

Points of Contact - Language Access Worksheet

This worksheet is an example of an analysis of a program’s capacity to provide language access at various “entry points”. Begin by listing all services, activities, or areas where a survivor with LEP may first access your services or programming. Outline the expectations of staff (written policies, unwritten practices, etc.). Include tools and resources that are available for staff to use to provide language access. This exercise serves two purposes:

1. It can be easily incorporated into employee training materials or posted to help employees have easy access to the information for daily use.
2. It can be used to assess areas where language access should be enhanced.

Sample Analysis:

Point of Contact	Expectations of Staff	Tools and Resources
Crisis Line	Identify language spoken. Connect with bilingual staff, interpreter, etc.	Language Line, Bilingual Advocates, etc.
One-on-one Participant Meetings (Intake, Case Planning, etc.)	Ensure that an interpreter is available. Follow best practices for ensuring safety for participant by securing the name of the interpreter in advance, requiring an interpreter confidentiality agreement, etc.	In-Person Interpreting Agency Interpreter Confidentiality Agreement
Ongoing Shelter Services	Notify participant of the available of language services on an ongoing basis, immediately provide access to the language line when requested.	Language Line Language-specific shelter tour video
Community-Based Services	Meet with them and provide information about LEP plan and resources so that they may assist in informing LEP individuals of language assistance services available.	Flyers, I Speak Cards, brochures
Providing Referrals	Call the referral source and identify a point of contact with adequate language capacity. Connect the participant with the point of contact. Request and review the LEP Plan for the referral source (courts, medical offices, other DV services, etc.).	In-Person Interpreting Agency Language Line Language access cards
Community Events	Identify language spoken. Connect with language line to assess safety concerns and requests.	I Speak Cards Language line
Support Groups	Arrange for an interpreter to be present at every support group during the survivor’s stay.	In-Person Interpreting Agency
Written materials	Vital documents are available in Spanish, Arabic and Mandarin. Vital documents are to be reviewed with the support of an interpreter during intake.	Additional translations can be arranged through selected translation agency.