

**Overview of Language Access Work
in Montgomery County**
www.montgomerycountymd.gov/LEP

LEP 1.0:

- LEP Policy (adopted May 2003)
- Focus—LEP framework:
 - Language resources:
 - Certified Bilingual Employees and Volunteer Center Language Bank
 - Contractors for translation (written) and interpretation (oral)
 - Staff training for frontline employees
 - Working groups including department representatives

LEP 2.0:

- Executive Order 046-10 (signed March 2010)
- Focus—system improvements:
 - **Accountability:**
 - Leadership structure with clearly defined responsibilities
 - Department compliance framework with self-assessments and language access plans
 - **Awareness:**
 - Redesigned and enhanced staff training and department briefings
 - Public awareness through executive order and language ID boards
 - **Efficiency:**
 - New LEP Web site, www.montgomerycountymd.gov/LEP
 - New databases for certified employees and translated documents

Department Compliance Framework:

1. Staff liaison
2. Self-assessment
3. Language access plan
4. Communication on language accessibility
5. Staff training
6. Translation of vital documents
7. Evaluation

**DOJ's Four-Factor Analysis to
determine "Reasonable Steps:"**

1. Number or proportion of LEPs likely served
2. Frequency of interaction
3. Nature of work
4. Resources available and costs

Next Steps:

- **System-wide:**
 - Partnership with MCPS on translation and with state of Maryland on contracts
 - Evaluation and improvements of Certified Bilingual Employees program
 - Data collection, evaluation and reporting
- **Departments (directors):**
 - Talk about LEP at staff meetings
 - Know your department's plan and how you are measured
 - Support and hold accountable your frontline employees, certified bilingual employees and managers