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 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

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

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