

# 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.

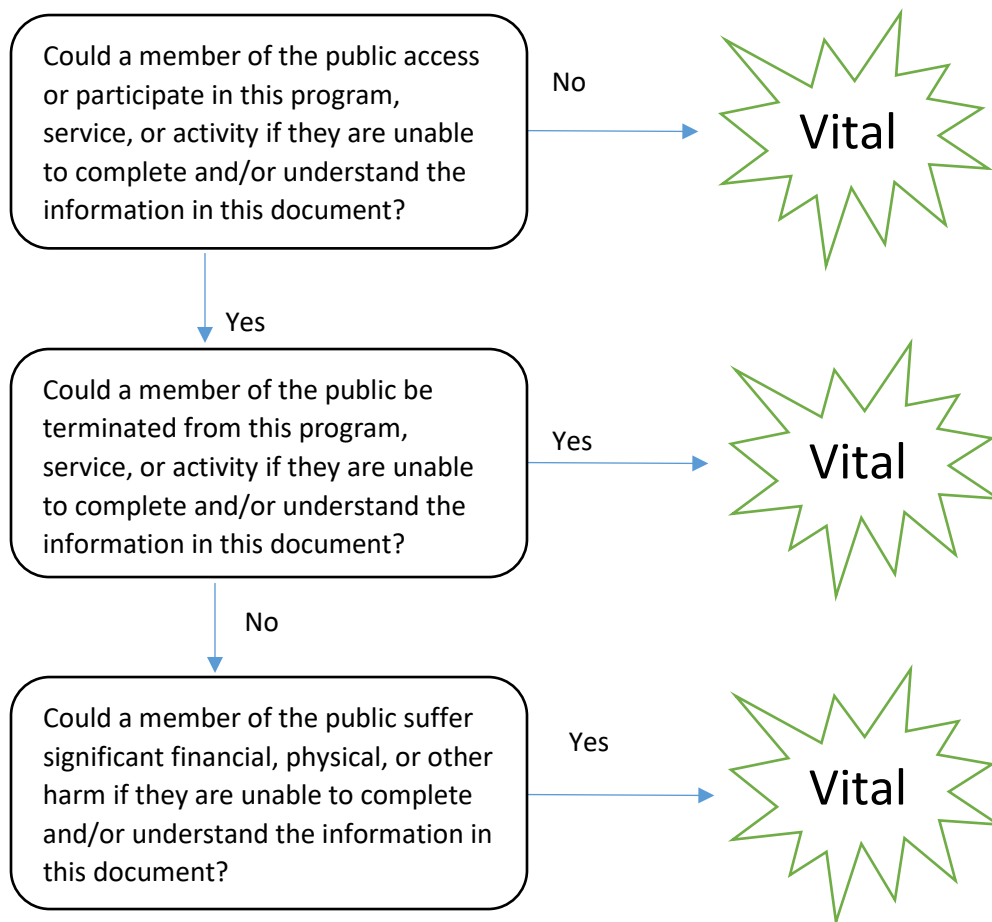
## What documents are considered vital?

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:

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

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