



## **How to Use this LAP Template**

This Language Access Plan (LAP) Template was developed by the Nevada Initiative for Language Access (NILA). In conjunction with NILA's LAP Toolkit, it is intended to help guide you in the development of your agency's language access plan to help ensure your compliance with Nevada Senate Bill 318 and federal civil rights law. More importantly, your LAP will help your agency better serve members of the public with limited English proficiency (LEP).

This Template is divided into six sections, corresponding to the sections you are encouraged to include in your agency's LAP. They are as follows:

**I. Purpose and Authority** - *This section provides the legal basis for the agency's plan and protocol and connects the plan and protocol to the State Agency's mission.*

**II. General Policy** - *This section explains the policy of the agency. It is the commitment of the agency and its employees to ensure meaningful language access.*

**III. Profile of ACDC's LEP Clients** – *This section details the demographic information required by SB318 Section 7.2.b.*

**IV. ACDC Language Access Services and Procedures** – *This section details the types of services the agency provides, as required by SB318 Section 7.2.c.*

**V. Implementing ACDC's Language Access Services** – *This section details the agency's procedures for training its staff to use its language access services, as required by SB318 Section 7.2.d.*

**VI. Evaluation of and Recommendations for ACDC's Language Access Plan** – *This section details how well the agency's language access policies and procedures have met the need and what is required to improve those services if the need is not being fully met, as required by SB318 Section 7.2.f.*

The structure of the Template mirrors that of the Toolkit. The two documents are designed to work together to simplify the process of meeting the specific reporting requirements included in SB318. For Sections III-VI, each section includes a brief description of its purpose and the specific SB318 reporting requirements that it should address. Additionally, it lists some points to consider when developing your agency's LAP. Finally, each section includes some boilerplate that you can use to guide your LAP if you see fit. Note that there are bracketed placeholders throughout the text for you to complete, such as ACDC above.

As you work through the NILA Toolkit and Template, either while developing your initial LAP or while



revising it in the future, keep in mind that SB318 requires you to:

- Solicit public comment about your language access plan.
- Make recommendations to the Legislature about any statutory changes needed to improve language access to services and programs.
- Include funding required for language access in your agency’s budget proposals.

Ultimately, how you structure your agency’s LAP is up to you. The federal government offers [additional guidance on developing LAPs](#) that are worth reviewing. Note that some of the federal guidance has been adapted for inclusion in this LAP Template. You can also review the [LAPs of federal agencies](#) as examples. Keep in mind, however, that, unlike the federal guidance, your LAP must reflect the requirements of SB318.

**I. Purpose and Authority** - *This section provides the legal basis for the agency’s plan and protocol and connects the plan and protocol to the State Agency’s mission.*

The language below can serve as the basis for this section of your LAP.

Nevada’s Senate Bill 318 (SB318) and the federal guidance on Title VI agree that language should not be a barrier to accessing governmental programs and services. As SB318 puts it, “Persons with limited English proficiency require and deserve meaningful, timely access to government services in their preferred language.” Moreover, it makes it clear that it is the responsibility of government to provide that access:

State and local agencies and entities that receive public money have an obligation to provide meaningful, timely access for persons with limited English proficiency to the programs and services of those agencies and entities.

**ACDC is committed to compliance with Nevada Senate Bill 318 and Title VI of the Civil Rights Act of 1964, 2 C.S. § 561 et seq. (Act 172 of 2006) in ensuring meaningful access to State services and programs for individuals with limited English proficiency.**

**The purpose of this document is to establish an effective plan and protocol for Asian Community Development Council personnel to follow when providing services to or interacting with individuals who have limited English proficiency. Following this plan and protocol is essential to the success of our mission to improve the general well-being and education of the Asian, Pacific Islander, and other ethnic communities in Nevada. The ACDC will promote, foster, champion, and advocate for Asian Americans and Pacific Islanders in the greater Nevada community. ACDC offers various services, including food assistance, health insurance**



enrollment, citizenship applications, SNAP applications, and medical care through our HAPI Medical Center. We also provide a vaccine clinic and voter registration assistance supported by our bilingual staff. We ensure that our community feels heard, understood, and comfortable by overcoming language barriers for those with Limited English Proficiency (LEP).

**II. General Policy** - *This section explains the policy of the agency. It is the commitment of the agency and its employees to ensure meaningful language access.*

ACDC acknowledges that individuals with Limited English Proficiency (LEP) constitute a segment of the population eligible to receive its services. It is the policy of ACDC to ensure that LEP individuals have meaningful access to its programs and services. Accordingly, ACDC has established the following policies and procedures to facilitate effective communication and access for LEP individuals. This plan applies to all ACDC programs and services, including, but not limited to:

- Application for U.S. Citizenship
- Food Assistance
- Health Insurance Enrollment Assistance
- Application for the Supplemental Nutrition Assistance Program (SNAP)
- Vaccination Clinics
- Voter Registration
- Primary and Medical Care

In accordance with Nevada’s policy, every individual is entitled to access services or programs, irrespective of their proficiency in speaking, understanding, reading, or writing English. ACDC is committed to taking all reasonable measures to ensure that LEP individuals have meaningful access to its offerings. The organization aims to mitigate barriers by enhancing its capacity to provide services and benefits in the preferred languages of individuals.

To this end, ACDC endorses the following policies:

- ACDC is committed to equity and will implement all reasonable measures to provide LEP individuals with meaningful access to its services, programs, and activities.
- The responsibility for providing appropriate language services lies with the agency rather than the LEP individual, and such services will be provided at no cost to the LEP individual.



- Staff members at initial points of contact shall be responsible for identifying and documenting language needs.
- Using informal interpreters, including family members, friends, or other clients, is strictly prohibited. The use of minor children as interpreters is also not permitted.
- No staff member shall suggest or require that an LEP individual furnish their own interpreter to access agency services.

The designated ACDC Language Access Coordinator is Rose Ann Apellido. She can be contacted via email at [ann@hapimedical.org](mailto:ann@hapimedical.org) or on her work cell at (702) 985-5700. The coordinator ensures high-quality care and service delivery to clients while providing resources for individuals with limited English proficiency (LEP).

**III. Profile of ACDC’s LEP Clients**– *This section details the demographic information required by SB318 Sections 7.2.b.*

This section of your LAP should focus on identifying various specific communities that participate in your agency’s service and programs, as well as those that are eligible to participate. Importantly, “participation” includes both people who are directly served live by your agency (e.g., through interacting with staff) and also people who are indirectly served, such as people who access information or services through your website.

SB318 specifically requires you to report:

1. Type of services received by the relevant groups.
2. Preferred languages of your LEP clients.
3. Literacy levels of your LEP clients in their preferred language and in English.
4. Ability of the relevant groups to access agency services electronically.
5. Number and percentage of clients who are indigenous.
6. Number and percentage of clients who are refugees.

In particular, you must consider indigenous people, refugees, and limited English proficient (LEP) communities. There may well be some overlap between these groups. In each case, you will need to report the total number of clients served in these groups. Additionally, to the extent possible, you should provide a breakdown of these groups in terms of tribe, country of origin, or preferred language as appropriate. This is especially important for your LEP clients because you have a special obligation to provide them with access to your services in their preferred language.



Below is a table that you may use to help organize and report SB318’s required data. Note that the specific languages listed, while the most common in Nevada, may or may not be the language you encounter most frequently. Reporting your data like this may allow you to easily compare data and more readily see trends or changes in the groups you serve when you revise your LAP in the future.

Reporting your data through a table like the one below should not replace a written narrative for this section of your LAP. The narrative is an opportunity to expand on or explain areas of particular interest, including any changes or trends in the communities served by or eligible to be served by your agency. A few more points to consider for your narrative include:

- Who will collect this data? How will this data be collected?
- Where will it be archived? Who else needs to know about this data?
- If your agency does not collect all the required data, what is your plan to implement a data collection system?
- What are the most common methods of communication with LEP clients? • How can you determine how many LEP individuals attempt to access your programs or services or are in your service areas?

**ACDC is committed to tracking the languages preferred for communication among our limited English proficient (LEP) clients to better provide meaningful, timely access to our services and programs without regard to any language impediments. Below is a table summarizing relevant client data for ACDC from December 17, 2023, to December 17, 2024.**



| <u>Language/Group Served</u>                       | <b>Total #</b> | <b>% of Total</b> | <b>% of Total LEP</b> | <b>“Safe Harbor” ?</b> | <b>Services/Programs Accessed</b> | <b>Notes (include literacy level data)</b>      |
|--|----------------|-------------------|-----------------------|------------------------|-----------------------------------|---|
|  |                |                   |                       |                        |                                   |   |
| <b>Total Clients</b>                               | <b>174</b>     | <b>100%</b>       | <b>n/a</b>            | <b>n/a</b>             |                                   |   |
| <b>Total Indigenous</b>                            | <b>n/a</b>     |                   | <b>n/a</b>            | <b>n/a</b>             |                                   | <b>[specify tribes if applicable]</b>           |
| <b>Total Refugees</b>                              | <b>n/a</b>     |                   | <b>n/a</b>            | <b>n/a</b>             |                                   | <b>[specify nation of origin if applicable]</b> |
| <b>Total LEP Clients</b>                           | <b>130</b>     |                   | <b>75%</b>            | <b>n/a</b>             |                                   |   |
| <b>Specific Languages:</b>                         |                |                   |                       |                        |                                   |   |
| <b>- Spanish</b>                                   | <b>2</b>       |                   |                       |                        |                                   |   |
| <b>- Tagalog</b>                                   | <b>41</b>      |                   |                       |                        |                                   |   |
| <b>- Chinese (incl. Cantonese, Mandarin, etc.)</b> | <b>20</b>      |                   |                       |                        |                                   |   |
| <b>- Korean</b>                                    | <b>5</b>       |                   |                       |                        |                                   |   |
| <b>- Vietnamese</b>                                | <b>56</b>      |                   |                       |                        |                                   |   |
| <b>- Thai</b>                                      | <b>6</b>       |                   |                       |                        |                                   |   |
| <b>-</b>   |                |                   |                       |                        |                                   |   |
| <b>-</b>   |                |                   |                       |                        |                                   |   |



**The data presented above was collected by the staff at the HAPI Medical Center. We have implemented a new patient form that participants will complete in their preferred language. Upon completion, the form will be scanned and uploaded to the patient's chart in the Elation patient portal. Access to Elation is restricted to designated staff members, including providers, administrative assistants, medical assistants, and the manager.**

**Our agency has been dedicated to systematically gathering this data from the beginning. We aim to eliminate language barriers within our community, focusing on serving Asian, Native Hawaiian, and Pacific Islander populations.**

**We collect information regarding our clients' languages using various methods, including online questionnaires, the ACDC eligibility form, and the Health Insurance eligibility form.**

**Our primary communication methods include verbal and visual approaches. We actively engage in outreach efforts, such as distributing bilingual flyers, hosting informational events, and promoting our services through in-language newspapers, radio stations, and social media platforms. These initiatives help individuals contact us for assistance in their preferred language.**



**IV. ACDC Language Access Services and Procedures** – This section details the types of language services the agency provides, as required by SB318 Section 7.2.c.

This section of your LAP should provide an inventory of the language services your agency provides to help ensure meaningful access to its programs for its LEP clients. What resources does your agency have in place to meet the language access demands of the LEP clients described in Section III?

SB318 specifically requires you to report:

1. Procedures for identifying “vital” information and procedure for providing documents with vital information to LEPs, according to language and the service to which the information is related.
2. Oral/Sign language services offered by language and type of service.
3. Comparison of the number of employees who work with LEPs vs. the number of employees who speak multiple languages, both generally and by language.
4. Description of any positions designated “dual-role.”
5. Procedures and resources for LEP community outreach.
6. Resources for employees regarding cultural competency.

In providing the required information, you should address three main areas: oral/sign language services, written language services, and your agency’s methods of publicizing the availability of its language services.

With respect to your agency’s oral/sign language services, you must account for all possible sources. This includes your “in-house” language services, such as multilingual staff capable of providing direct service in languages other than English, dual-role interpreters, and dedicated staff interpreters. You must also account for any contracted services you provide, including in person contract interpreters (both those sourced from language service providers as well as volunteer/ community organization interpreters) as well as any telephonic/video/remote interpreting services you contract with. In all cases, oral/sign language service providers must be demonstrably qualified to do the work. It is your agency’s responsibility to ensure that it provides qualified services. You should include information about how you determined the qualifications of your oral/sign language providers in your LAP.



With respect to your agency's written language services, you should detail your agency's process for determining which documents (including both paper and electronic documents) contain vital information and thus necessitate written translation. This should include both written communications between your agency and LEP individuals as well as written communications intended for a broad, public audience. In this second case, an inventory of the documents that have been identified as vital and the "safe harbor" languages they have been translated into may be appropriate to include in your LAP. As with oral/sign language services,

written language service providers must be demonstrably qualified, and your agency's method for determining those qualifications should be in your LAP.

Finally, you should detail your agency's means of publicizing the availability of its language services. This should include your agency's procedures for community outreach to LEP communities and/or organizations that work with them. It should also include your methods of providing notice of language assistance services within your agency. For example:

- How does your State Agency inform individuals about the availability of language access services?
- Do your translated program outreach materials inform LEP individuals about the availability of free language access services?
- Does your agency regularly advertise on non-English media (TV, radio, newspaper, and websites)?
- Does your agency inform community groups and non-profits about the availability of free language access services?
- Does your agency inform current applicants or recipients about the availability of language access services?
- Does the main page of your agency website include non-English information that would be easily accessible and readable by LEP individuals?
- Does your agency have multilingual signs or posters in its offices announcing the availability of language assistance services?

**ACDC has secured the language access services described below to enable our LEP clients to fully access our services and programs. In every case, ACDC ensures that all language service providers are fully competent to provide these services.**

### **Oral/Sign Language Services**

**ACDC employs a bilingual staff and engages volunteers capable of providing essential services to our clients, particularly those with limited English proficiency. Our team includes Tagalog, Mandarin, Vietnamese, and Mongolian speakers, as well as volunteers fluent in Thai, Indonesian, and Korean. Furthermore, we maintain continuous**



accessibility to Propio and CTS Language services from our SNAP program partner, DWSS, to address communication needs effectively.

By offering these language services, we ensure that clients experience a sense of comfort and security, as ACDC is equipped to understand their needs and deliver high-quality service, especially for individuals with limited English proficiency.

### **Written Language Services**

ACDC implements a systematic procedure to identify critical written information essential for delivering its services and programs, encompassing paper and electronic communications. We are committed to providing translated materials to assist individuals with limited English proficiency. This initiative is aimed at enhancing accessibility and ensuring effective communication for all clients.

ACDC has identified the documents listed below and translated them into the indicated “safe harbor” languages.

- 1) New Patient Form - Translated into Tagalog, Vietnamese, and Mandarin
- 2) HAPI Information Flyer - Translated into Tagalog, Thai, Vietnamese, Korean, and Mandarin
- 3) Health Navigator Flyers - Translated into Tagalog, Vietnamese, Thai, and Mandarin
- 4) HAPI Financial Scholarship Assistance Flyer - Translated into Tagalog, Vietnamese, and Mandarin

The above documents were prepared using the following written language services:

- 1) In-house bilingual staff
- 2) Volunteers

### ***Community Outreach and Engagement***

ACDC is committed to ensuring that the larger LEP community knows and can access all available language services. In doing so, ACDC has taken steps to publicize the availability of its language services in the community. Additionally, ACDC has provided resources for its staff to improve their cultural competency and ability to work with diverse groups.

**Procedures and Resources for LEP Community Outreach:** ACDC has engaged in the following outreach activities.



***\*\*Sponsorship at the Philippine Independence Day Celebration\*\****

On June 8, 2024, we actively participated in the Philippine Independence Day Celebration by distributing Filipino-language flyers. Our organization provided crucial assistance to Filipino individuals by offering various services, including health insurance enrollment, vaccination, food assistance, and support for citizenship applications.

***\*\*Vaccine Clinic at Pagoda\*\****

On May 14, 22, 28, July 10, 17, August 14, 17, 20, 21, 27, September 17, and December 16, 2024, we distributed Vietnamese-language flyers and provided our services at Pagoda's Vaccine Clinic and Food Distribution events. Our main focus during these events was facilitating health insurance enrollment and offering the Vietnamese community medical care and food assistance.

***\*\*Tabling at the Vietnamese Mid-Autumn Festival\*\****

On September 14, 2024, we engaged with the community by tabling at the Vietnamese Mid-Autumn Festival, where we provided relevant resources and information in Vietnamese.

***\*\*Vaccination Clinic at the J1B8 Food Distribution\*\****

On September 21, 2024, we successfully administered 58 vaccines to J1 Filipino teachers during the J1B8 Food Distribution event vaccination clinic. Additionally, we distributed Tagalog-language flyers that outlined our available services.

***\*\*Vaccination Clinic at the Viva La Vida Event\*\****

On September 27, 2024, we conducted a vaccination clinic at the Viva La Vida Event, administering 26 vaccines to members of the Latinx community. We also provided Spanish-language flyers that detailed the services we offered.

***ACDC Cultural Competence Initiatives***

Our organization is committed to translating posters, documents, and flyers to accommodate individuals with limited English proficiency. This commitment to providing resources that align with our clients' language preferences significantly enhances the effectiveness of our communication. Furthermore, we ensure that Propio is consistently accessible at all times.



**In addition to these efforts, we actively promote our services by placing advertisements in newspapers that cater to specific linguistic communities, including Saigon Nho, Las Vegas Chinese Daily News, and the Philippine Times.**

**V. Implementing ACDC’s Language Access Services** – This section details the agency’s procedures for training its staff to use its language access services, as required by SB318 Section 7.2.d.

This section of your LAP should explain your agency’s procedures to train staff in the proper ways of deploying the resources described in Section IV so that they are effective in fostering communication with your LEP clients.

SB318 specifically requires you to report:

1. How to obtain both oral/sign and written language services.
2. How to respond to LEP clients via phone, writing, or in person.
3. How to ensure the competency of all language services available in your agency.
4. How to track LEPs served, preferred language, and literacy level in that language and English.
5. How to communicate LEP language needs to superiors.
6. How to meaningfully inform LEPs of service availability.

You will note that there is an overlap here with some of the requirements described earlier. For example, #4 concerns some of the demographic data described in Section III above. In this section, the focus should be on the procedures for tracking that data over time. How, where, and by whom should it be recorded? How should those records be used not only to enable your agency to report the required data but also to allow your agency to track your LEP clients’ language preferences so that they can be accounted for and accommodated smoothly throughout their interactions with your agency?

In providing the required information, there are three areas you should focus on. First, what are the procedures that your staff must follow to efficiently provide meaningful language services to those who would benefit from them? These procedures should follow your LEP clients through all phases of interaction with your agency: from initial contact and determination of the need for language services in the client’s preferred language, through the provision of appropriate language services, up to proper recording of client language data to help improve future services.



Second, when, how, and how often are staff members to be trained on these procedures? As with all the policies and procedures that enable your agency to fulfill its mission, staff must be familiar with your language access policy and how to implement it.

Third, how do those trainings emphasize the step-by-step procedures and the importance of providing these services? In other words, how does your agency emphasize that meaningful language access is vital to the core mission of the agency rather than simply yet another set of rules? An important goal of your staff training should be promoting a culture of inclusion within your agency. The resources on cultural competency your agency provides (as described in Section IV) are a part of this effort.

As you detail your agency's procedures, you should consider, for example:

- How do staff respond to telephone calls from LEP individuals?
- How can staff gather, track, and record language preference information?
- How should staff inform LEP individuals about available language assistance services?
- How will staff identify the language needs of LEP individuals?
- How do staff respond to correspondence (letters and emails) from LEP individuals?
- How will staff procure in-person interpreter services?
- How will staff access telephone or video interpreter services?
- How should bilingual staff be used for LEP services that do not put them outside the scope of their approved skillset?
- How should staff obtain translations of documents?
- How should staff process language access complaints?
- How will staff access services for the Deaf and Hard of Hearing?
- What are the resources available for the staff?
- What are the procedures for posting a translated document on the website or social media?
- What are the procedures for ensuring the English data on the website ( and any future updates to the website) will be translated correctly into relevant languages?

**ACDC is dedicated to ensuring that our Limited English Proficient (LEP) clients have full access to our services and programs. To achieve this, ACDC requires its staff to adhere to the procedures outlined below, which are designed to provide meaningful access to available language services. Furthermore, ACDC is committed to 100% compliance with these procedures and offers training to staff to ensure they are familiar with these guidelines and understand their importance in supporting ACDC's mission.**



### **Language Access Procedures**

***Identifying the Language Needs and Preferences of Clients:*** The following procedures should be followed to (1) interact effectively with clients who have Limited English Proficiency (LEP), (2) inform clients about the availability of language services, (3) determine their preferred languages, and (4) record and track the language preferences of LEP clients. This ensures their language information is accessible throughout their interactions with ACDC staff.

We are pleased to announce our commitment to enhancing communication within the community, particularly for non-English speakers. Our objective is to eliminate language barriers by ensuring that we have bilingual staff available to assist with various needs through targeted outreach and marketing initiatives.

We have displayed translated posters in our office to inform clients about our services in their preferred languages. This initiative aims to create a welcoming environment and enhance their comfort during our interactions.

To facilitate this process, we provide access to forms and questionnaires that gather essential information. This data is securely stored in an online folder, allowing us to readily access client details, including their ethnicity and the languages they speak, as necessary.

***Accessing Appropriate Oral/Sign Language Services:*** Staff should seek appropriate oral/sign language services in this order:

- The preferred approach for serving clients with Limited English Proficiency (LEP) involves utilizing qualified bilingual staff who can deliver services directly in the client's preferred language, thereby eliminating the need for an interpreter.
  - Available and trained bilingual staff may be deployed for in-person or telephonic interpretation to support other personnel.
  - Staff should seek assistance from professional interpreters, whether in-person or via telephone, when they cannot adequately address clients' language needs.
- Acknowledging that certain circumstances may necessitate specialized interpretation and translation services, even when bilingual staff are present, is essential.**
- Staff must be duly authorized to provide language services to facilitate effective communication, even when the client does not explicitly request such assistance.



**ACDC is dedicated to ensuring that our staff possesses the necessary competencies to provide effective translation services to our clients. Additionally, we have enlisted volunteers who are fluent in languages beyond English. As a collaborative team, we prioritize mutual support to deliver high-quality services to those we serve.**

**Furthermore, we guarantee that Propio and CTS Language services from our SNAP program partner, DWSS, are consistently available to assist in circumstances where our staff or volunteers lack proficiency in the preferred languages of our clients. This commitment ensures we can effectively address our client's needs and deliver the necessary services without interruption.**

***Accessing Appropriate Written Language Services:* According to ACDC's policy on determining "vital" documents, the following procedures should be followed to access qualified written language services. This applies to written information intended for broad distribution and written communications between ACDC and individual clients.**

**Translating our materials—such as flyers, forms, posters, and banners—is a critical initiative to effectively serve clients with limited English proficiency. By providing information in a language that is understandable and comfortable, we facilitate better communication of their needs. This, in turn, enables us to deliver high-quality services that meet their specific requirements.**

***Language Services Quality Assurance:* ACDC is committed to ensuring that all language service providers utilized are qualified and competent. To achieve this, the organization has implemented procedures to (1) establish the qualifications of providers and (2) assess and monitor their performance effectively.**

**ACDC employs bilingual staff and leverages the expertise of proficient volunteers who speak languages other than English. Our primary focus is maintaining a high standard of competency. To this end, we ensure that all translated materials are thoroughly reviewed and proofread by a Manager, Supervisor, or Director before their use and dissemination to the public.**

***Staff Training Policies and Procedures***

**ACDC asserts that effectively providing language services is essential to fulfilling its mission. Consequently, ACDC commits to ensuring that all staff members are well-acquainted with its language access policies and the corresponding service delivery procedures.**



**VI. Evaluation of and Recommendations for ACDC’s Language Access Plan** – *This section details how well the agency’s language access policies and procedures have met the need and what is required to improve those services if the need is not being fully met, as required by SB318 Section 7.2.f.*

The development of a Language Access Plan is not a one-time event. As with all agency policies and procedures, your LAP should be subject to review and revision to ensure that it works effectively and is responsive to your agency’s changing needs. SB318 requires that it be reviewed biennially, though you may choose to review your LAP annually, for example. For your initial LAP and future LAP review and revision, SB318 requires you to solicit public comment about your language access plan.

SB318 also specifically requires you to report:

1. Estimates of additional funding required to meet your LEP clients’ language access needs.
2. Targets for hiring multilingual employees.
3. Adequate credentialing and oversight of interpreting and translation.
4. How do your language services represent the preferred languages of your LEP clients?
5. Recruitment/retention efforts to ensure adequate language services.

As you develop your initial LAP and evaluate its performance in the future, you will gain insights that will allow you to meet two additional SB318 requirements. Based on your data and experience, you must:

- Make recommendations to the Legislature about statutory changes to improve language access to services and programs.
  - Include funding required for language access in your agency’s budget proposals.
- In developing your LAP, and especially in monitoring it, you should first consider:
- Who is responsible for developing, monitoring, evaluating, and updating your LAP? • How will those parties develop, monitor, evaluate, and update your LAP? • Who has final approval of the initial LAP and any future revisions?

Depending on your criteria for assessing your LAP’s performance, you may want to implement methods for tracking various data on a regular basis so that you are not forced to try to reconstruct important data after the fact. For example, to better monitor your LAP’s performance, you may want to track:

- The types of language services that are provided to your LEP clients. This includes the frequency with which different services are provided and their respective languages. Consider also introducing a means to assess staff and client satisfaction with each encounter.
- Track the time spent by your multilingual staff on assisting LEP clients. This includes direct service providers as well as dual-role and staff interpreters. For direct service providers



and dual-role interpreters, how is that time accommodated in terms of their other job responsibilities?

- Track interpreter and translation costs. This includes contract in-person and remote services as well as the time committed by your multilingual staff. Be sure to include costs for scheduling services.
- Track the cost and impact of your community outreach efforts.

There are many methods you may employ as you assess your LAP's performance. For example:

- Surveying staff on how often they use language assistance services, if they believe there should be changes in the way services are provided or the providers that are used, and if they believe that the language assistance services in place are meeting the needs of the LEP communities in the service area.
- Conducting customer satisfaction surveys of LEP clients based on their actual experience of accessing the agency's benefits, programs, information, or services. Note that such surveys may require translation into preferred languages or phone surveying by multilingual staff.
- Observing and evaluating agency interactions with LEP clients.
- Soliciting feedback from community-based organizations and other stakeholders about the agency's effectiveness and performance in ensuring meaningful access for LEP individuals.
- Keeping current on community demographics and needs by engaging school districts, faith communities, refugee resettlement agencies, and other local resources.
- Considering new resources including funding, collaborations with other agencies, human resources, emerging technology, and other mechanisms for ensuring improved access for LEP individuals.
- Monitoring your agency's response rate to complaints or suggestions by LEP individuals, community members, and employees regarding language assistance services provided.

**ACDC is dedicated to the ongoing assessment of its policies, procedures, and resources to guarantee that its Language Access Plan (LAP) effectively addresses the needs of both ACDC and the communities it serves. ACDC will conduct a review evaluation and, if necessary, update its LAP at least every two years.**

***Parties Responsible for LAP Maintenance:***

Edelweiss Solano, Family Services Director  
Rose Ann Apellido, Health Services Manager



***Criteria and Methods for Evaluating the LAP:*** ACDC will systematically assess the performance of its LAP in accordance with the criteria specified below. Furthermore, the methodologies for collecting and monitoring the pertinent data related to these criteria are also delineated.

- 1. Customer Satisfaction** - Collect customer feedback through the implementation of surveys and the analysis of reviews.
- 2. Staff Satisfaction** - Conduct individual meetings and administer employee satisfaction surveys to assess workforce contentment.
- 3. Retention of LEP Clients** - Actively solicit feedback from Limited English Proficient (LEP) clients to enhance service continuity.
- 4. Total Number of LEP Clients Served** - Develop an Excel spreadsheet to systematically track and monitor the online report regarding the number of LEP clients served.

***Evaluation Outcomes and Proposed Changes***

***Performance Monitoring Data:*** ACDC's analysis of the above performance measure data has found the following:

- 1) Comprehensive Overview of the Survey and Feedback Data**
- 2) Calculation of the Total Number of Clients Served**

***Proposed LAP Revisions:***

At this time, there are no proposed revisions to the Language Access Plan, as all processes and procedures are operating effectively throughout the duration of the program.

***Proposed Budgetary Implications:***

ACDC is seeking additional funding from the original \$25,000 allocated to the LAP fund for 2024. Our objective is to enhance our services to the community, focusing on assisting individuals with limited English proficiency (LEP).

***Suggested Legislative Amendments:***

At this time, there are no proposed legislative amendments to report.