

# Language Access Plan (LAP) Template

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**[Organization Name]**

## 1. Introduction

[Organization Name] is committed to ensuring that all individuals, regardless of their primary language or ability, can meaningfully access and benefit from our services. This Language Access Plan (LAP) outlines our strategy to remove language barriers, ensure compliance with federal and state legal requirements (including Title VI of the Civil Rights Act, Americans with Disabilities Act, Section 1557 of the Affordable Care Act), and foster inclusive service delivery.

With [insert local demographic data, e.g., “over 20% of our clients speaking a language other than English at home”], this plan recognizes the linguistic and cultural diversity of the communities we serve. Our goal is to create a welcoming environment where everyone can access our services.

## 2. Purpose and Objectives

This plan is designed to:

1. Ensure resource and service access for all
2. Standardize translation and interpretation services
3. Train and support staff
4. Engage LEP and Disability-Affected Communities
5. Evaluate and improve

## 3. Scope and Applicability

This plan applies to all departments, divisions, contractors, and partners under [Organization Name], including:

- Public communications (e.g., brochures, websites, signage, forms, social media)
- Direct client services (e.g., consultations, interviews, programs, workshops)
- Emergency and crisis communications
- Outreach and engagement activities

## **4. Key Components of the Language Access Plan**

- A. Language needs assessment
- B. Translation of vital documents
- C. Interpretation services
- D. Staff training and responsibilities
- E. Notification of language assistance services
- F. Budget and resource allocation
- G. Community engagement
- H. Complaint and feedback process
- I. Monitoring and evaluation

## **5. Implementation Timeline**

Milestone | Target Date | Lead Responsible

Finalize LAP and get approval | [Insert Date] | LAP Coordinator

Staff training rollout | [Insert Date] | HR/Training Dept

Translation of top 10 vital documents | [Insert Date] | Communications Team

Launch multilingual signage | [Insert Date] | Facilities & Admin

Community engagement kickoff | [Insert Date] | Outreach Team

First annual monitoring report | [Insert Date] | Evaluation Team

## **6. Reference Tools and Resources**

- CMS Five-Step Language Access Planning Guide
- Health Literacy Environment Activity Packet: First Impressions & Walking Interview (Harvard School of Public Health)
- Accessibility Checklist for Effective Communication (National Center on Health, Physical Activity and Disability)
- U.S. Department of Justice Language Access Plan Toolkit

## **Appendices**

Appendix A: Definitions (LEP, Vital Document, Qualified Interpreter, etc.)

Appendix B: Legal and Policy References

Appendix C: Sample I Speak Card and Interpreter Process Flowchart

Appendix D: Community Demographics Snapshot

Appendix E: Language Access Performance Dashboard Template