Best Practices in Language Access and Cultural Competency

(Check those that are in place at your agency/company)

1. □ There is a written language access plan for the organization

2. □ A specific person is designated to coordinate language services

3. □ There are standard procedures for providing language services for limited English proficiency (LEP) clients

4. □ Data is collected on primary language of LEP clients

5. □ In-person interpreting is provided for LEP clients, at no cost to them

6. □ Telephone interpreting is provided, at no cost to clients

7. □ Staff is trained on how to access telephone interpreting

8. □ Staff is trained on using in-person interpreters

9. □ Brochures and flyers are available in top languages

10.□ Other vital documents are available in top languages

11.□ LEP individuals are informed about their right to free language services

12.□ There are signs posted about language services

13.□ There are "I Speak / We Speak" Posters or visual aids

14.□ The organization employs bilingual staff in top languages

15.□ A language identification tool is available to properly identify client's language

16.□ Language services are planned for and allocated adequate funds in the budget

17.□ The organization employs diverse staff to represent the majority of the clients served

18.□ The organization has a written plan for cultural competency activities including objectives, strategies, and implementation time

19.□ Regular cultural competency training is provided

20.□ The organization is accessible to different ethnic groups in the community

21.□ The organization's mission and values reflect those of your clients

22.□ The pictures and images on the wall, website, and brochures reflect the cultures of the populations you serve

23.□ Outreach to different ethnic community groups is part of the organization's goals and objectives

24.□ The organization employs flexible customer service strategies that respect clients' need for autonomy and control over the nature of services received

25.□ Services are delivered in a non-institutional environment, free from triggers such as barred windows or cinderblock walls