



Language Access Checklist for Agencies and Organizations

Needs

- We know how many limited English proficient (LEP) people we are serving and the languages they speak.
- We know the languages spoken by the LEP people we could/should be serving, given the demographics of our service area.

Policy

- We have a written policy to inform staff that we provide meaningful access to our services and that we have a responsibility to provide language services free of charge at every point of contact.
 - We clearly explain who can use our organization's interpretation resources, when to use them, and how to access them.
 - We clearly explain who can use our organization's translation resources, when to use them, and how to access them.
 - We enable staff to use language resources without excessive administrative burdens.
 - We identify a point person within the organization for questions about the policy and resources, for trouble-shooting, to ensure staff training, and to monitor implementation of the policy.

Documenting Language Preference

- We have means of identifying and recording the primary language of each client.
 - Electronically (client database)
 - Paper files (intake form)
 - Tracking language data (tabulation)

Informing the Public

- We tell our clients and our potential clients that we can communicate with them in their language.
 - We post signs at our front desk, in our waiting room, on our door, in our front window, or anywhere else appropriate to inform potential clients that we provide language assistance.
 - We state in our outreach and education materials that we provide free interpreter services.
 - We put in our materials translated taglines about interpreter services in languages spoken in our service area.
 - We tell people when we do community outreach and training.
 - Our website provides this information.
 - Our telephone message is in languages other than English.

Oral Resources (Interpretation)

- We know which staff members are competent to provide services directly in a language other than English.**
- We know which staff members are competent to communicate in a language other than English for other staff**
 - Bilingual staff have received training to ensure that they understand the role and function of interpreters, the ethics of interpreting, and the appropriate vocabulary and terminology in each language.
 - Our staff know whom to contact for staff interpretation and under what circumstances.
- We have additional interpretation resources for languages not available among staff.**
 - Telephone interpretation
 - In-person interpretation
 - Community volunteers who understand the limited role of an interpreter.
 - We avoid using family members, friends, children, or other untrained persons to interpret.

Written Resources (Translation)

- We have competent translation resources.**
 - Staff who can translate documents in English to a 2nd language accurately and in a way our clients will understand.
 - Additional translation resources.
- We have identified our “vital” documents, which may include applications, consent forms, letters regarding participation in our organization’s programs/ activities, notices that pertain to reduction, denial, or termination of services/ benefits and the right to appeal, etc.**
- We translate vital documents into the languages our clients can read and understand.**

Training

- We have designated a person to arrange/provide training for all staff about our organization’s language access policy, how to identify and document language preference, our language resources, and how to work effectively with LEP persons and interpreters.**
 - We train every staff member, intern, and volunteer who will have contact with an LEP person.
 - We make our policy and contact information for interpretation and translation resources easily accessible.

Monitoring

- We review annually, or more often as needed, the demographics of our service area, our LEP client data (numbers and languages), our language access policy, how we inform the public, our language resources, and our training to ensure we are meeting the needs of our organization and the people we serve.**