

**Language Access Assessment: Points of Contact Analysis**

This exercise is helpful to get a picture of a program’s capacity to provide language access at various entry points and to assess areas where language access should be enhanced.

Begin by listing all services, activities, or areas where a survivor with limited language proficiency may first access your services. 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.

Example:

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| **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 LineLanguage-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 LineLanguage 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. |

**Source: “Casa de Esperanza”/National Latino Institute Project**.