**Template for Language Access Plan for the (*name of GSA organization*)**

**General Services Administration**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. Programs and/or activities that interact with the public (as defined):

Based on a review of the various programs and activities that *(name of GSA organization)* provides/conducts, the following programs/activities interact with the public: *(list them here)*

1. Types of interaction with the public (in person contact, email contact, telephonic contact, etc.):

The ways in which (*name of organization)* communicates with the public to market and deliver its programs/activities include the following:

1. History of LEP contacts with programs/and or activities:

*Be specific in summarizing types of LEP contacts and number of LEP contacts, and identify the programs/activities that experienced the LEP contacts in the past.*

1. LEP population profile for geographical areas that our programs and/or activities cover:

In addition to the history of LEP contacts, recent Census data indicates….. (*summarize LEP population profile).*

1. Documents that (*name of GSA organization)* provides to the public, which are vital in order to access/participate in *(org. name)* programs/activities:

(*Name of GSA Organization)’s* procedures for providing meaningful access to its programs and activities for LEP individuals.

(*This is where your organization’s plan on what it will do to ensure meaningful access to LEP individuals. Recommend breaking it up into how you will provide Interpretive Services and Translation Services*

1. Notify LEP population regarding availability of free LEP assistance.

*Statement that describes how your Service/Staff Office will notify the LEP population of free LEP assistance. Examples of notice may include posters, website, etc.*

1. Training of Staff on LAP and Procedures:

(*Name of GSA Organization*) will train existing staff that interacts with the public to ensure that each of them know and understand the LEP procedures. New staff will be trained within 10 days of entrance on duty, as part of new employee orientation.

1. Monitoring Effectiveness of LAP and Procedures:

(*Name of GSA Organization*) will monitor the effectiveness of its LEP procedures periodically, and no later than August 1 annually, to ensure that its LAP is meeting LEP responsibilities.