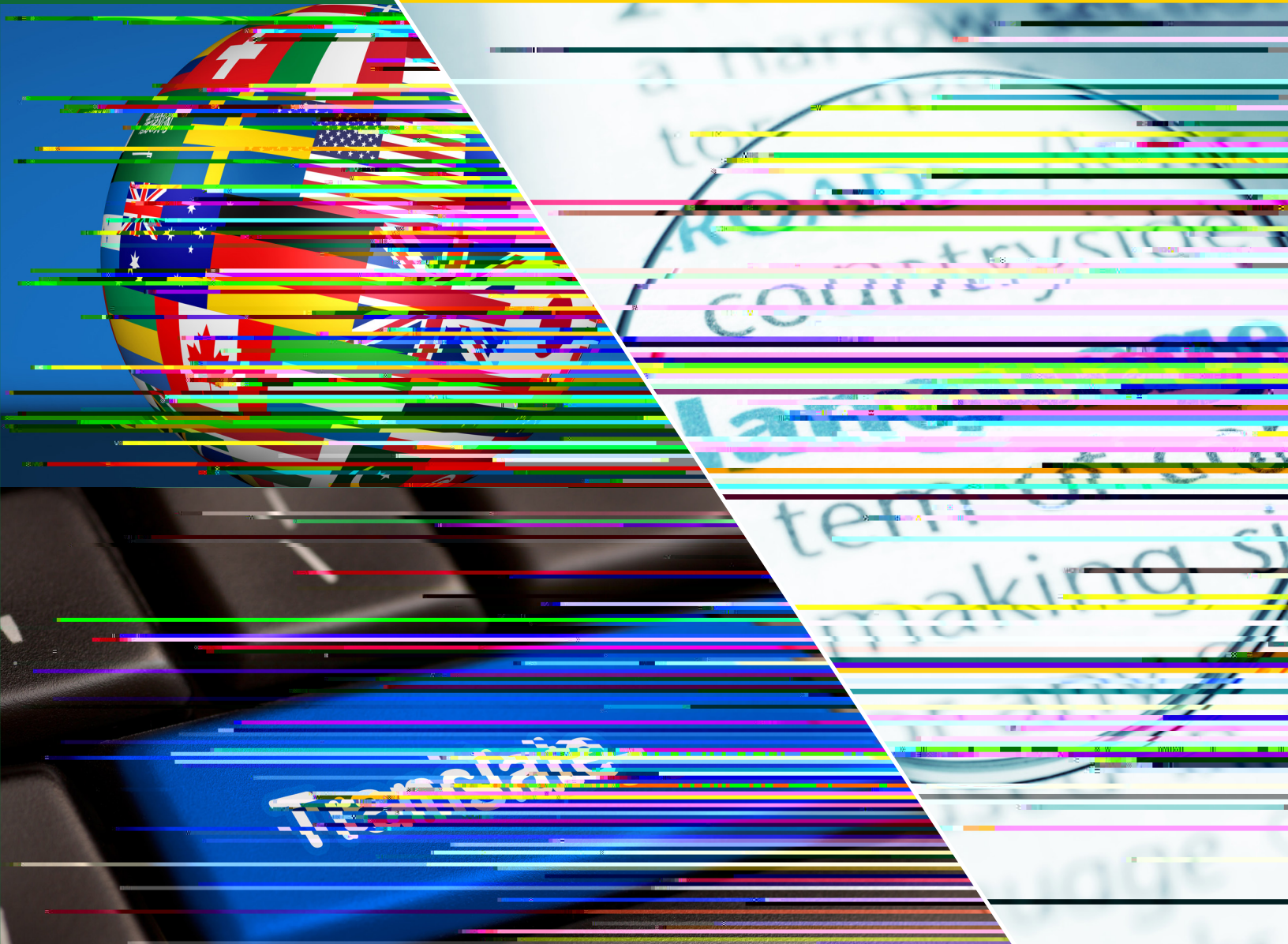




Cooperative Extension Program

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As a result of the assessment process, the most reasonable method of language assistance to improve access of services will be determined. Careful consideration will be given to assure competency in the delivery of language assistance and services. Competency will be assessed and determined based on experience, credentials, references, understanding of content and cultural accuracy and sensitivity. Language assistance may include but not be limited to:

1. Translation of written materials
2. Interpretation of spoken words
3. Production of audiovisual material
4. Bilingual staff
5. Community volunteers

The Cooperative Extension Program will not rely on web-based translation services as these are many times inaccurate. It will not make use of formal or informal interpretation by minors and will not plan to rely on any form of informal interpretation or translation by LEP person's family members or friends. Where the LEP person chooses to use his/her own interpreter (at his/her own expense) instead of, or as a supplement to the free language service offered, special care will be taken to document that this was a voluntary desire and that competent free language assistance was offered.

LEP persons will be notified of services, changes in services, and complaint procedures. Notification of language services may include but not be limited to:

1. Posting translated signs in areas populated by the LEP persons;
2. Inserting translated notices in recruitment and outreach documents;
3. Disseminating information on media likely to be used by LEP persons (radio, television, newspaper);
4. Collaborating with local organizations to inform LEP persons about services.

The Cooperative Extension Program will provide notice to all staff regarding language access policies and procedures. Faculty, staff, and volunteers working with LEP persons and those who have the potential to come in contact

A person who believes that he/she has been discriminated against or denied benefits of federal programs or activities because of race, color, or national origin, including Limited English Proficiency, may submit a complaint to the U.S. Department of Justice, Division of

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Educational programs of Kentucky Cooperative Extension serve all people regardless of race, color, ethnic origin, national origin, creed, religion, political b
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identity, gender expression, pregnancy, marital status, genetic information, age, veteran stat
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