**LANGUAGE ACCESS PLAN TEMPLATE**

**Title Page** (Language Access Plan for \_\_\_\_\_\_\_\_)/Organization Name/Date

**Introduction/Purpose/LEP Policy Statement** – Why you’re doing the Language Access Plan (e.g. addressing language needs of clients, good customer service, you want the clients to understand the program requirements/benefits, etc.) Include that as a manager of a federally-assisted program(s) that you are required to provide equal access to programs and services without regard to a person’s English proficiency, example:

Pursuant to Title VI of the Civil Rights Act of 1964 and August 11, 2000 Executive Order 13166 (*Improving Access to Services for Persons with Limited English Proficiency*), \_\_\_\_\_\_\_\_ must provide meaningful access to LEP persons and thus comply with Title VI regulations forbidding recipients of HUD funds from “*restrict[ing] an individual in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service, financial aid, or other benefit under the program or from utiliz[ing] criteria or methods of administration which have the effect of subjecting individuals to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program*….”

Mention the ‘LEP Guidance’ from the agency providing your funding ([www.lep.gov](http://www.lep.gov)); comply with its specific ‘guidance’

**Organizational Mission/Vision** – Describe your organization, vision/mission statements, kinds of clients to be served, and the geographical area to be served

**Program(s)** – the program(s) offered by your organization; note those that are federally-sourced and which federal agency the funding is coming from

**Coverage** – note this requirement: Coverage extends to a recipient’s entire program or activity, *i.e.*, to *all* parts of a recipient’s operations. This is true even if only one part of the recipient receives the federal assistance.

**Use of Language Identification “I speak…” cards** – posters, Langwij Finder app

**Telephonic Language Assistance**: Language Line, Certified Languages International, CTS LanguageLink, more (Google: telephone interpretation services)

**Notification of right to receive no-cost language assistance** – posters, pamphlets, Langwij Finder Plus app

**Interpretation by family, friends, and children**: Cautions on using family and friends to interpret, prohibit using children to interpret

**A prioritized list ‘vital documents’** – include a timetable for translation of each (refer to the Safe Harbor analysis regarding translation of documents)

**Address the use of ‘offers to interpret’** – translated written offers to interpret important information (see [www.gehanes.com](http://www.gehanes.com))

**Address your website** – Consider adding a Google Translate tool to your website as an interim step to providing translated webpages (remember ADA requirements)

**Staff training** – At least annually and for new hires

**Evaluation, Modification, and Updating the LAP** – Annually or when there is a marked change in need

**Name a LEP Coordinator**

**Explain the LEP complaint procedure**

*[For public entities, best practices suggest that the* ***Language Needs Assessment*** *and* ***Language Access Plan*** *should be developed with the assistance of a citizen’s advisory group and submitted for public comment.]*