

Checklist for Supervisors

12 Important Action Steps

1. Assess program/office capacity to serve Limited English Proficiency (LEP) individuals and populations served.
2. Place bi-lingual or multi-lingual and pictorial signs in waiting/reception areas and offices.
3. Form community-based partnerships to inform others about linguistic accessibility.
4. Set up mechanisms to track language preferences over time and to enable LEP individuals to receive communications and services in their preferred language.
5. Provide interpreters in a timely manner who are fluent in both languages, familiar with relevant vocabulary, culturally competent, and understand applicable ethical principles.
6. Train appropriate staff to assure cultural competence and to interact with LEP individuals and interpreters effectively in a timely manner.
7. Solicit feedback from community-based organizations on a regular basis to improve LEP services.
8. Collect and report data on LEP encounters and expenditures.
9. Ascertain that discrimination complaint procedures are accessible to LEP clients.
 - Posted signs/notices at intake area and resource areas
 - Client file notations of date/s discussed
 - Process explained during orientation/intake
 - Other, (Please specify_____)
10. Recruit and hire sufficient bi-lingual or multi-lingual staff as opportunities arise.
11. Affirm that (Division, Agency, Office) protocol for providing interpreter services is updated, distributed and understood.
12. Set up and follow monitoring procedures for sub-recipients.