Questions to consider when developing and evaluating a
Limited English Proficiency (LEP) Plan

Developing:

Have you developed a comprehensive plan for language assistance to LEP persons?   • If not, or if you just want more information to consider in assessing the comprehensiveness of your already existing plan, there are some useful pointers on LEP.gov.
Have you conducted a four-factor analysis?   • If not, you would want to do one to determine the extent of your obligation to provide LEP services.
Does your organization have a written policy on the provision of language interpreter and translator services?   • If so, is a description of this policy made available to the general public?   • If so, how and when is it made available?   • In what languages other than English is it made available?
Do you inform your employees of your policies regarding LEP persons?   • If so, how?   • How often?
Do you inform your tenants of your policies regarding LEP persons?   • If so, how?   • How often?
Do you inform your tenants of their obligation to provide language assistance to LEP persons who either participate in their programs and activities and/or to whom services are provided?   • If so, how?   • How often?
Do you ensure that your translators and/or interpreters are qualified to provide interpreting services (which is a different skill than being bilingual) and understand any confidentiality requirements?   • If so, how?
Is ability to speak a language other than English a factor in hiring decisions in your organization?   • If so, how do you identify which languages are needed?
Do you ensure that your bilingual staff are qualified to provide services in another language?   • If so, how?
Do you provide written materials to the public in languages other than English?
Is the public notified of the availability of the translated materials?   • If so, how?
Are there set criteria for deciding: • Which materials will be translated?   • Who will translate the materials?   • How you will assess competency to translate?   • Who will provide a second check on the translation?   • Into which language(s) the materials will be translated?
Are all translated materials pre-tested before made final?   • If no, which materials are not pre-tested and why?

Evaluating:

The following information is provided to assist you in identifying methods and approaches for evaluating a LEP Plan.

Do you have and use a tool for collecting data on beneficiary satisfaction with interpreter services?
Have any complaints been filed because of language access problems?   • If so, with whom?
Do you monitor the system for collecting data on beneficiary satisfaction and/or complaint filing?
Are the data used as part of a review by senior management of the effectiveness of your organization's language assistance program implementation?
Do you regularly update your LEP Plan and assess for modifications given changing demographics, or changes or additions to your programs?
Do you obtain feedback from the community?