

## Progress Checklist Language Access Planning and Services



This document can be used to track the progress of your agency or department in planning and implementing language access services. For each of the items, you can check “**Completed**”, “**In Progress**”, or “**Not Yet Started**”. You may also note the “**Target Completion Date**” and the “**Person or Division Responsible**”. Use the notes section to document any plans, updates, or challenges.

|               |  |  |
|---------------|--|--|
| <b>Agency</b> |  |  |
| <b>Date</b>   |  |  |

| Language Access Plan Development and Distribution                                                                                                             |                                |  |             |  |                        |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|--|-------------|--|------------------------|
| 1. The Agency has designated a Language Access Coordinator or equivalent staff member responsible for overseeing language access planning and implementation. | <input type="checkbox"/>       |  |             |  |                        |
|                                                                                                                                                               | Completed                      |  | In Progress |  | Not Yet Started        |
|                                                                                                                                                               |                                |  |             |  |                        |
|                                                                                                                                                               | Person or Division Responsible |  |             |  | Target Completion Date |
| 2. The Agency has developed a Language Access Plan.                                                                                                           |                                |  |             |  |                        |
|                                                                                                                                                               | Completed                      |  | In Progress |  | Not Yet Started        |
|                                                                                                                                                               |                                |  |             |  |                        |
|                                                                                                                                                               | Person or Division Responsible |  |             |  | Target Completion Date |
| 3. The Agency has shared the Language Access Plan internally with all staff.                                                                                  |                                |  |             |  |                        |
|                                                                                                                                                               | Completed                      |  | In Progress |  | Not Yet Started        |
|                                                                                                                                                               |                                |  |             |  |                        |
|                                                                                                                                                               | Person or Division Responsible |  |             |  | Target Completion Date |
| 4. The Agency has posted the Language Access Plan to its website.                                                                                             |                                |  |             |  |                        |
|                                                                                                                                                               | Completed                      |  | In Progress |  | Not Yet Started        |
|                                                                                                                                                               |                                |  |             |  |                        |
|                                                                                                                                                               | Person or Division Responsible |  |             |  | Target Completion Date |

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| Language Access Plan Development and Distribution                                          |                                |  |  |             |  |  |                 |                        |  |  |
|--------------------------------------------------------------------------------------------|--------------------------------|--|--|-------------|--|--|-----------------|------------------------|--|--|
| 5. The Agency has shared the Language Access Plan with community members and stakeholders. |                                |  |  |             |  |  |                 |                        |  |  |
|                                                                                            | Completed                      |  |  | In Progress |  |  | Not Yet Started |                        |  |  |
|                                                                                            |                                |  |  |             |  |  |                 |                        |  |  |
|                                                                                            | Person or Division Responsible |  |  |             |  |  |                 | Target Completion Date |  |  |
| 6. The Agency has updated the Language Access Plan.                                        |                                |  |  |             |  |  |                 |                        |  |  |
|                                                                                            | Completed                      |  |  | In Progress |  |  | Not Yet Started |                        |  |  |
|                                                                                            |                                |  |  |             |  |  |                 |                        |  |  |
|                                                                                            | Person or Division Responsible |  |  |             |  |  |                 | Target Completion Date |  |  |

### Additional Notes:

| Needs Assessment                                                                                                                 |                                |  |             |                        |
|----------------------------------------------------------------------------------------------------------------------------------|--------------------------------|--|-------------|------------------------|
| 7. The Agency has collected demographic data or information regarding the languages used statewide and/or regionally             |                                |  | In Progress |                        |
|                                                                                                                                  | Completed                      |  |             | Not Yet Started        |
|                                                                                                                                  |                                |  |             |                        |
|                                                                                                                                  | Person or Division Responsible |  |             | Target Completion Date |
| 8. The Agency has collected demographic data or information from community organizations to understand emerging language trends. |                                |  |             |                        |
|                                                                                                                                  | Completed                      |  | In Progress | Not Yet Started        |
|                                                                                                                                  |                                |  |             |                        |
|                                                                                                                                  | Person or Division Responsible |  |             | Target Completion Date |

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| Needs Assessment                                                                                                                                                                                                                         |                                       |                          |                               |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|--------------------------|-------------------------------|
| 9. The Agency has reviewed its programs, services, and activities to identify the programs and services most used by the general public. (This may include using service logs, intake data, and other internal data management systems.) | <input type="checkbox"/>              | <input type="checkbox"/> | <input type="checkbox"/>      |
|                                                                                                                                                                                                                                          | Completed                             | In Progress              | Not Yet Started               |
|                                                                                                                                                                                                                                          |                                       |                          |                               |
|                                                                                                                                                                                                                                          | <i>Person or Division Responsible</i> |                          | <i>Target Completion Date</i> |
| 10. The Agency has applied the Four Factor Analysis to determine language access priorities and resource allocation.                                                                                                                     | <input type="checkbox"/>              | <input type="checkbox"/> | <input type="checkbox"/>      |
|                                                                                                                                                                                                                                          | Completed                             | In Progress              | Not Yet Started               |
|                                                                                                                                                                                                                                          |                                       |                          |                               |
|                                                                                                                                                                                                                                          | <i>Person or Division Responsible</i> |                          | <i>Target Completion Date</i> |

### Additional Notes:

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|  |
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| Language Assistance Services                                                                                 |                                       |             |
|--------------------------------------------------------------------------------------------------------------|---------------------------------------|-------------|
| 11. The Agency has translated vital documents and content into the top languages spoken by its constituents. | Completed                             | In Progress |
|                                                                                                              |                                       |             |
|                                                                                                              | <i>Person or Division Responsible</i> |             |
|                                                                                                              | <i>Target Completion Date</i>         |             |

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| Language Assistance Services                                                                                                                                                           |                                |  |                          |                        |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|--|--------------------------|------------------------|
| 12. The Agency has reviewed the source (English) content to be translated to ensure the content is written in plain English before translating it.                                     |                                |  |                          |                        |
|                                                                                                                                                                                        | Completed                      |  | In Progress              | Not Yet Started        |
|                                                                                                                                                                                        |                                |  |                          |                        |
|                                                                                                                                                                                        | Person or Division Responsible |  |                          | Target Completion Date |
| 13. The Agency has a process in place to identify new vital documents or content for translation and/or to identify updates to already translated content.                             |                                |  | <input type="checkbox"/> |                        |
|                                                                                                                                                                                        | Completed                      |  | In Progress              | Not Yet Started        |
|                                                                                                                                                                                        |                                |  |                          |                        |
|                                                                                                                                                                                        | Person or Division Responsible |  |                          | Target Completion Date |
| 14. The Agency has a process in place to provide on-demand interpretation services as needed. (This may include interpretation provided via telephone or video remote interpretation.) |                                |  |                          |                        |
|                                                                                                                                                                                        | Completed                      |  | In Progress              | Not Yet Started        |
|                                                                                                                                                                                        |                                |  |                          |                        |
|                                                                                                                                                                                        | Person or Division Responsible |  |                          | Target Completion Date |
| 15. The Agency has a process in place to provide scheduled interpretation services as needed. (This may include in-person interpretation or interpretation via telephone or video.)    |                                |  |                          |                        |
|                                                                                                                                                                                        | Completed                      |  | In Progress              | Not Yet Started        |
|                                                                                                                                                                                        |                                |  |                          |                        |
|                                                                                                                                                                                        | Person or Division Responsible |  |                          | Target Completion Date |
| 16. The Agency displays multilingual signage and other notifications to alert individuals of free available language services.                                                         |                                |  |                          |                        |
|                                                                                                                                                                                        | Completed                      |  | In Progress              | Not Yet Started        |
|                                                                                                                                                                                        |                                |  |                          |                        |
|                                                                                                                                                                                        | Person or Division Responsible |  |                          | Target Completion Date |
| 17. The Agency uses "I Speak" cards or other resources to help identify the language needs of individuals.                                                                             |                                |  |                          |                        |
|                                                                                                                                                                                        | Completed                      |  | In Progress              | Not Yet Started        |
|                                                                                                                                                                                        |                                |  |                          |                        |
|                                                                                                                                                                                        |                                |  |                          |                        |

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| Language Assistance Services                                                                                                                   |                                |             |  |  |                 |                        |  |
|------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|-------------|--|--|-----------------|------------------------|--|
|                                                                                                                                                |                                |             |  |  |                 |                        |  |
|                                                                                                                                                | Person or Division Responsible |             |  |  |                 | Target Completion Date |  |
| 18. The Agency has a process in place to use bilingual staff to support communication with individuals who speak languages other than English. |                                |             |  |  |                 |                        |  |
|                                                                                                                                                | Completed                      | In Progress |  |  | Not Yet Started |                        |  |
|                                                                                                                                                |                                |             |  |  |                 |                        |  |
|                                                                                                                                                | Person or Division Responsible |             |  |  |                 | Target Completion Date |  |
| 19. The Agency has a process to test and document the proficiency levels of bilingual staff who serve in official language access roles.       |                                |             |  |  |                 |                        |  |
|                                                                                                                                                | Completed                      | In Progress |  |  | Not Yet Started |                        |  |
|                                                                                                                                                |                                |             |  |  |                 |                        |  |
|                                                                                                                                                | Person or Division Responsible |             |  |  |                 | Target Completion Date |  |

### Additional Notes:

| Training                                                                                                                                                                                        |                                |  |  |             |  |                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|--|--|-------------|--|------------------------|
| 20. The Agency has training to ensure that all staff, including managers, supervisors, and frontline staff know of the Language Access Plan and language access responsibilities of the Agency. |                                |  |  |             |  |                        |
|                                                                                                                                                                                                 | Completed                      |  |  | In Progress |  | Not Yet Started        |
|                                                                                                                                                                                                 |                                |  |  |             |  |                        |
|                                                                                                                                                                                                 | Person or Division Responsible |  |  |             |  | Target Completion Date |

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| Training                                                                                                                                                                                                                  |                                |             |                          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|-------------|--------------------------|
| 21. The Agency has training to ensure that staff interacting with the general public know how to deliver language assistance services.                                                                                    |                                |             | <input type="checkbox"/> |
|                                                                                                                                                                                                                           | Completed                      | In Progress | Not Yet Started          |
|                                                                                                                                                                                                                           |                                |             |                          |
|                                                                                                                                                                                                                           | Person or Division Responsible |             | Target Completion Date   |
| 22. The Agency has training on how to work with interpreters.                                                                                                                                                             | <input type="checkbox"/>       |             | <input type="checkbox"/> |
|                                                                                                                                                                                                                           | Completed                      | In Progress | Not Yet Started          |
|                                                                                                                                                                                                                           |                                |             |                          |
|                                                                                                                                                                                                                           | Person or Division Responsible |             | Target Completion Date   |
| 23. The Agency has training for bilingual staff on their role.                                                                                                                                                            | <input type="checkbox"/>       |             | <input type="checkbox"/> |
|                                                                                                                                                                                                                           | Completed                      | In Progress | Not Yet Started          |
|                                                                                                                                                                                                                           |                                |             |                          |
|                                                                                                                                                                                                                           | Person or Division Responsible |             | Target Completion Date   |
| 24. The Agency includes cultural competence or humility training as part of its overall language access training program. (This ensures staff are not only aware of language needs but also understand cultural context.) | <input type="checkbox"/>       |             |                          |
|                                                                                                                                                                                                                           | Completed                      | In Progress | Not Yet Started          |
|                                                                                                                                                                                                                           |                                |             |                          |
|                                                                                                                                                                                                                           | Person or Division Responsible |             | Target Completion Date   |
| 25. The Agency provides ongoing and refresher training to ensure compliance with language access policies and procedures.                                                                                                 | <input type="checkbox"/>       |             |                          |
|                                                                                                                                                                                                                           | Completed                      | In Progress | Not Yet Started          |
|                                                                                                                                                                                                                           |                                |             |                          |
|                                                                                                                                                                                                                           | Person or Division Responsible |             | Target Completion Date   |

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| Training                                                                                                               |                                       |             |                               |
|------------------------------------------------------------------------------------------------------------------------|---------------------------------------|-------------|-------------------------------|
| 26. The Agency ensures that all new hires complete language access training as part of their onboarding process.       |                                       |             |                               |
|                                                                                                                        | Completed                             | In Progress | Not Yet Started               |
|                                                                                                                        |                                       |             |                               |
|                                                                                                                        | <i>Person or Division Responsible</i> |             | <i>Target Completion Date</i> |
| 27. The Agency tracks staff completion of language access training and uses that data to inform future training needs. |                                       |             |                               |
|                                                                                                                        | Completed                             | In Progress | Not Yet Started               |
|                                                                                                                        |                                       |             |                               |
|                                                                                                                        | <i>Person or Division Responsible</i> |             | <i>Target Completion Date</i> |
| 28. The Agency evaluates the effectiveness of training through participant feedback or follow-up assessments.          |                                       |             |                               |
|                                                                                                                        | Completed                             | In Progress | Not Yet Started               |
|                                                                                                                        |                                       |             |                               |
|                                                                                                                        | <i>Person or Division Responsible</i> |             | <i>Target Completion Date</i> |

### Additional Notes:

## Progress Checklist Language Access Planning and Services



| Budgeting & Resource Planning                                                                                                                                                                                                                                            |                                |  |             |                        |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|--|-------------|------------------------|
| 29. The Agency has estimated annual costs for language access services (e.g., translation, interpretation, staff training).                                                                                                                                              |                                |  |             |                        |
|                                                                                                                                                                                                                                                                          | Completed                      |  | In Progress |                        |
|                                                                                                                                                                                                                                                                          |                                |  |             |                        |
|                                                                                                                                                                                                                                                                          | Person or Division Responsible |  |             | Target Completion Date |
| 30. The Agency has included language access expenses in its internal budget or grant funding requests.                                                                                                                                                                   |                                |  |             |                        |
|                                                                                                                                                                                                                                                                          | Completed                      |  | In Progress |                        |
|                                                                                                                                                                                                                                                                          |                                |  |             |                        |
|                                                                                                                                                                                                                                                                          | Person or Division Responsible |  |             | Target Completion Date |
| 31. The Agency has explored shared vendor contracts or statewide procurement resources.                                                                                                                                                                                  |                                |  |             |                        |
|                                                                                                                                                                                                                                                                          | Completed                      |  | In Progress |                        |
|                                                                                                                                                                                                                                                                          |                                |  |             |                        |
|                                                                                                                                                                                                                                                                          | Person or Division Responsible |  |             | Target Completion Date |
| 32. The Agency tracks actual language access expenditures to inform future planning.                                                                                                                                                                                     |                                |  |             |                        |
|                                                                                                                                                                                                                                                                          | Completed                      |  | In Progress |                        |
|                                                                                                                                                                                                                                                                          |                                |  |             |                        |
|                                                                                                                                                                                                                                                                          | Person or Division Responsible |  |             | Target Completion Date |
| 33. The Agency has identified cost-effective methods or tools to support language access service delivery (e.g., funding community-based organizations to support outreach or interpretation, leveraging AI or technology tools, or using pooled/shared service models). |                                |  |             |                        |
|                                                                                                                                                                                                                                                                          | Completed                      |  | In Progress |                        |
|                                                                                                                                                                                                                                                                          |                                |  |             |                        |
|                                                                                                                                                                                                                                                                          | Person or Division Responsible |  |             | Target Completion Date |



## Progress Checklist Language Access Planning and Services



### Additional Notes:

| Complaint Process                                                                                                                            |                                |  |                          |
|----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|--|--------------------------|
| 34. The Agency has a complaint process to accept, resolve, and track concerns with language assistance services.                             | <input type="checkbox"/>       |  | <input type="checkbox"/> |
|                                                                                                                                              | Completed                      |  | Not Yet Started          |
|                                                                                                                                              |                                |  |                          |
|                                                                                                                                              | Person or Division Responsible |  | Target Completion Date   |
| 35. The Agency has translated the complaint process into its top language(s) and posted the process for the general public to use as needed. | <input type="checkbox"/>       |  | <input type="checkbox"/> |
|                                                                                                                                              | Completed                      |  | Not Yet Started          |
|                                                                                                                                              |                                |  |                          |
|                                                                                                                                              | Person or Division Responsible |  | Target Completion Date   |
| 36. The Agency regularly reviews complaints to identify trends and uses that information to improve language assistance services.            | <input type="checkbox"/>       |  | <input type="checkbox"/> |
|                                                                                                                                              | Completed                      |  | Not Yet Started          |
|                                                                                                                                              |                                |  |                          |
|                                                                                                                                              | Person or Division Responsible |  | Target Completion Date   |

## Progress Checklist Language Access Planning and Services



### Additional Notes:

| Community Outreach                                                                                                                                                                                                                 |                                |  |                          |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|--|--------------------------|
| 37. The Agency has a plan for conducting outreach to community partners and stakeholders to ensure that they know of the Language Access Plan and the language assistance services provided.                                       |                                |  |                          |
|                                                                                                                                                                                                                                    | Completed                      |  | In Progress              |
|                                                                                                                                                                                                                                    |                                |  | Not Yet Started          |
|                                                                                                                                                                                                                                    | Person or Division Responsible |  | Target Completion Date   |
| 38. The Agency uses outreach materials that are culturally and linguistically appropriate for the communities served.                                                                                                              | <input type="checkbox"/>       |  | <input type="checkbox"/> |
|                                                                                                                                                                                                                                    | Completed                      |  | In Progress              |
|                                                                                                                                                                                                                                    |                                |  | Not Yet Started          |
|                                                                                                                                                                                                                                    | Person or Division Responsible |  | Target Completion Date   |
| 39. The Agency conducts community outreach activities to alert the public of its language assistance services. (This may include through social media, hard-copy information, advertising, and participation at community events.) | <input type="checkbox"/>       |  | <input type="checkbox"/> |
|                                                                                                                                                                                                                                    | Completed                      |  | In Progress              |
|                                                                                                                                                                                                                                    |                                |  | Not Yet Started          |
|                                                                                                                                                                                                                                    | Person or Division Responsible |  | Target Completion Date   |
| 40. The Agency tracks and evaluates the effectiveness of its outreach efforts to ensure they are reaching intended LEP audiences.                                                                                                  | <input type="checkbox"/>       |  | <input type="checkbox"/> |
|                                                                                                                                                                                                                                    | Completed                      |  | In Progress              |
|                                                                                                                                                                                                                                    |                                |  | Not Yet Started          |
|                                                                                                                                                                                                                                    | Person or Division Responsible |  | Target Completion Date   |

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### Additional Notes:

| Monitoring & Evaluation                                                                                                                                                                                                           |                                |                          |                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|--------------------------|--------------------------|
| 41. The Agency has a process to obtain feedback from community members and stakeholders on language needs and the language assistance services offered. (This may include surveys, focus groups, and meetings.)                   | <input type="checkbox"/>       | <input type="checkbox"/> | <input type="checkbox"/> |
|                                                                                                                                                                                                                                   | Completed                      | In Progress              | Not Yet Started          |
|                                                                                                                                                                                                                                   |                                |                          |                          |
|                                                                                                                                                                                                                                   | Person or Division Responsible |                          | Target Completion Date   |
| 42. The Agency has a process to obtain feedback from its frontline staff about the language needs of the community and the current language assistance services provided. (This may include surveys, focus groups, and meetings.) | <input type="checkbox"/>       | <input type="checkbox"/> | <input type="checkbox"/> |
|                                                                                                                                                                                                                                   | Completed                      | In Progress              | Not Yet Started          |
|                                                                                                                                                                                                                                   |                                |                          |                          |
|                                                                                                                                                                                                                                   | Person or Division Responsible |                          | Target Completion Date   |
| 43. The Agency has a process to regularly review obtained feedback and make improvements to its Language Access Plan and services.                                                                                                | <input type="checkbox"/>       | <input type="checkbox"/> | <input type="checkbox"/> |
|                                                                                                                                                                                                                                   | Completed                      | In Progress              | Not Yet Started          |
|                                                                                                                                                                                                                                   |                                |                          |                          |
|                                                                                                                                                                                                                                   | Person or Division Responsible |                          | Target Completion Date   |
| 44. The Agency considers language access in its overall strategic planning for programs, services, and activities.                                                                                                                | <input type="checkbox"/>       | <input type="checkbox"/> | <input type="checkbox"/> |
|                                                                                                                                                                                                                                   | Completed                      | In Progress              | Not Yet Started          |
|                                                                                                                                                                                                                                   |                                |                          |                          |
|                                                                                                                                                                                                                                   | Person or Division Responsible |                          | Target Completion Date   |

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### Additional Notes: