

Language Accessibility Plan

Agency Name:

Description of Services :

Notice

How will you provide notice to persons that your program offers language assistance?

What resources can you count on already?

What barriers can you foresee with implementing the “Notice” part of your LA plan?

Where can you find resources, guidance, help in addressing these challenges?

How could this part of the plan be institutionalized into becoming standard practice in your agency?

Training of Staff

How will you go about training your staff (and other staff that you might have access to) about how to provide services to LEP persons?

What resources can you count on already?

What challenges / barriers can you foresee to implementing the “Training of Staff” part of your LA plan?

Where can you find resources, guidance, help in addressing these challenges?

Language Accessibility Plan

How could this part of the plan be institutionalized into becoming standard practice in your agency?

Policy and Procedure

Broadly, what will your policy be about providing services to LEP persons?

How should program staff go about accessing the language assistance services?

What resources can you count on already?

What barriers / challenges do you foresee for the “Policy and Procedure” part of your LA plan?

Where can you find resources, guidance, help in addressing these challenges?

How could this part of the plan be institutionalized into becoming standard practice in your agency?

Multilingual Materials

Preliminarily, what materials in your agency should be translated into other languages?

What resources can you count on already?

What barriers / challenges do you foresee for the “Policy and Procedure” part of your LA plan?

Where can you find resources, guidance, help in addressing these challenges?

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How could this part of the plan be institutionalized into becoming standard practice in your agency?

Competent Interpreters and Translators

What will you use telephone interpreters for?

What will you use volunteers for?

What will you use paid interpreters for?

How will you ensure that interpreters and translators understand the dynamics of violence against women?

What resources can you count on already?

What barriers / challenges do you foresee for the "Policy and Procedure" part of your LA plan?

Where can you find resources, guidance, help in addressing these challenges?

How could this part of the plan be institutionalized into becoming standard practice in your agency?