

Review Tool 4F**4F. Limited English Proficiency/Civil Rights
(Optional)**

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| Name: Title: | State/local agency: |
| Interviewer: | Date of interview: |

Reviewer references: [Civil Rights Instruction 113-1](#) and [Limited English Proficiency](#)

LIMITED ENGLISH PROFICIENCY

1. How does the local office determine the presence and needs of Limited English Proficiency or Non-English speaking (LEP) groups within its service area?
2. How does the local office plan for meeting the needs of LEP groups within its service area?
3. How does the local office staff communicate with LEP groups or applicants?
4. Does the local office participate in any outreach efforts to LEP groups to make them aware of the SNAP?
5. How are clients informed about the availability of services in languages other than English?
6. What type of written guidelines have case workers and other SNAP staff been given on serving LEP persons?
7. Have you received training on serving LEP persons?
 - When?
 - By whom?

CIVIL RIGHTS

1. Have you and your staff received civil rights training?
 - a. When?
 - b. How frequently is it given?
 - c. Is it mandatory?

Note to reviewer: Local agencies are responsible for training their subrecipients, including frontline staff that interacts with program applicants or participants, and those persons who supervise “frontline staff.” Civil rights training must be done on an annual basis. FNS Instruction 113-1, Civil Rights Compliance and Enforcement – Nutrition Programs and Activities.

2. Have you received training on serving clients with disabilities?
 - a. When?
 - b. By whom?
3. Are you aware of the protected classes for SNAP? *(Note to reviewer: Race, color, national origin, sex, age, religion, political beliefs, and disability 7 CFR 273.2(b)(1)(viii))*
4. How and when do you inform applicants/clients of the discrimination complaint process?
Note to reviewer: Applicants and clients shall be advised at the service delivery point of the right to file a complaint, how to file a complaint and the complaint procedures. This may be done at the time of certification by letter, flyer or through the posting of the “And Justice for All Poster”.
 - a. Is this information made available in languages other than English? If so, what languages?
5. How are these complaints analyzed? *Note to reviewer: Does the local office analyze to determine if a systemic problem exists or are they only addressed with the individual worker?*
6. Is this information shared with the State Agency?
7. What is the process for handling requests for accommodations by clients with disabilities?
8. Has the local office been reviewed for physical accessibility?
 - a. When?
 - b. By whom?