A Sample Self-Assessment

1. Understanding How LEP Individuals Interact with Your Agency

The following series of questions helps agencies understand how an LEP individual may come into contact with your agency:

1. Does your agency interact or communicate with the public or are there individuals in your agency who interact or communicate or might interact or communicate with LEP individuals?	☐ Yes	☐ No
2. Please describe the manner in which your agency interacts with the public or LEP individuals:	☐ In-Person ☐ Telephonically ☐ Electronically (e.g. email or website)	☐ Via Correspondence ☐ Other: (please specify)
3. Does your agency provide federal financial assistance to any non-federal entities? (Federal financial assistance includes grants, training, use of equipment, donations of surplus property, and other assistance. Recipients of federal funds can range from state and local agencies, to nonprofits and other organizations.)	☐ Yes	☐ No
4. If your agency does provide 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? b. Does your agency inform recipients of federal financial assistance that they should budget for language assistance services? 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?	a.) Yes b.) Yes c.) Yes	a.) No b.) No c.) No

2. Identification and Assessment of LEP Communities

The following series of questions aims to identify the LEP population you serve:

1. How does your agency identify LEP individuals? (Select all that apply)	☐ Assume limited English proficiency if communication seems impaired ☐ Respond to individual requests for language assistance services ☐ Self-identification by the non-English speaker or LEP individual ☐ Ask open-ended questions to determine language proficiency on the telephone or in person ☐ Use of "I Speak" language identification cards or posters	☐ Based on written material submitted to the agency (e.g. complaints) ☐ We have not identified non-English speakers or LEP individuals ☐ Other (Please specify): _____
2. Does your program have a process to collect data on: a. The number of LEP individuals that you serve? b. The number of LEP individuals in your service area? c. The number and prevalence of languages spoken by LEP individuals in your service area?	a.) Yes b.) Yes c.) Yes	a.) No b.) No c.) No
3. How often does your agency assess the language data for your service area?	☐ Annually ☐ Biennially	☐ Not Sure ☐ Other:_____
4. What data does your agency use to determine the LEP communities in your service area? (Select all that apply)	☐ Census ☐ 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 5 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).	Language 1. 2. 3. 4. 5.	Frequency of Encounters 1. 2. 3. 4. 5.

3. Providing Language Assistance Services

The following set of questions will help you assess how well your agency is providing language assistance services to LEP individuals:

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 interpreters (oral) ☐ In-house translators (documents) ☐ Contracted interpreters ☐ Contracted translators ☐ Telephone interpretation services ☐ Video interpretation services	☐ Language bank or dedicated pool of interpreters or translators ☐ Volunteer interpreters or translators ☐ Interpreters or translators borrowed from another agency ☐ Other (Please specify): _____
5. Does your agency a) have a certification or assessment process that staff must complete before serving as interpreters or translators for LEP individuals? b) Does the process include use of standardized language proficiency exams?	a) Yes b) Yes	a) No b) 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 ☐ Complaint forms ☐ Intake forms ☐ Notices of rights ☐ Notice of denial, loss or decrease in benefits or services ☐ Notice of disciplinary action	☐ Applications to participate in programs or activities or to receive benefits or services ☐ Other (please specify): _____
11. Does your agency translate signs or posters announcing the availability of language assistance services?	Yes	No
12. When you update information on your website, is the content available in non-English languages?	Yes	No

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 ☐ Employees who interact with or are responsible for interactions with non-English speakers or LEP individuals	☐ Bilingual Staff ☐ New employees ☐ All employees ☐ Volunteers ☐ Others (Please specify): _____ ☐ 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

5. Providing Notice of Language Assistance Services

The following series of questions will help you assess how you provide notice of language assistance services to the LEP population in your service area:

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

6. Monitoring and Updating a Language Access Procedures, Policy, and Plan

The following set of questions will help you assess whether you have an effective process for monitoring and updating your language access policies, plan and procedures:

1. Does your agency have a written language access policy?	Yes	No
2. If so, is a description of this policy available to the public?	Yes	No
3. How often is your agency's language access policy reviewed and updated?	☐ Annually ☐ Biennially	☐ Not Sure ☐ Other:_____

4. When was the last time your agency's language access policy was updated?	Month_____	Year_____
5. How often does your agency update its data on the LEP communities in your service area?	☐ Annually ☐ Biennially	☐ Not Sure ☐ Other:_____
6. Does your agency have a language access coordinator?	Yes	No
7. Does your agency have a formal language access complaint process?	Yes	No
8. Has your agency received any complaints because it did not provide language assistance services?	Yes	No
9. Do you monitor the system for collecting data on beneficiary satisfaction and/or grievance/complaint filing?	Yes	No
10. 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