

U.S. Department of Homeland Security

U.S. Customs and Border Protection



Draft Language Access Plan

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CBP Mission Statement

We are the guardians of our Nation's borders. We are America's frontline. We safeguard the American homeland at and beyond our borders. We protect the American public against terrorists and the instruments of terror. We steadfastly enforce the laws of the United States while fostering our Nation's economic security through lawful international trade and travel. We serve the American public with vigilance, integrity and professionalism.

Purpose

This Language Access Plan implements the Department of Homeland Security's (DHS) language access policy and establishes a system within U.S. Customs and Border Protection (CBP) to implement Executive Order 13166, *Improving Access to Services for Persons with Limited English Proficiency (LEP)* (August 11, 2000), which requires, among other things, that each Federal agency "examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services consistent with, and without unduly burdening, the fundamental mission of the agency." In addition to describing CBP's current language access activities, the Plan includes steps to improve and increase language services for LEP individuals in operations, services, activities, and programs across CBP.

This plan provides for the establishment of:

- **CBP Limited English Proficiency (LEP) Committee** to establish performance metrics and measurements to develop and oversee the implementation of policy and procedures;
- **CBP Limited English Proficiency (LEP) Policy Statement** to set forth standards, operating principles, and guidelines that govern the delivery of services to ensure meaningful access by LEP individuals; and
- **CBP Limited English Proficiency (LEP) Standard Operating Procedures** that specify for staff the "how to," including the procedure for providing language services, gathering data, and delivering services to LEP individuals.

Scope

The obligations of Executive Order 13166 and this Plan apply to all CBP program offices that have contact with members of the trade community, the traveling public, and those apprehended illegally in the country with limited English proficiency, regardless of their immigration status.

This Plan applies to all CBP offices that interact with members of the general public via any medium, including, but not limited to, websites, email, phone, and in-person contact.

Glossary of Key Terms

- a. **Limited English Proficiency (LEP):** Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

- b. **Bilingual:** Persons who are bilingual are fluent in two languages. They are able to conduct the business of the workplace in either of those languages. Many individuals have some proficiency in more than one language, but are not bilingual. They may, for example, be able to greet an LEP individual in the LEP individual’s primary language, but may not be able to conduct all agency business in that language. Interpreters are fluently bilingual, and also possess additional specific skills.
- c. **Multilingual:** Persons using or able to use several languages fluently.
- d. **Interpretation:** Interpretation involves *oral* communication - the immediate communication of meaning from one language into another. An interpreter conveys meaning orally.
- e. **Translation:** Translation is the replacement of written text from one language into another. A translator also must be qualified and trained.
- f. **Meaningful Access:** Language assistance that results in accurate, timely, and effective communication at no cost to the LEP individual.

Policy

CBP adopts the language access policy in the [DHS Language Access Plan](#) (February 28, 2012) and therefore makes reasonable efforts to provide meaningful access to individuals with limited English proficiency in its operations, services, and other conducted activities and programs to support CBP’s mission, consistent with the guidelines established by Executive Order 13166, the Department of Justice (DOJ), the DHS recipient guidance documents, and the DHS Language Access Plan (LEP Plan).

Background

On August 11, 2000, President Clinton issued Executive Order 13166 requiring each Federal agency to “prepare a plan to improve access to its federally conducted programs and activities by eligible LEP persons” and requiring that each plan “include the steps the agency will take to ensure that eligible LEP persons can meaningfully access the agency’s programs and activities.” It also requires each agency providing Federal financial assistance to “draft title VI guidance specifically tailored to its recipients that is consistent with the LEP Guidance issued by the Department of Justice.”

Each agency’s plan must be consistent with the standards set forth in the LEP guidance issued by the DOJ entitled *Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons*. Notably, this guidance includes a four-factor analysis for identifying and addressing the language assistance needs of LEP persons. These factors are:

- 1) Number or proportion of LEP persons eligible to be served or likely to be encountered;

- 2) Frequency with which LEP individuals come in contact with the program;
- 3) Nature and importance of the program, activity, or service provided by the program; and
- 4) Resources available and costs.

In 2008, CBP developed an LEP Plan based on Executive Order 13166 and the DOJ's LEP guidance and continued efforts to provide LEP individuals with meaningful access to its services. The 2008 LEP plan highlighted CBP's Foreign Language Award Programs, which provides a cash award of up to 5% of basic pay to specific CBP employees who are proficient in a foreign language and meet a minimum usage requirement of 10% of their basic work schedules, and Border Patrol Academy Language Training, which includes a task based language teaching program that enables agents to efficiently use the Spanish language while performing critical Border Patrol specific tasks. Upon arrival at the Border Patrol Academy, trainees are tested on their proficiency of the Spanish language. Those scoring below an established benchmark are assigned to the eight-week Spanish language training program that commences after successful completion of the basic program. Trainees who demonstrate proficiency of the language report directly to their duty stations and begin Post Academy Training.

In June 2010, the Government Accountability Office (GAO) published a report entitled "*DHS Needs to Comprehensively Assess Its Foreign Language Needs and Capabilities and Identify Shortfalls*," (GAO-10-714) (June 22, 2010). In this report, the GAO found that DHS faced many challenges with regards to its LEP programs.¹ In response to GAO 10-714, DHS formed the Joint Language Task Force (JLTF) to address the deficiencies cited within the report. A subcommittee of the JLTF, chaired by the DHS Office for Civil Rights and Civil Liberties (CRCL), developed a draft of the DHS Language Access Plan. The JLTF work concluded and CRCL continued with Plan development pursuant to its authority to implement the requirements of EO 13166, including providing technical assistance to all component agencies. Notably, in Fiscal Year 2010, the JLTF developed a self-assessment survey that was distributed to each DHS agency to assist components in assessing their language needs and capabilities.

¹GAO was asked to study foreign language capabilities at DHS. The GAO found that DHS has a variety of responsibilities that utilize foreign language capabilities, including investigating transnational criminal activity and staffing U.S. ports of entry. GAO's analysis focused on actions taken by DHS in three of its largest components--the U.S. Coast Guard, U.S. Customs and Border Protection (CBP), and U.S. Immigration and Customs Enforcement (ICE). The GAO report addressed the extent to which DHS has (1) assessed its foreign language needs and existing capabilities and identified any potential shortfalls and (2) developed foreign language programs and activities to address potential foreign language shortfalls. The GAO report found that DHS has taken limited actions to assess its foreign language needs and existing capabilities and to identify potential shortfalls. For example, CBP's assessments have primarily focused on Spanish language needs. The report indicated that by conducting a comprehensive assessment, DHS would be better positioned to capture information on all of its needs and could use this information to inform future strategic planning. DHS components have developed various lists of foreign language capable staff that are available in some offices, primarily those that include a foreign language award program for qualified employees. Conducting an assessment of all of its capabilities would better position DHS to manage its resources. These programs and activities vary, as does DHS's ability to use them to address shortfalls. GAO recommended that DHS comprehensively assess its foreign language needs and capabilities and identify potential shortfalls, assess the extent to which existing foreign language programs are addressing foreign language shortfalls, and ensure that these assessments are incorporated into future strategic planning.

CBP Language Access Plan

In Fiscal Year 2011, DHS used the results of the self-assessment survey it distributed to all components in FY 2010 and DOJ's four-factor analysis to write its LEP Plan. DHS' LEP Plan required that each office and component LEP Plan contain, at a minimum, 14 elements. CBP's LEP Plan contains all 14 of these elements, while including two additional elements regarding referrals for language assistance and strategically leveraging technology assets to meet CBP's LEP objectives. CBP's LEP Plan enumerates these elements and explains how CBP is currently addressing each element and how each element will be addressed in the future.

Element 1) Responsible Staff: In addition to listing a primary LEP coordinator for the component, identify senior management staff, work group, committee, or other staff who will have the authority and be responsible for developing and modifying the office or component Language Access Plan, as well as establishing and implementing operational procedures.

CBP Compliance Actions:

- The Executive Director of the Privacy and Diversity Office (PDO) is the LEP Coordinator for CBP.
- A work group composed of members from each of CBP's program offices was assembled to develop and modify the FY 2008 Plan.
- Establish a LEP committee to meet on a quarterly basis to assess current program activities.

Element 2) Oversight: Establish protocols for authority and oversight.

CBP Compliance Actions:

- The Self-Inspection Program, which requires CBP managers to perform annual self-assessments of programs and processes and report on the results, will be utilized to monitor compliance with the LEP Plan.
- Query identified CBP staff to gauge the need to modify language services or providers to best meet the needs of LEP communities in their service area.

Element 3) Notice to Employees: Establish methods for explaining to employees their responsibilities and available language resources.

CBP Compliance Actions:

- Through the participation of identified CBP program offices in its LEP work group, CBP is educating program offices of office-level LEP responsibilities, which will expand to employee-level awareness and education. In addition:

- PDO will develop a comprehensive communication plan.
- A summary of the contents of this plan will be posted on CBP's Intranet.
- Notice that the Plan has been signed will appear on the Information Display System.
- Employees will receive a notification informing them of the signing of CBP's LEP Plan and the contents of the Plan.
- Employees will receive annual notification of updates made to the Plan.

Element 4) Prioritization: Include a plan for prioritizing language services based on importance of services or encounters, frequency of use, and demographics.

CBP Compliance Actions:

- CBP will determine the translation and interpretation needs of each program office.
- After determining each program office's LEP requirements, the Office of Public Affairs (OPA) will develop a plan to prioritize the translation of materials. Translation will be prioritized based upon the prevalence of languages spoken by LEP community members.

Element 5) Language Access Procedures/Protocols: Establish the language access procedures or protocols that staff should follow to provide language services to LEP persons encountered in their daily activities. The language access procedures or protocols will include the following instructions: recognize the LEP status of an individual; identify the language spoken; identify situations requiring appropriate language assistance; access language assistance; and record the contact. Unless countervailing considerations are explained in detail, protocols should include limits on the use of family members, friends, or other persons associated with LEP persons to rare situations and nonessential information.

CBP Compliance Actions:

- The Office of Field Operations (OFO) has a policy and procedure for the use of interpreters and translation services. This policy will be reviewed by the LEP committee to ensure that it complies with the requirements of this plan.
- The Office of Border Patrol (OBP) will institute a protocol for law enforcement personnel when LEP individuals are encountered, including unaccompanied alien children (UAC).
- CBP will make available the Civil Right and Civil Liberties "I Speak" material (i.e., multi-lingual posters, pocket guides, and/or job aides) to be used nationwide at operational locations to assist officers and agents in identifying languages spoken by LEP members of the trade, travelling public and/or those apprehended illegally entering the country, including UACs.

Element 6) Quality Control Procedures: Describe quality control procedures that ensure staff employees who use their foreign language skills do so in an accurate and competent manner as well as to ensure high quality language services from contractors.

CBP Compliance Actions:

- OFO is utilizing a telephonic testing system to determine the language proficiencies of current CBP Officers and CBP Agriculture Specialists.
- CBP will determine whether the telephonic testing system can be used to determine the language proficiencies of CBP employees not tested under OFO's Foreign Language Award Program.
- To ensure that the interpreters used by CBP provide high quality language service, CBP will develop a plan to document and track interpreter usage.

Element 7) Data Tracking: Outline steps for implementing and maintaining a mechanism for collection and management of data relating to non-English needs, especially through existing databases or tracking systems.

CBP Compliance Actions:

- OBP will continue to utilize the e3 Processing system to track the languages spoken by LEP individuals apprehended and/or detained.
- OFO and the Office of Air and Marine (OAM) will explore the possibility of developing a system to track the languages spoken by LEP individuals encountered by CBP personnel.

Element 8) Resources: Assess the resources necessary to provide language services, identifying existing resources to the extent practical and describing funding and procurement needs.

CBP Compliance Actions:

- CBP will develop and implement a plan to assess and consolidate all language contracts provided such consolidation does not result in improper bundling of smaller contracts into larger contracts which would preclude small business participation.² To determine the feasibility of contract consolidation, contracts and interagency agreements regarding language services will be researched and a sub-committee formed to study costs and benefits and potential internal barriers of consolidation.

² CBP will take steps to avoid unnecessary bundling which would preclude small business participation, per FAR § 7.103.

- The Office of Administration, Procurement Directorate, will continue to be an active participant in the DHS Language Services Acquisition Working Group, which was established as a result of the Secretary's Efficiency Review.
- CBP will begin to track its usage of language services.
- CBP will conduct an annual review of language services to determine if resources are being allocated efficiently and effectively.

Element 9) Outreach to LEP Communities: Describe collaboration or engagement with LEP communities and other external stakeholders to assess effectiveness of language services; describe media strategies in coordination with DHS and the Office of Public Affairs (OPA); and describe how LEP communities can support agency efforts to provide language services.

CBP Compliance Actions:

- CBP shall develop a comprehensive engagement plan, which includes a mechanism for obtaining feedback from the public regarding language services.
- CBP's Non-governmental Organization (NGO) Liaison will facilitate feedback sessions with NGOs.

Element 10) Employee Duties: Where appropriate, expand job descriptions to include interpretation and translation activities within the scope of employees' duties; assess these employees' language abilities to ensure their competency to perform language services for particular duties; and describe plans for enhancing employees' language abilities.

CBP Compliance Actions:

- CBP will issue an agency-wide LEP directive, with OBP and OFO issuing mission-specific supporting LEP standard operating procedures.
- OFO will consider adding language to its CBP Officer job opportunity announcement regarding the need for applicants who are proficient in the languages most commonly used at the various CBP locations.

Element 11) Timeframes: Describe the timeframes and benchmarks for steps to be undertaken.

CBP Compliance Actions:

- The timeframes and benchmarks for this Plan are laid out in the Implementation Guide that follows on page 12 of this Plan. The timeframes for this Plan will be updated as needed.

Element 12) Training: Where appropriate, include a plan for managerial and front line staff training on language access responsibilities, including identifying LEP persons, accessing available language services, and working with interpreters.

CBP Compliance Actions:

- CBP will develop a plan to train all CBP employees involved in providing language access services regarding the requirements of this Plan and their specific roles and responsibilities.

Element 13) Notice to the Public: Provide for notice of free language assistance services and points of contact for additional information and provide notice of information and services available in languages other than English.

CBP Compliance Actions:

- CBP will develop and implement a communication plan which shall include methods for providing notice to the public of language assistance services and points of contact for additional information.
- CBP will make available the Civil Right and Civil Liberties “I Speak” material (i.e., multi-lingual posters, pocket guides, and/or job aides) to be used nationwide at operational locations to assist officers and agents in identifying languages spoken by LEP members of the trade, travelling public and/or those apprehended illegally entering the country, including UACs.
- CBP Model Ports Program will include improved signage and a video that contains practical information about the entry process, which is currently broadcast at 20 international airports to arriving travelers in English, Arabic, French, German, Japanese, Korean, Traditional Chinese, Russian, and Spanish.
- CBP.gov webpage will provide multilingual information based upon the prevalence of languages spoken in the travel and trade communities.

Element 14) Monitoring and Evaluation: Provide for monitoring and evaluating and, if appropriate, updating the plan, policies, and procedures at a minimum every two years.

CBP Compliance Actions:

- CBP will also use the Self Inspection Program process to determine agency compliance with the LEP Plan.

In addition to the aforementioned 14 elements articulated in DHS’ LEP Plan, CBP’s LEP Plan includes the following additional elements:

Element 15) Referral for Language Assistance: Refer requests solely for CBP language assistance from any Federal, state, or local law enforcement organization, other than another Department of Homeland Security (DHS) component, absent any other circumstances, to a list of available local and national interpretation and translation services

CBP Compliance Actions:

- OFO, OBP, and OAM will track requests for assistance and referrals to available local interpretation and translation services.
- CBP will develop and administer a muster module briefing to OFO, OBP, and OAM frontline personnel to ensure they are aware of the guidance and associated responsibilities.

Element 16) Technology: Use existing technology in the market to assist with routine language services at ports of entry.

CBP Compliance Actions:

- CBP will assess existing and future technologies that can assist CBP personnel in performing frontline responsibilities.

Limited English Proficiency Implementation Plan

Goals

- Take significant steps to improve language service and accessibility throughout CBP.
- Consolidate all language contracts to centralize interpretation services.
- Develop Management Tracking Systems- Ensure a centralized system is developed to capture data on daily language activities for purposes of managing future resources.
- Quality control of Interpretation/Translation – Take steps to ensure the level of interpretations is professionally delivered with cultural nuances required in language translation.
- Utilize present and future technology.
- Establish a Working Group - This working group will be responsible for developing an implementation plan in compliance with Executive Order 13166.

Objective 1

Responsible Staff: In addition to listing a primary LEP coordinator for the Component, identify senior management staff, work group, committee, or other staff who will have the authority and be responsible for developing and modifying the Office or Component Limited English Proficiency Plan, as well as establishing and implementing operational procedures.

Next Steps:

Lead: PDO

- a) The Executive Director of the Privacy and Diversity Office (PDO) is the LEP Coordinator for CBP.
Date: Completed.
- b) Assemble a LEP work group composed of members from each of CBP's program offices to develop and modify the FY 2008 Plan.
Date: Completed.
- c) Request participation of all program offices in a LEP Plan brainstorming session.
Date: Completed.
- d) Establish a LEP committee to meet on a quarterly basis to assess current program activities.
Date: Due Mar. 2014
- e) Issue a charter for the LEP work group.
Date: Due Mar. 2014

Objective 2

Oversight: Establish protocols for authority and oversight.

Next Steps:

Lead: PDO **Support:** IA

- a) Develop a LEP-related Self Inspection Program Worksheet for implementation in the FY15 SIP cycle.
Date: FY 2014.

Lead: PDO **Support:** HRM/OA

- b) Query identified CBP staff to determine if adjustments are needed in the provision of language services.
Date: FY 2014

Objective 3

Notice to Employees: Establish methods for explaining to employees their responsibilities and available language resources.

Next Steps:

Lead: PDO **Support:** OPA

- a) All Offices review of draft CBP LEP Plan.

Date: Completed

- b) Executive leadership briefed on updated “draft” CBP Plan.

Date: Completed

- c) Develop LEP Communication Plan

- PDO will develop a comprehensive communication plan.
- A summary of the contents of this plan will be posted on CBP’s Intranet.
- Notice that the Plan has been signed will appear on the Information Display System (IDS).
- Employees will receive a notification informing them of the signing of CBP’s LEP Plan and the contents of the Plan.
- Employees will receive annual notification of updates made to the Plan.

Date: Jun. 2014

Objective 4

Prioritization: Include a plan for prioritizing language services based on importance of services or encounter, frequency of use, and demographics.

Next Steps:

Lead: PDO **Support:** All Program Offices

- a) CBP will determine the translation and interpretation needs of each program office.

Date: Oct. 2014

Lead: OPA

- b) OPA will develop a plan to prioritize the translation of materials that directly impact the traveling public.

Date: FY 2014

Objective 5

Language Access Procedures/Protocols: Set out the language access procedures or protocols that staff should follow to provide language services to LEP persons encountered in their daily activities, covering: recognizing the LEP status of an individual, identifying the language spoken, identifying situations requiring appropriate language assistance, accessing this language assistance, and recording the contact. Unless countervailing considerations are explained in detail, protocols should include limits on the use of family members, friends, or other persons associated with LEP persons to rare situations and nonessential information.

Next Steps:

Lead: PDO **Support:** All Program Offices

- a) OFO has a policy and procedure for the use of interpreters and translation services. This policy will be reviewed by the LEP committee to ensure that it complies with the requirements of this plan.

Date: Dec. 2014

Lead: OBP **Support:** PDO

- b) OBP will institute a protocol for law enforcement personnel when LEP individuals are encountered, including Unaccompanied Alien Children (UACs).

Date: Aug. 2014

Lead: PDO **Support:** All Program Offices

- c) CBP will make available the Civil Right and Civil Liberties “I Speak” material (i.e., multi-lingual posters, pocket guides, and/or job aides) to be used nationwide at operational locations to assist officers and agents in identifying languages spoken by LEP members of the trade, travelling public and/or those apprehended illegally entering the country, including UACs.

Date: Aug. 2014

Objective 6

Quality Control Procedures: Describe quality control procedures that ensure staff employees who use their foreign language skills do so in an accurate and competent manner as well as to ensure high quality language services from contractors.

Next Steps:

Lead: OFO

- a) OFO will continue utilizing a telephonic testing system to determine the language proficiencies of current CBP Officers and CBP Agriculture Specialists.

Date: FY 2014

Lead: PDO **Support:** HRM, OFO

- b) CBP will determine whether the telephonic testing system can be used to determine the language proficiencies of CBP employees not tested under OFO’s Foreign Language Award Program,

Date: FY 2015

Lead: PDO **Support:** All Program Offices

- c) To ensure that the interpreters used by CBP provide high quality language service, CBP will develop a plan to document and track interpreter usage.

Date: FY 2015

Objective 7

Data Tracking: Outline steps for implementing and maintaining a mechanism for collection and management of data relating to non-English needs, especially through existing databases or tracking systems.

Next Steps:

Lead: OBP

- a) OBP will continue to utilize the e3 Processing system to track the languages spoken by LEP individuals apprehended and/or detained.

Date: Completed for OBP (eProcessing system)

Lead: OFO **Support:** OAM

- b) OFO and OAM will explore the possibility of developing a system to track the languages spoken by LEP individuals encountered by CBP personnel.

Date: FY 2015

Objective 8

Resources: Assess the resources necessary to provide language services, identifying existing resources to the extent practical and describing funding and procurement needs.

Next Steps:

Lead: OA

- a) CBP will develop and implement a plan to assess and consolidate all language contracts provided such consolidation does not result in improper bundling of smaller contracts into larger contracts which would preclude small business participation.

Date: Ongoing

Lead: OA

- b) The Office of Administration, Procurement Directorate, will continue to be an active participant in the DHS Language Services Acquisition Working Group, which was established as a result of the Secretary's Efficiency Review.

Date: Ongoing

Lead: OA

- c) CBP will begin to track its usage of language services.

Date: FY 2014

Lead: PDO **Support:** All Program Offices

- d) CBP will conduct an annual review of language services to determine if resources are being allocated efficiently and effectively.

Date: FY 2014

Objective 9

Outreach to LEP Communities: Describe collaboration or engagement with LEP communities and other external stakeholders to assess effectiveness of language services; describe media strategies in coordination with DHS OPA and how LEP communities can support agency efforts to provide language services.

Next Steps:

Lead: OC-NGO **Support:** OPA, PDO

- a) CBP shall develop a comprehensive engagement plan, which includes a mechanism for obtaining feedback from the public regarding language services.

Date: Jun. 2014

Lead: OC-NGO

- b) CBP's NGO Liaison will facilitate feedback sessions with NGOs.

Date: Mar. 2014

Objective 10

Employee Duties: Where appropriate, expand job descriptions to include interpretation and translation activities within the scope of employees' duties; assess these employees' language abilities to ensure their competency to perform language services for particular duties; and describe plans for enhancing employees' language abilities.

Next Steps:

Lead: PDO (Agency-wide LEP Directive) **Lead:** OBP and OFO (mission- specific supporting LEP directive)

- a) CBP will issue an agency-wide LEP directive, with OBP and OFO issuing mission-specific supporting LEP standard operating procedures.

Date: FY 2015

Lead: HRM **Support:** OFO

- b) OFO will consider adding language to its CBP Officer job opportunity announcement regarding the need for applicants who are proficient in the languages most commonly used at the various CBP locations.

Date: FY 2015

Objective 11

Timeframes: Describe the timeframes and benchmarks for steps to be undertaken.

Next Steps:

Lead: PDO

- a) Update timeframes as needed

Date: Ongoing

Objective 12

Training: Where appropriate, include a plan for managerial and front line staff training on language access responsibilities, including identifying LEP persons, accessing available language services, and working with interpreters.

Next Steps:

Lead: PDO **Support:** All Program Offices

- a) CBP will develop a plan to train all CBP employees involved in providing language access services regarding the requirements of this Plan and their specific roles and responsibilities.

Date: FY 2015

Objective 13

Notice to the Public: Provide for notice of free language assistance services and points of contact for additional information.

Next Steps:

Lead: PDO **Support:** All Program Offices

- a) CBP will develop and implement a communication plan which shall include methods for providing notice to the public of language assistance services and points of contact for additional information.

Date: Jun. 2014

Lead: OBP (Stations) **Lead:** OFO (POEs)

- b) CBP will make available the Civil Right and Civil Liberties “I Speak” material (i.e., multi-lingual posters, pocket guides, and/or job aides) to be used nationwide at operational locations to assist officers and agents in identifying languages spoken by LEP members of the trade, travelling public and/or those apprehended illegally entering the country, including UACs.

Date: Aug. 2014

Lead: OFO

- c) CBP Model Ports Program will include improved signage and a video that contains practical information about the entry process, which is currently broadcast at 20 international airports to arriving travelers in English, Arabic, French, German, Japanese, Korean, Traditional Chinese, Russian, and Spanish.

Date: Ongoing

Lead: OPA

- d) CBP.gov webpage will provide multilingual information based upon the prevalence of languages spoken in the travel and trade communities.

Date: FY 2014

Objective 14

Monitoring and Evaluation: Provide for monitoring and evaluating and, if appropriate, updating the plan, policies, and procedures at a minimum every two years, including monitoring performance, quality assurance, and internal review processes as well as evaluating the impact, if any, of demographic shifts.

Next Steps:

Lead: PDO **Support:** IA

- a) CBP will also use the Self Inspection Program process to determine agency compliance with the LEP Plan.

Date: Jun. 2015

Objective 15

Referral for Language Assistance: Refer requests solely for CBP language assistance from any Federal, state, or local law enforcement organization, other than another Department of Homeland Security (DHS) component, absent any other circumstances, to a list of available local and national interpretation and translation services.

Next Steps:

Lead: OBP **Support:** OFO and OAM

- a) OFO, OBP, and OAM will track requests for assistance and referrals to available local interpretation and translation services.

Date: Oct. 2014

Lead: OBP **Support:** OFO, OAM, PDO

- b) CBP will develop and administer a muster module briefing to OFO, OBP, and OAM frontline personnel to ensure they are aware of the guidance and associated responsibilities.

Date: Sep. 2014

Lead: OBP **Support:** IA

- c) CBP will also use the Self Inspection Program process to determine agency compliance with the LEP Plan.

Date: FY 2015

Objective 16

Technology: Use existing technology in the market to assist with routine language translations at ports of entry.

Next Steps:

Lead: OTIA **Support:** OIT

- a) CBP will assess existing and future technologies that can assist CBP personnel in performing frontline responsibilities.

Date: FY 2015

Acronyms

DHS	U.S. Department of Homeland Security
DOJ	U.S. Department of Justice
GAO	U.S. Government Accountability Office
HRM	Office of Human Resources Management
IA	Office of International Affairs
JLTF	Joint Language Task Force
LEP	Limited English Proficiency
NGO	Non-Governmental Organization
OA	Office of Administration
OAM	Office of Air and Marine
OBP	Office of Border Patrol
OC-NGO	Office of Non-Government Organization Liaison
OFO	Office of Field Operations
OIT	Office of Information Technology
OPA	Office of Public Affairs
OTIA	Office of Technology Innovation and Acquisition
POE	Port of Entry
PDO	Privacy and Diversity Office
UAC	Unaccompanied Alien Children