

Language Access Organizational Self-Assessment

1. Do you have a staff member in your agency designated as the Language Access Coordinator?

Yes _____ No _____

2. Do you have an adopted language access policy?

Yes _____ No _____

3. Do you have an adopted language access plan? If so, does it meet the language access requirements of our funding sources (local/state/federal)?

Yes _____ No _____ Don't Know _____

4. Have you developed an instruction form that clients can use to obtain language assistance services from your agency?

Yes _____ No _____

5. Have you created a landing page on your agency's website that clearly links to your language resources and provides effective navigational instructions?

Yes _____ No _____

6. Have you identified "vital documents" for your agency and translated those document into the languages for language groups that includes 1000 people or that comprises 5% of the persons eligible to be served or likely to be affected/encountered?

Yes _____ No _____

7. Do you have a "know your rights to request language assistance" information sheet that you make available to your clients?

Yes _____ No _____

8. For bilingual staff that receive a stipend to serve as interpreters (but are not certified interpreters): have they been trained on the code of ethics and standards of practice for [dual-role] interpreters; and do you require that they participate in annual trainings to help them more effectively server in this role?

Yes _____ No _____



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9. Do you have a program in place to ensure that department heads and supervisors are familiar with:

- the “know your rights to request language assistance” information sheet;
- the “obtaining language assistance services” instruction form for your agency;
- the availability of agency/program documents in languages other than English;
- the protocols for requesting document translations if needed/requested?; and
- the protocols for requesting interpretation services?

Yes _____ No _____

10. Do you have a training program in place to ensure that front-line personnel are familiar with:

- the “know your rights to request language assistance” information sheet;
- the “obtaining language assistance services” instruction form for your agency;
- the availability of agency/program documents in languages other than English; and
- the protocols for requesting document translations if needed/requested?; and
- the protocols for requesting interpretation services?

Yes _____ No _____

11. Do you have a detailed protocol for scheduling appointments via a phone call or in-person visit that includes: procedures for obtaining interpretation for the phone call or in-person visit; and procedures for scheduling interpretation for the appointment that is set during that phone call or in-person visit?

Yes _____ No _____

12. Do you have procedures in place for documenting all phone calls, in-person visits and appointments requiring interpretation services and develop a system that ensures that LEP persons do not have to make multiple requests for interpretation services?

Yes _____ No _____

13. Do you have a system in place for documenting the outcomes of all appointments that require the use of interpretation services that allows outcomes for LEP and non-LEP individuals to be compared?

Yes _____ No _____

