



Attachment C
AD #

FOUR FACTOR ANALYSIS

Developing and maintaining departmental Standard Operating Procedures (SOPs) to ensure meaningful access to programs, services and activities for Limited English Proficient (LEP) customers requires inclusion of the four factor analysis.

The four factor analysis includes:

- The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee/recipient;
- The frequency with which LEP individuals come in contact with the program;
- The nature and importance of the program, activity, or service provided by the program to people's lives; and
- The resources available to the grantee/recipient and costs.