

E. NAP agency protocol definitions

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Serving SNAP Program Applicants and Participants with Limited English Proficiency

NAP AGENCY INTERVIEW PROTOCOL – DEFINITIONS HANDOUT

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Below are definitions for terms you will hear throughout the interview. Please review this list and keep it on hand in case you have any questions during the interview.

Title VI: This federal law prohibits discrimination based on race, color, and national origin in programs and activities receiving Federal financial assistance and USDA implementing regulations (*Title VI of the Civil Rights Act of 1964, 42 USC § 2000d at 7 CFR 15*).

USDA Guidance on Title VI: Guidance provided by the U.S. Department of Agriculture for recipients of Federal financial assistance on Title VI as it affects LEP individuals (*USDA Guidance to Federal Financial Assistance Recipients Regarding the Title VI Prohibition Against National Origin Discrimination Affecting Persons With Limited English Proficiency 79 F.R. No. 299, p. 70771-70784, November 28, 2014*).

SNAP bilingual regulations: This federal law requires that based on the estimated total number of low-income households in a project area which speak the same non-English language (a single-language minority), the State agency shall provide bilingual program information and certification materials, and staff or interpreters as needed (*USDA SNAP Bilingual Requirements at 7 CFR 272.4(b)*).

Bilingual staff: Bilingual staff are staff who can converse fluently with individuals needing language assistance in their primary (non-English) language. These staff may or may not have certifications.

Four-factor analysis: The four-factor analysis is a Federal standard used to determine the appropriate language assistance services to ensure LEP individuals have meaningful access to an agency's program and activities. The U.S. Department of Agriculture (USDA) instruct State agencies to assess the LEP needs of the population they serve and determine the language access services required by balancing four factors([USDA Guidance to Federal Financial Assistance Recipients Regarding the Title VI Prohibition Against National Origin Discrimination Affecting Persons With Limited English Proficiency, p. 70777.](#))

1. The number or proportion of LEP individuals eligible to be served or likely to be encountered within the area covered by the State SNAP agency.
2. How often LEP individuals come in contact with the program.
3. The nature and importance of the program, activity, or service to people's lives.
4. Resources available to your State SNAP agency and the costs of interpretation and translation services.

Public Burden Statement

This information is being collected to assist the Food and Nutrition Service to better understand the language landscapes in which Supplemental Nutrition Assistance Program (SNAP) and Nutrition Assistance Program (NAP) agencies operate and their associated limited English proficiency (LEP) policies and operations. This is a voluntary collection and FNS will use the information to improve access of SNAP to LEP individuals. This collection does not request any personally identifiable information under the Privacy Act of 1974. According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0584-[xxxx]. The time required to complete this information collection is estimated to average 0.0334 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Department of Agriculture, Food and Nutrition Service, Office of Policy Support, 1320 Braddock Place, 5th Floor, Alexandria, VA 22306 ATTN: PRA (0584-xxxx). Do not return the completed form to this address.

Frontline staff: Frontline staff are staff who work directly, both verbally and electronically, with applicants and participants. Case managers are one example, but there are also other frontline staff who work directly with applicants and participants.

Interpretation: The process by which the spoken word is used when transferring meaning between languages. Interpretation involves listening to a communication in one language (source language) and orally converting it to another language (target language) while retaining the same meaning.

Interpreters: Interpreters are professionally trained and certified individuals who communicate from one (source language) language to another (target language) orally. Interpreter services could be offered by telephone, internet or video calling, or in person. Agencies may have interpreters on staff or utilize contracted interpreters.

Language access plan: Agencies and departmental offices should develop a written language access plan. The plan gives them a framework for their provision of timely and reasonable language assistance and for eliminating or reducing LEP as a barrier to accessing USDA programs and activities. It outlines how they will accomplish these goals.

Language access coordinator: The language access coordinator's job is to coordinate, organize, and serve as a liaison between individuals needing language assistance and the NAP agency. The language access coordinator is responsible for overseeing the implementation of the Department's Language Access Policy Directives, Plan and Procedures.

Language access working group: A group that is responsible for identifying barriers to meaningful language access and developing and implementing strategies and solutions to overcome these barriers.

Qualified interpreter: A qualified interpreter is a highly trained individual who mediates spoken communication between people speaking different languages without adding, omitting, or distorting meaning or editorializing. A qualified interpreter is competent to provide interpretation services at a level of fluency, comprehension, impartiality, and confidentiality appropriate to the specific nature, type, and purpose of the information at issue.

Qualified translator: A qualified, competent translator is a highly trained individual who is able to render text from a source language into a target language while preserving meaning and adhering to generally accepted translator ethics and principles, including confidentiality.

Technical assistance: Technical assistance is the process of providing focused support to an organization with a need or problem.

Title VI: Title VI of the Civil Rights Act of 1964, as amended, is a law that prohibits discrimination on the basis of race, color, or national origin in any program or activity that receives Federal financial assistance.

Translation: The replacement of written text from one language (source language) into an equivalent written text in another language (target language).

Translators: Translators are staff who translate written material from English to another language and vice versa.

Vital documents: Vital documents or vital information generally contains information that affect access to, retention in, or termination or exclusion from a recipient's program services or benefits. Examples are consent forms, applications, and notices of rights.