



Homeland  
Security

August 15, 2018

MEMORANDUM FOR: Component Heads

FROM: Cameron Quinn *Cameron P. Quinn*  
Officer for Civil Rights and Civil Liberties

SUBJECT: Updates to Component Language Access Plans

Per DHS Delegation 19003, the Office for Civil Rights and Civil Liberties (CRCL) is responsible for ensuring that DHS complies with Executive Order 13166, *Improving Access to Services for Persons with Limited English Proficiency* (EO 13166). Pursuant to this authority, CRCL is requesting that Components having contact with the public update their Language Access Plans consistent with EO 13166 and the DHS Language Access Plan (DHS Plan). Periodically evaluating and updating language access plans, policies, and procedures will help ensure that the Department's language access programs are effective. We are requesting that each Component consider the following in updating its plan:

- 1) *Component Language Access Working Group* - Where it has not done so already, each Component should consider establishing a working group consisting of appropriate program offices to assist in evaluating and updating the Component language access plan.
- 2) *Evaluation Tools and Mechanisms* - Each Component should explain the steps it has taken to assess the effectiveness of its language access plan, policies, and procedures across the organization.
- 3) *Demographic Assessments* - Each Component should evaluate the top languages/LEP populations it encounters or serves in its programs and operations and determine whether the Component's language access services are serving these populations. Components should also report on any challenges to providing language services to specific LEP populations.
- 4) *New Technologies* - Each Component should provide information on any initiatives related to the use of new technologies intended to strengthen language access efforts. Components using new technologies should explain how they will ensure the quality of language services that they deliver through the use of these technologies.

EO 13166, the DHS and Component language access plans, and language access resources are available at [www.dhs.gov/language-access](http://www.dhs.gov/language-access). CRCL is available to provide technical assistance during the development of the plans. Please submit draft updated language plans for CRCL review by December 31, 2018 by emailing CRCL Exec Sec at [crclexecsec@hq.dhs.gov](mailto:crclexecsec@hq.dhs.gov). For questions about this memorandum, please contact Rebekah Tosado at [Rebekah.Tosado@hq.dhs.gov](mailto:Rebekah.Tosado@hq.dhs.gov) or (202) 357-7792 or Kimberly Bandy at [Kimberly.Bandy@hq.dhs.gov](mailto:Kimberly.Bandy@hq.dhs.gov) or (202) 357-6266.