

Developing a Language Access Plan

[Name of agency] shall work to ensure meaningful language access for all recipients of services by developing and implementing a comprehensive language assistance plan that includes:

1. Conducting demographic assessment and agency self assessment
2. Developing policies and procedures for identifying and assessing the language needs of its Limited English Proficient (LEP) applicants/clients
3. Providing for a range of oral language assistance options
4. Communicating to LEP persons (either verbally or in written form) their right to language assistance
5. Providing written translation of materials that are often used when working with a LEP client
6. Developing a budget plan to implement comprehensive language assistance
7. Training staff and volunteers and enhancing bilingual recruitment
8. Increasing Outreach and Community Collaboration
9. Monitoring of the program and periodic evaluation and updating of the Language Access Plan
10. Advocating for Systems Change to increase access for LEP survivors to Courts, Law Enforcement, Social Services, Health Care services, and others

For examples of more detailed protocols for each of the above categories see:

“Model Protocol on Services for Limited English Proficient Immigrant and Refugee Victims of Domestic Violence” prepared by the Washington State Coalition Against Domestic Violence

www.wscadv.org/docs/protocol_LEP_victims.pdf

See also: “Open Doors: Making Domestic Violence Services Accessible to Immigrant Women and their Children” prepared by Rose Brooks Center in Kansas City, MO

www.rosebrooks.org