### Step 1: Understand How LEP Individuals Interact with Your Agency

1. **Does your agency interact or communicate with the public or with LEP individuals?**
   - Yes □  No □

2. **How does your agency interact with the public or LEP individuals:**
   - □ In-Person
   - □ Telephonically
   - □ Email or website
   - □ Correspondence
   - □ Other (specify): ____________________

3. **Does your agency provide federal financial assistance to any non-federal entities?**
   - Yes □  No □

4. **If your agency provides federal financial assistance to non-federal entities:**
   a. **Do you have an active program in place to require your recipients of federal financial assistance to comply with Title VI and language access standards?**
      - Yes □  No □
   b. **Does your agency inform recipients of federal financial assistance that they should budget for language assistance services?**
      - Yes □  No □
   c. **Does your agency inform recipients of federal financial assistance about which grants can be used, in whole or in part, to improve language access?**
      - Yes □  No □

### Step 2: Identify the LEP population you serve

1. **How does your agency identify LEPs?**
   - □ Assume LEP if communication seems impaired
   - □ Respond to individual requests for language services
   - □ Self-identification by the NEP or LEP individual
   - □ Ask open-ended questions to determine language proficiency on the telephone or in person
   - □ Use “I Speak” language identification cards / posters
   - □ Based on written material submitted to the agency (e.g. complaints)
   - □ We have not identified NEP or LEP individuals
   - □ Other (specify): ________________________________

2. **Does your program have a process to collect data on:**
   a. **The number of LEPs you serve?**
      - Yes □  No □
   b. **The number of LEPs in your service area?**
      - Yes □  No □
   c. **The number and prevalence of languages spoken by LEPs in your service area?**
      - Yes □  No □

3. **How often does your agency assess the language data for your service area?**
   - □ Every year
   - □ Every 2 years
   - □ Not Sure
   - □ Other: __________

4. **What data does your agency use to determine the LEP communities in your service area?**
   - □ Census
   - □ US Dept. of Education
   - □ US Dept. of Education
   - □ US Dept. of Labor
   - □ State Agencies
   - □ Community Organizations
   - □ Intake information
   - □ Other: __________

5. **Do you collect and record primary language data from individuals when they first contact your programs and activities?**
   - Yes □  No □

6. **If you collect and record primary language data, where is the information stored?**

7. **What is the total number of LEP individuals who use or receive services from your program each year?**
8. How many LEP individuals attempt to access your programs or services each month?

9. How many LEP individuals use your programs or services each month?

10. Specify the top six most frequently encountered non-English languages by your program and how often these encounters occur (e.g., 2-3 times a year, once a month, once a week, daily, constantly).

<table>
<thead>
<tr>
<th>Language</th>
<th>Frequency of Encounters</th>
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<tbody>
<tr>
<td>1. _______</td>
<td>1. _____________________</td>
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<tr>
<td>2. _______</td>
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<tr>
<td>6. _______</td>
<td>6. _____________________</td>
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</tbody>
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### Step 3: Provide Language Access Services

1. Does your agency currently have a system in place for tracking the type of language assistance services it provides to LEP individuals at each interaction? □ Yes □ No

2. What data, if any, do you maintain regarding language assistance services? (Select all that apply)
   - Primary language of persons encountered or served
   - Use of language assistance services such as interpreters and translators
   - Funds or staff time spent on language assistance services
   - Number of bilingual staff
   - Cost of interpreter services
   - Cost of translation of materials into non-English languages
   - Other (Please specify): ____________________

3. Does your agency have a system to track the cost of language assistance services? □ Yes □ No

4. What types of language assistance services does your agency provide? (Select all that apply)
   - Bilingual staff
   - In-house translators (documents)
   - Contracted translators
   - Telephone interpretation services
   - Language bank or dedicated pool of interpreters or translators
   - In-house interpreters (oral)
   - Contracted interpreters
   - Volunteer interpreters or translators
   - Video interpretation services
   - Interpreters or translators borrowed from another agency
   - Other (Please specify): ____________________

5. Does your agency
   - have a certification or assessment process that staff must complete before serving as interpreters or translators for LEP individuals? □ Yes □ No
   - Does the process include use of standardized language proficiency exams? □ Yes □ No

6. Does your agency ask or allow LEP individuals to provide their own interpreters or have family members or friends interpret? □ Yes □ No

7. Does your agency have contracts with language assistance service providers (in-person interpreters, telephone interpreters, video interpreters, or translators)? □ Yes □ No
8. Does your agency provide staff with a list of available interpreters and the non-English languages they speak, or information on how to access qualified interpreters?  
   - Yes  
   - No

9. Does your agency identify and translate vital documents into the non-English languages of the communities in your service area?  
   - Yes  
   - No

10. Which vital written documents has your agency translated into non-English languages?  
    - Consent forms  
    - Intake forms  
    - Notice of denial, loss or decrease in benefits or services  
    - Applications to participate in programs or activities or to receive benefits or services  
    - Complaint forms  
    - Notices of rights  
    - Notice of disciplinary action  
    - Other (please specify): _______________

11. Does your agency translate signs or posters announcing the availability of language assistance services?  
   - Yes  
   - No

12. When your agency updates information on its website, does it also add that content in non-English languages?  
   - Yes  
   - No

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**Step 4: Training of Staff on Policies and Procedures**

The following series of questions will help you identify whether staff receive appropriate training on your language access policies and procedures:

1. Does all agency staff receive initial and periodic training on how to access and provide language assistance services to LEP individuals?  
   - Yes  
   - No

2. Who receives staff training on working with LEP individuals? (Select all that apply)  
   - Management or senior staff  
   - Bilingual Staff  
   - Employees who interact with or are responsible for interactions with non-English speakers or LEP individuals  
   - New employees  
   - All employees  
   - Others (Please specify): ______________________  
   - Volunteers  
   - None of the above

3. Are language access policies and LEP issues included in the mandatory training curriculum for staff?  
   - Yes  
   - No

4. Does your agency staff procedural manual or handbook include specific instructions related to providing language assistance services to LEP individuals?  
   - Yes  
   - No

5. Does staff receive periodic training on how to obtain and work with interpreters?  
   - Yes  
   - No

6. Does staff receive periodic training on how to request the translation of written documents into other languages?  
   - Yes  
   - No

7. Do staff members who serve as interpreters receive regular training on proper interpreting techniques, ethics, specialized terminology, and other topics?  
   - Yes  
   - No

8. Do staff members who serve as interpreters receive interpreter training from competent interpreters or other trainers familiar with the ethical and professional requirements of an interpreter?  
   - Yes  
   - No
### Step 5: Provide Notice of Language Assistance Services

1. **How do you inform members of the public about the availability of language assistance services?**
   - [ ] Frontline and outreach multilingual staff
   - [ ] "I Speak" language identification cards distributed to frontline staff
   - [ ] Social networking website (e.g. Facebook, Twitter)
   - [ ] None of the above
   - [ ] Posters in public areas
   - [ ] Website
   - [ ] E-mail to individuals or a list serv
   - [ ] Other (Please specify): ______________

2. **Do your translated program outreach materials inform LEP individuals about the availability of free language assistance services?**
   - [ ] Yes  [ ] No

3. **Does your agency regularly advertise on non-English media (television, radio, newspaper, and websites)?**
   - [ ] Yes  [ ] No

4. **Does your agency inform community groups about the availability of free language assistance services for LEP individuals?**
   - [ ] Yes  [ ] No

5. **Does your agency inform current applicants or recipients about the availability of language assistance services?**
   - [ ] Yes  [ ] No

6. **Does the main page of your agency website include non-English information that would be easily accessible to LEP individuals?**
   - [ ] Yes  [ ] No

7. **Does your agency have multilingual signs or posters in its offices announcing the availability of language assistance services?**
   - [ ] Yes  [ ] No

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### Step 6: Monitoring and Updating a Language Access Procedures, Policy, and Plan

1. **When was the last time your agency’s language access policy was updated?**
   - Month____________  Year______________

2. **How often does your agency update its data on the LEP communities in your service area?**
   - [ ] Annually
   - [ ] Biennially
   - [ ] Not Sure
   - [ ] Other:_________

3. **Does your agency have a language access coordinator?**
   - [ ] Yes  [ ] No

4. **Does your agency have a formal language access complaint process?**
   - [ ] Yes  [ ] No

5. **Has your agency received any complaints because it did not provide language assistance services?**
   - [ ] Yes  [ ] No

6. **Do you monitor the system for collecting data on beneficiary satisfaction and/or grievance/complaint filing?**
   - [ ] Yes  [ ] No

7. **Do you obtain feedback from the LEP community on the effectiveness of your language access program and the language assistance services you provide?**
   - [ ] Yes  [ ] No