

Basis for Language Assistance Plans

- **Complete four-factor analysis;**
- **Set clear goals;**
- **Flexibility in completing written Plans; and**
- **Benefits for training, administration, planning, and budgeting.**

Basis for Language Assistance Plans

- **Small recipients – written plans not feasible**
- **Small recipients – alternative means**
- **Partnerships in developing plans**

Five Steps

- 1. Identifying LEP individuals Who Need Language Assistance**
- 2. Language Assistance Measures**
- 3. Training Staff**
- 4. Providing Notice to LEP Persons**
- 5. Monitoring and Updating the LEP Plan**

Step 1: Identifying LEP Individuals who Need Language Assistance

- **Four factor analysis –
frequency of encounters**
- **Using “I Speak” cards to
identify language need**
- **“I Speak” card is
available through the
Census Bureau**

Step I: Identifying LEP Individuals who Need Language Assistance

Census Bureau Website:

**[http://www.usdoj.gov/crt/cor/
Pubs/ISpeakCards.pdf](http://www.usdoj.gov/crt/cor/Pubs/ISpeakCards.pdf)**

Step I: Identifying LEP Individuals who Need Language Assistance

- **Record of languages of LEP persons**
- **Notices of commonly encountered languages**
- **Self identification**

Step II: Language Assistance Measures

Effective LEP Plans would include:

- Types of language services available;**
- How staff can obtain those services;**
- How to respond to LEP callers;**

Step II: Language Assistance Measures

- **How to respond to written communication from LEP persons;**
- **How to respond to LEP persons who have in-person contact with recipient staff; and**

Step II: Language Assistance Measures

How to ensure competency of interpreters and translation services.

Step III: Training Staff

Training should be provided to ensure that the staff:

- Know about LEP policies and procedures**
- Know how to work with the public**

Step III: Training Staff

In developing training programs, you should consider

- **Flexibility;**
- **Type of training;**
- **Who to train -- Managers, with infrequent contact,
-- aware of LEP requirements
-- understand the plan**

Step IV: Promoting Notice to LEP Persons

- **Make the LEP beneficiaries know of available services**
 - **Posting signs;**
 - **Distributing Outreach documents;**
 - **Partnering with local groups;**

Step IV: Providing Notice to LEP Persons

- Using telephone voice mail;**
- Including notices in minority media; or**
- Making presentations at places of worships, schools.**

Step V: Monitoring and Updating the LEP Plan

- **Periodically review of applicability of plan focusing on:**
 - Frequency of contact;**
 - Nature and Importance;**
 - Availability of Resources;**
 - Needs of beneficiaries;**
 - Staff Ability; or**
 - Availability of Partners**