



Language Access Plan Template





Overview

This template will help you conduct a language access needs assessment and develop a written language access plan. Creating and implementing a language assistance plan for non-native English speakers or people with **limited English proficiency (LEP)** is an effective way to document compliance with language access laws, ensure your constituents receive all the communications they require, and establish a structured approach to delivering necessary language services.




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Needs Assessment

Who is the target audience for this program or service?

(For example, pregnant and nursing mothers, students and parents, or low-income families).

How many LEP individuals are eligible to be served or likely to be encountered by this program or service and what language/s do they speak? (For example, approximately 5% of the program’s target audience speak Spanish).

Number of people	% of the total	Language

What data sources will be or were used to determine the number of non-native English speakers who are eligible or likely to be served by this program or service?

How frequently will LEP individuals be in contact with this program or service?

(For example: daily, weekly, monthly, rarely, etc.).

What are the touchpoints for language assistance?

(For example, reception area, appointment with practitioners, filling out a form, outreach event, call center, speaking with a customer service rep, and so on.)

What resources are currently available for the provision of language access services?

(For example, bilingual staff, volunteer interpreters, none, etc).

Program Goals & Expected Outcomes

What is the purpose of this policy?

I.e., The purpose of this language access plan is to provide equal, meaningful access to our services and programs to the limited English proficiency population.

What outcomes are you expecting from implementing this program?

For example, improve patient outcomes, improve customer experience, increase compliance / reduce risk, improve community engagement, and so on.

Program Ownership

Who is the program owner and point of contact for language access programs at your organization?

Who are the stakeholders in your language access program?

I.e., Executive sponsor, Language Access Coordinator, Compliance Officer, Vendor Manager.

Available Language Assistance Services & Resources

What type of language assistance services will be provided to participants?

Written Translation

- All documents (forms, marketing, scheduling, check-out, patient instructions, etc.)
- Critical communications
 - List critical communications:

- Outreach materials
 - List outreach materials:

- Materials will be translated as need arises
- Other:

Translation will be completed by:

- Bilingual Staff
- Volunteer interpreters
- Translation service vendor
 - Name of service provider:

Interpretation

- On-site interpreters (in person)
 - Bilingual Staff
 - Volunteer interpreters
 - Interpretation services vendor
 - Name of service provider:

- Video remote interpretation (VRI)
 - Name of service provider:

- Over-the-phone interpretation (OPI)
 - Name of service provider:

Managing Language Access Requests

How will you receive and route language access requests at your organization?
(I.e., a portal, a request form, an email to a specific person.)

Staff Training

Which staff members will receive language access training?

- Frontline Staff
- Administrative Staff
- Managers and Supervisors
- Health Care Providers
- Volunteers
- Other:

What type of training will staff members receive and how often will they receive it?

(For example, staff members will attend a two-hour, in-person training and receive an annual email reminding them of our language access policies and procedures).

What topics must be covered in your training? List topics such as: how to request services, the importance of language access, the LEP experience, how to work with LEP community members, etc.

Who will be responsible for conducting this training?

Communication of Services

How will staff members determine whether someone needs language assistance services?

- Posting signs in intake areas and other entry points
- Posting notice and taglines on website
- Including notice outreach documents
- Providing notice during initial point of contact
- Other:

Monitoring & Updating the Language Access Plan

Who will be responsible for reviewing and updating this language access plan?

(For example, the language access coordinator or program director)

How often will this language access plan be reviewed?

When the plan is reviewed, what will be assessed?

- Current LEP populations in the recipient service area.
- Frequency of encounters with LEP language groups.
- Availability of resources.
- Whether existing assistance is meeting the needs of LEP individuals.
- Whether staff know and understand the language access plan and how to implement it.
- Whether identified sources for assistance are still available and viable.
- Other:

Measuring the Success

List here the metrics such as number of people served (improved specific outcomes, any quality metrics, formal or informal customer service questionnaires/surveys, response times, percentage of requests covered, etc.)

How often will your metrics be reviewed?

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