



U.S. Department of Homeland Security Language Access Plan

Summary

Overview

The U.S. Department of Homeland Security (DHS) Language Access Plan (LEP Plan) fulfills a requirement of Executive Order 13166, *Improving Access to Services for Persons with Limited English Proficiency* (LEP) (August 11, 2000). The LEP Plan establishes a language access policy for the Department and creates a system for providing meaningful access to LEP persons within DHS. The LEP Plan describes the Department's current language access activities and the additional steps DHS will take to improve and increase language services for LEP individuals across DHS operations, services, programs, and activities.

In developing the LEP Plan, DHS Components assessed the extent to which LEP persons had access to its programs and services, considered recommendations from external organizations to improve access, and made commitments to take additional steps to provide meaningful access to LEP persons. Working from the LEP Plan, DHS Components will develop individual language access plans, disseminate protocols on identifying LEP persons and obtaining language services, train staff on language access responsibilities, notify the public of available language resources, and periodically evaluate and update its plans. The Office for Civil Rights and Civil Liberties (CRCL) will oversee implementation of the LEP Plan.

Policy

It is the policy of DHS to provide meaningful access for individuals with limited English proficiency to operations, services, activities, and programs that support each Homeland Security mission area by providing quality language assistance services in a timely manner. DHS Components, therefore, should incorporate language access considerations into their routine strategic and business planning, identify and translate crucial documents into the most frequently encountered languages, provide interpretive services where appropriate, and educate personnel about language access responsibilities and how to utilize available language access resources.

Component LEP Plans and Activities

In 2012, each DHS Component having contact with the public is required to develop a Language Access Plan that fully incorporates the DHS LEP policy established by this plan.

In preparation for this LEP Plan, each Component began to consider ways in which it could:

- Increase provision of interpretation and translation services as a regular part of conducting programs and operations;
- Increase outreach to LEP populations to provide information on homeland security programs;
- Track encounters with LEP individuals to identify current and future needs for language services;
- Utilize CRCL “I Speak” materials to facilitate identification of the languages spoken by LEP persons encountered;
- Limit use of family members, friends, or other persons associated with LEP persons to rare situations and nonessential information;
- Provide training and guidance to staff on language access requirements, how to access available language services, and how to work with interpreters; and
- Consult with external stakeholders to plan future language services.

Components are already implementing many of these activities in their operations. A description of existing and planned language access activities is included in the appendix to the LEP Plan.

Contact Information

Members of the public may contact CRCL at crcl@dhs.gov or by calling the numbers below to obtain more information about language services and related activities within DHS.

CRCL reviews and assesses information concerning abuses of civil rights, civil liberties, and profiling on the basis of race, ethnicity, or religion, by employees and officials of the Department of Homeland Security. This includes information concerning denial of meaningful access to DHS programs, activities, or services due to limited English proficiency.

To file a complaint with CRCL, a member of the public may download the optional [fillable complaint form](#) and e-mail it to: crcl@dhs.gov, or e-mail a detailed written description of the pertinent events.

Complaints are accepted in languages other than English:

- [طغض اة يبرعلا ةغللل اب دنست مل ا لي محتل – Arabic](#) (PDF – 7 pages, 477.92 KB)
- [Download the form in English](#) (PDF, 7 pages - 212 KB)
- [Cliquez ici pour télécharger ce formulaire en français – French](#) (PDF – 8 pages, 234.77 KB)
- [Klike la pou telechaje fòm sa a an Kreyòl Ayisyen – Haitian Creole](#) (PDF – 7 pages, 211.31 KB)
- [Clique aqui para fazer o download deste formulário em português - Portuguese](#) (PDF – 8 pages, 223.98 KB)

- [Щелкните мышью здесь, чтобы загрузить эту форму на русском языке – Russian](#) (PDF – 8 pages, 386.45 KB)
- [点击此处下载本表格的中文版 – Simplified Chinese](#) (PDF – 7 pages, 434.82 KB)
- [Halkan riix si aad u soo degsato foomkan oo af Soomaali ah – Somali](#) (PDF – 8 pages, 219.88 KB)
- [Haga clic aquí para descargar este formulario en español – Spanish](#) (PDF – 7 pages, 209.31 KB)
- [Bấm vào đây để tải mẫu đơn này bằng tiếng Việt – Vietnamese](#) (PDF – 7 pages, 292.02 KB)

More information about filing a complaint with CRCL can be found at www.dhs.gov/crcl or by calling CRCL directly at one of the phone numbers listed below.

Other means for filing a complaint or contacting CRCL:

- U.S. Postal Mail: (this method can take up to 20 business days)
Department of Homeland Security
Office for Civil Rights and Civil Liberties
245 Murray Lane, SW
Building 410, Mail Stop #0190
Washington, D.C. 20528
- Telephone:
Local: 202-401-1474
Toll Free: 1-866-644-8360
Local TTY: 202-401-0470
Toll Free TTY: 1-866-644-8361