

Written Translation

An effective Language Access Plan should include the translation of vital written materials into the languages of the program’s most frequently encountered limited English proficient (LEP) communities.

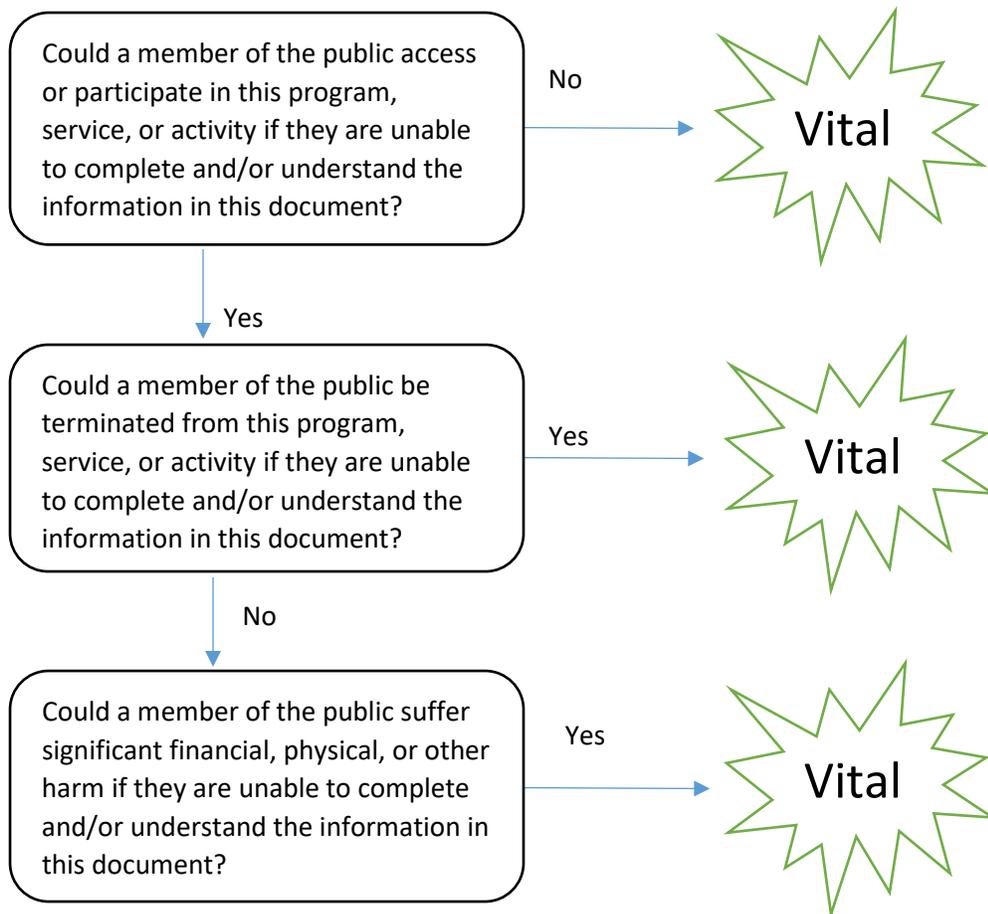
What documents are considered vital?

Determining whether a document is "vital" depends on the seriousness of consequences that the LEP individual may face if the information in question is not provided accurately or in a timely manner.

The following are examples of written materials that may be considered vital:

- Applications
- Consent Forms
- Complaint Forms
- Written tests for license, job or skill where knowing English is not required
- Letters/notices pertaining to eligibility for benefits
- Letters/notices pertaining to rights
- Letters/notices pertaining to the reduction, denial, or termination of services or benefits
- Letters/notices that require a response
- Letters/notices as part of emergency preparedness or risk communications
- Documents that must be provided by law
- Notices regarding the availability of free language assistance services

If the document does not fall into one of the above categories, or if its status is unclear, use the flow chart below to determine if the information within the document could be considered “vital.”



Safe Harbor Provisions

- 1,000+ of the eligible population OR 5%+ of the eligible population and 50+ in number - Translate vital documents
- 5%+ of the eligible population and less than 50 in number - Provide translated written notice of right to receive free oral interpretation of documents
- Less than 5% of the eligible population and less than 1,000 in number - No written translation is required