LEP Services Compliance- Client

1. LEP Services Compliance - Client Client 01 (CFOP 60-16, Chapter 4 (LEP)) At first contact or as soon as the need became apparent, did staff determine whether the customer or companion has limited English proficiency and document the person's preferred language in the record?

2. LEP Services Compliance - Client Client 02 (CFOP 60-16, Chapter 4 (LEP); 45 CFR 80.3(b)(2)) Did staff inform the LEP customer or companion, in a language the person understands, that language assistance is available free of charge?

3. LEP Services Compliance - Client Client 03 (CFOP 60-16, Chapter 4 (LEP); 45 CFR 80.3(b)(2)) If language assistance was needed or requested, did staff provide a qualified interpreter or other language assistance service at no cost to the customer or companion for each service contact?

4. LEP Services Compliance - Client Client 04 (CFOP 60-16, Chapter 4 (LEP)) Did the record document the language assistance provided at each contact, including the language, the type of service (in-person, telephone, or video interpreter), the interpreter or vendor identifier, and the date and time?

5. LEP Services Compliance - Client Client 05 (CFOP 60-16, Chapter 4 (LEP); 45 CFR 80.3(b)(2)) Was language assistance provided in a timely manner, without delaying or denying services because the person is LEP?

6. LEP Services Compliance - Client Client 06 (CFOP 60-16, Chapter 4 (LEP)) Did staff avoid requiring or pressuring the customer or companion to use a family member, friend, or minor child as an interpreter?

7. LEP Services Compliance - Client Client 07 (CFOP 60-16, Chapter 4 (LEP)) If the customer or companion chose to use their own interpreter or declined free language assistance, was the choice documented, and did staff still ensure effective communication?

8. LEP Services Compliance - Client Client 08 (CFOP 60-16, Chapter 4 (LEP)) Where bilingual staff communicated directly with the LEP customer or companion, did the provider document that the staff member is qualified to communicate in that language?

9. LEP Services Compliance - Client Client 09 (CFOP 60-16, Chapter 4 (LEP)) Were vital documents (such as consent forms, rights notices, service plans, and grievance or complaint information) provided in the customer's or companion's language, or interpreted orally and documented in the record?

10. LEP Services Compliance - Client Client 10 (CFOP 60-16, Chapter 4 (LEP); CFOP 60-16, 3-15(a)) Was the Customer or Companion Feedback form (CF 744) or equivalent feedback and complaint information made available to the LEP customer or companion in a language the person understands?

11. LEP Services Compliance - Client Client 11 (CFOP 60-16, Chapter 4 (LEP); CFOP 60-16, 3-14) If the customer or companion is both LEP and has a disability, did staff address both language assistance and disability-related communication needs and document each in the record?

12. LEP Services Compliance - Client Client 12 (CFOP 60-16, Chapter 4 (LEP); 45 CFR 80.3(b)(2)) Did the customer file show that services were provided to the LEP customer or companion on an equal basis with other customers, with no denial, delay, or reduction of services due to language?