

Checklist for Language Access Plan Review

Elements of an Effective Written Language Access Plan:

1. Guidelines or factors to be considered in determining effective and meaningful access to services by LEP persons.
2. Competent and timely oral language services to LEP persons.
3. Procedure for providing interpretation/translation services.
4. A sample multilingual signage asking LEP customers to identify the language they need.
5. List of multilingual employees.
6. List of most common languages encountered.
7. Procedures to ensure written translations of vital documents to LEP groups (5% or 1,000, whichever is less).
8. List of vital documents for translation.
9. A sample multilingual notice about translation needs.
10. Procedures of written notices of right to receive competent and free oral interpretation of written materials to LEP groups subject to Section 371-33(c), HRS.
11. A data collection and reporting system to determine the characteristics of LEP customers, the type and quality of services provided, the number and nature of complaints, if any, etc.
12. A sample of the data collection instrument.
13. Evaluation process to determine if goals were met and to review and revise the plan every two years.
14. Procedure to provide for the training of staff that will be in contact with LEP customers.
15. A language access coordinator or point person who will be in charge of the implementation of the plan.

Procedure to provide for the hiring of qualified personnel who are bilingual to fill existing, vacant public contact positions, to the extent that such bilingual services are needed. (For State Agencies Only.)