



## Language Access Assessment

The elements of an effective implementation plan include:

1. Identifying LEP individuals who need assistance.
  - a. Who is your LEP population?
  - b. Are LEP individuals seeking your services?
2. Identifying language assistance measures including
  - a) Types of language services available
  - b) How staff can obtain those services
  - c) How to respond to LEP callers
  - d) How to respond to written communications from LEP persons
  - e) How to respond to LEP individuals who have in-person contact with staff, and
  - f) How to ensure competency of interpreters and translation services
3. Training staff members about their obligation to provide meaningful access so they
  - a. Know about LEP policies and procedures and
  - b. Work effectively with in-person and telephone interpreters
4. Providing notice to LEP persons of the availability of language assistance services by
  - a. Posting signs in intake and entry areas,
  - b. Stating so in outreach documents written in appropriate languages
  - c. Working with community based organizations
  - d. Using a telephone voice mail menu in the most common languages encountered,
  - e. Including notices in local, non-English newspapers
  - f. Providing non-English notices to radio and television stations,
  - g. Making presentations or noticing school and religious organizations, and
5. Monitoring and updating the plan

For more information on Language Access Assessment and Planning Tool publication of the Department of Justice, go to:

[http://www.lep.gov/resources/2011\\_Language\\_Access\\_Assessment\\_and\\_Planning\\_Tool.pdf](http://www.lep.gov/resources/2011_Language_Access_Assessment_and_Planning_Tool.pdf)