

Free Resources on Promoting Language Access in Healthcare

Summary

The Health Resources and Services Administration (HRSA) Office of Civil Rights, Diversity, and Inclusion (OCRDI) works to support HRSA award recipients into compliance with their federal civil rights obligations through technical assistance, one-on-one consultations, and the publication of informational resources. Due to a high number of questions from HRSA award recipients on this front, OCRDI is publishing a list of trainings and informational resources focused on promoting language access specifically in healthcare, available to the public at no cost. This list will be routinely monitored and updated.

Note: These resources are not endorsed by HRSA nor should they be used to determine legal compliance. They are listed to assist HRSA award recipients (including healthcare workers) in ensuring that their programs, activities and services are accessible to individuals with limited English proficiency (LEP).

Relevant Legal Authorities

Federal civil rights laws applicable to **language access** obligations for HRSA award recipients include:

- [Title VI of the Civil Rights Act of 1964](#); and
- [Section 1557 of the Affordable Care Act](#).

Free Trainings and Webinars

Title of Training	Description	Organization	Intended Audience	Length of Training	Date of Creation
Title VI of the Civil Rights Act of 1964: Implications for Persons who are	Training developed for grantees of the Office of Refugee Resettlement, which provides an overview of the requirements of Title VI of the Civil Rights Act to support people who do	HHS, Administration for Children and Families, Office of Refugee Resettlement in	Any organization that receives federal financial assistance and is required to comply	24-minute video	November 1, 2010

Limited English Proficient	not use English as their primary language.	collaboration with the HHS Office for Civil Rights	with Title VI of the Civil Rights Act.		
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Free Informational Resources

Title of Resource	Description	Organization	Intended Audience	Type of Resource	Date of Creation
Language Access Plan Worksheet	This document serves as a template for healthcare organizations to draft a plan regarding the provision of accessible programs, services, and activities for patients with limited English proficiency.	HRSA/OCRDI	HRSA award recipients	Worksheet	2020
Written Translation of Vital Documents Fact Sheet	This document helps identify what documents are considered “vital” for purposes of translating written materials.	HRSA/OCRDI	HRSA award recipients	Fact Sheet	2020
Federal LEP Data Resources Fact Sheet	This document provides HRSA award recipients with reliable data sources to determine the number or proportion of people with limited English proficiency served or encountered by their programs.	HRSA/OCRDI	HRSA award recipients	Fact Sheet	2020
Guide to Developing a Language Access Plan	This guide identifies ways that providers can assess their programs and develop language access plans to ensure LEP individuals have meaningful access to their programs.	CMS	Healthcare providers and organizations	11-page guide	N/A
Language Services Resource Guide for Health Care Providers	This guide covers basic information about providing language services, including interpreter and translator associations and agencies, training	The National Health Law Program	Health care providers, administrators, interpreters, and translators	186-page guide	October 2006

	programs, assessment tools, and other materials.				
Refugee Health Technical Assistance Center: 1. Best Practices for Communicating Through an Interpreter 2. Preparing for a Remote Interpreted Session 3. Conducting a Remote Interpreted Session	This technical assistance center offers numerous resources with best practices and tips for providing effective communication to individuals with limited English proficiency.	Refugee Health, funded by Administration of Children and Families, Office of Refugee Resettlement	Healthcare providers and organizations	Short webpage guides	N/A
Limited English Proficiency (LEP) Resources for Effective Communication	This webpage gathers resources across federal agencies related to language access and providing effective communication to LEP individuals.	HHS, Office for Civil Rights	Healthcare providers and organizations	Technical assistance documents, guidance, toolkits, and webinars	Content last reviewed June 18, 2019
A Patient-Centered Guide to Implementing Language Access Services in Healthcare Organizations	This guide was developed to help healthcare organizations implement effective language services to meet the needs of individuals with limited English proficiency. The purpose of the guide is to provide practical, ground-level suggestions for how healthcare organizations and providers can implement language services.	HHS, Office of Minority Health	Healthcare providers and organizations	249-page guide	September 2005