D. NAP agency protocol and document request

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SNAP and NAP Language Access Study

NAP Agency Interview Protocol

Introduction

My name is _____ and I work for Mathematica. Mathematica is the research and consulting firm that is conducting this study on behalf of the Food and Nutrition Service (FNS) of the U.S. Department of Agriculture (USDA). We are studying how agencies operating the Supplemental Nutrition Assistance Program (SNAP) or the Nutrition Assistance Program (NAP) serve applicants and participants who require language assistance services to access their program benefits and services. This portion of the study examines how three U.S. Territories—American Samoa, the Commonwealth of the Northern Mariana Islands (CNMI), and Puerto Rico—implement language access policies and services for NAP. I want to start by thanking you for taking time to speak with us today. Your perspective and insights will be very helpful to the study.

We are interviewing you and other staff from the NAP agency in [Territory] to understand the policies and processes you have in place to serve individuals needing language assistance when they apply for or participate in NAP. These individuals may have limited English proficiency (LEP), or limited proficiency in the other predominant languages spoken by NAP agency staff such as [Samoan, Chamorro, or Spanish]. We also want to explore any challenges you may experience in providing services to individuals needing language assistance and any feedback you have on information or resources that would help you better serve this population.

I want to let you know that your responses will be kept private, except as required by law. We will not share the information you provide with anyone outside the study team. You may refuse to answer any question, and you can stop the discussion at any time.

We will take notes over the course of the interview and, with your permission, record it for our notetaking. We will use this information in our report to FNS to describe each Territory's experience serving individuals needing language assistance. The report will list the names of Territories that contributed information, but we will not quote you or anyone by name or title. Because of the small number of Territories participating in the study, however, there is a possibility a response could be attributed correctly to you.

Public Burden Statement

This information is being collected to assist the Food and Nutrition Service to better understand the language landscapes in which Supplemental Nutrition Assistance Program (SNAP) and Nutrition Assistance Program (NAP) agencies operate and their associated limited English proficiency (LEP) policies and operations. This is a voluntary collection and FNS will use the information to improve access of SNAP to LEP individuals. This collection does not request any personally identifiable information under the Privacy Act of 1974. According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0584-[xxxx]. The time required to complete this information collection is estimated to average 2.50 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Department of Agriculture, Food and Nutrition Service, Office of Policy Support, 1320 Braddock Place, 5th Floor, Alexandria, VA 22306 ATTN: PRA (0584-xxxx). Do not return the completed form to this address.

We would like your consent to audio record our interview so we can listen to it later when we write up our notes. No one outside our research team will listen to the recording or have access to raw notes and we will delete the audio recordings once they are no longer needed.

Do you consent to participate? (Y/N)

Do you mind if we record this conversation? (Y/N) **[If the respondent gives permission, use WebEx to record the conversation. Press the "record" button on the WebEx screen.]**

I expect our discussion will take about 90 minutes. First, do you have any questions for me about the project in general or what we will be discussing today?

A. Respondent background

1. What is your official job title or position?

2. How long have you held this position?

3. What are your primary responsibilities?

B. LEP Policy

To begin, I'd like to ask you some questions about how your NAP agency makes decisions related to language access regulations, policies, and guidance.

The following questions ask about how your NAP agency determines the language assistance services it provides, including whether your agency conducts the <u>Federal four-factor analysis</u> of language needs. The four-factor analysis is a Federal standard used to determine the appropriate language assistance services to ensure individuals needing language assistance have meaningful access to an agency's program and activities.

1. Does your NAP agency conduct the <u>four-factor analysis</u> on a regular schedule? How often?

2. Does your NAP agency have a <u>Language Access Plan</u>? When was the Language Access Plan created, or last updated? *An estimate of the date is fine.*

    a. *If yes:* What is included?

        i. Needs and capacity assessment
        ii. Oral language assistance services
        iii. Written translations
        iv. Policies and procedures related to each of the Language Access Plan elements
        v. Notification of the availability of free language services
        vi. Staff training
        vii. Assessing accessibility and quality

The following questions ask about what your NAP agency does in response to ." Title VI of the Civil Rights Act of 1964 (Or 7 CFR 15), USDA Guidance Regarding Title VI (or 79 F.R. No. 299) and USDA SNAP bilingual regulations (or 7 CFR 272.4 (b)).

3. Does your NAP agency have a Language Access Working Group? If yes, who is included? When was the Language Access Working Group created? Have any changes been made to how the Language Access Working Group operates over time? Why?

The following questions ask about [Territory's] specific regulations and guidance related to language access policies.

4. Does [Territory] have language access regulations or policies that go beyond Federal language access regulations and guidance (that is, Title VI, USDA Guidance on Title VI, and USDA SNAP bilingual regulations If yes, how do those regulations or policies go beyond Federal regulations? What did [Territory] hope to achieve with those additions?

    a. What topics are included in your NAP agency's language access regulations or policies?

<ol type="i" start="1">
Needs and capacity assessment
Oral language assistance services
Written translations
Policies and procedures related to each of the Language Access Plan elements
Notification of the availability of free language services
Staff training
Assessing accessibility and quality

The next series of questions asks about how your NAP agency sets policies.

5. How does your NAP agency determine the mix of language services to provide (for example, telephone interpreter lines, contracted interpreters, written materials etc.)?

    a. For example, do you use:

<ol type="i" start="1">
Outcome of four-factor analysis
Guidance from other [Territory] agency
Guidance from USDA
Guidance from other Federal agencies (e.g., Department of Justice)
[Territory] policy
Community feedback

6. How, if at all, does the NAP agency conduct a self-assessment of language assistance needs in each NAP service area?

7. How, if at all, does your NAP agency assess whether it has resources available to provide language access services?

    a. For example, do you assess:

<ol type="i" start="1">
Availability of bilingual staff
Availability of technology (e.g., telephonic, internet, or video interpreter services)
Availability of outside resources
Availability of operating funds
Availability of community resources

8. How, if at all, does your NAP agency gather community feedback when updating current language access procedures?

    a. For example, do you:

<ol type="i" start="1">
Meet with community leaders
Meet with community organizations
Collect digital/electronic feedback from the community
Analyze data collected by community organizations

9. How, if at all, does your NAP agency record and track the primary language spoken and the language assistance provided at the point of contact with individuals needing language assistance services?

10. What sources of information does your NAP agency use to track how often you encounter individuals needing language assistance services? Do you always use the same sources? In what cases might it vary?

    a. For example, do you use:

<ol type="i" start="1">
Application data

        ii.   Eligibility data

       iii.   Case management data

       iv.   Customer service survey

       v.   Call center data

       vi.   Data from other access points

       vii.   Data from applicants requesting language access services

11. How does your NAP agency approach sanctioning procedures for individuals needing language assistance services? For example, are there different sanctioning procedures for these individuals if language abilities could be a factor in the cause of their sanction?

The next series of questions refers to use of <u>bilingual staff</u>, <u>interpreters</u>, or <u>interpretation</u> services for spoken language access.

12. When hiring, does your NAP agency assess proficiency in specific languages such as [English, Samoan, Chamorro, or Spanish] as being necessary for particular positions? Are there any other languages that you assess proficiency for when hiring?

13. What methods does your NAP agency use to determine whether to provide bilingual staff or interpreters to participants needing language assistance services? Do you assess language assistance needs across all of [Territory] or do you assess it at a more local level? Please describe.

14. What does your NAP agency do when it encounters people who are only proficient in a language other than English or [Spanish, Chamorro, or Samoan]?

15. Are there any languages that are mostly spoken rather than written in your Territory? If yes, what services does your NAP agency provide for those spoken languages?

   a.   For example, do you:

       i.   Use a telephone interpreter service

       ii.   Use bilingual staff who speak these languages

       iii.   Contract interpreters who speak these languages

       iv.   Use these clients' family members or friends as interpreters

16. How does your NAP agency provide language services in unexpected situations? An example of an unexpected situation may be running out of translated materials.

   a.   For example, do you:

       i.   Use a telephone interpreter service

       ii.   Use the clients' family members or friends to help provide language services

       iii.   Identify the language service needed and reschedule with individual when service is available

       iv.   Attempt to provide language services in a language other than the language of the individual needing language assistance services (for example, try communicating in English or a dialect or language similar to the person's primary language)

       v.   Use picture aides

       vi.   Use a tool such as Google, Siri, Alexa, etc. to translate

       vii.   Use bilingual staff who speak these languages

The following questions are about <u>translating</u> documents.

17. What factors does your NAP agency consider when determining the translated program information or materials it will provide?

   a. For example, do you consider:

      i. The number of households needing language assistance services in the service area

      ii. The importance of the activity, information, encounter, or service involved

      iii. The consequence to the individual needing language assistance if the information in question is not provided accurately or in a timely manner

      iv. If the document contains information that is required by law

      v. Information other SNAP agencies have shared with your agency

      vi. Community feedback

18. Does your NAP agency use multiple translations for languages that have regional variation? For example, Puerto Rican Spanish and Mexican Spanish.

19. Which of the following <u>vital</u> documents does your State SNAP agency translate?

   a. For example, do you translate:

      i. Consent forms

      ii. Complaint forms

      iii. Notices of rights

      iv. Applications to participate in programs or activities

      v. NAP application form

      vi. Change report form

      vii. Notices to households (e.g., notices of rights, notices of denial, loss or decrease in benefits or services)

      viii. Others

  b. Why did your SNAP agency decide to translate the following documents: [a.i-a.viii]?

20. Does the NAP provider utilize qualified translators to translate program information on digital services such as websites, online automated applications, EBT platforms, etc.?

The next set of questions asks about whether your NAP agency has the information and resources needed to implement language access regulations and policies.

21. What additional information about <u>Title VI</u> and the Federal language access regulations and guidance would be helpful for FNS to provide NAP agencies?

   a. For example, would you want:

      i. Tools for implementing regulations and guidance

      ii. Examples of best practices of how other NAP agencies or State SNAP implement regulations and guidance (this may include examples of documents, tools, training, etc.)

      iii. More detailed guidance on implementing regulations

22. Do you agree that your NAP agency has the resources to fully implement <u>Language Access Plans</u>, policies, and procedures to meet Federal regulations and guidance? Why or why not?

23. What additional resources does your NAP agency need to ensure individuals needing language assistance services have full access to NAP?

   a. For example, do you need:

      i. Increased funding

        ii.   More staffing
       iii.   Translated materials
       iv.   Support for training
       v.   External resources
       vi.   Translator and interpreter services
       vii.   Support for oversight and quality assurance

24. Do you agree that your NAP agency has the necessary resources to ensure that individuals needing language assistance services have access to NAP services in accordance with the federal regulations and guidance? Why or why not?

25. Do you agree that your NAP agency provides the same level of language access services to individuals needing language assistance in rural and urban areas? Why or why not?

26. Does your NAP agency regularly communicate with FNS regarding language access requirements? If no, do you communicate with FNS on an as-needed basis? Is there another reason you don't communicate regularly with FNS?

27. Do you agree that your NAP agency receives enough <u>technical assistance</u> from FNS regarding language access requirements? Why or why not?

28. Do you agree that your NAP agency receives enough communications from FNS regarding language access requirements? Why or why not?

29. Do you agree that your NAP agency has a complete understanding of <u>Title VI</u> and the Federal language access regulations and guidance? Why or why not?

C. LEP Operations

In this next series of questions, I will ask about how your NAP agency implements policies and procedures that comply with Title VI and federal regulations and guidance that deal with language access. for individuals needing language assistance.

1. Does your NAP agency have a designated <u>Language Access Coordinator</u>? If yes, how long have they been in that position? Is the Language Access Coordinator responsible for developing a <u>Language Access Plan</u> or did they just contribute to the plan?

2. How, if at all, does your NAP agency or the local agency conduct outreach to communities needing language assistance services regarding NAP services?

    a. *If needed:* For example, do you:

       i.   Post signs in intake areas and other entry points
       ii.   Distribute outreach documents about NAP services
       iii.   Work with community-based organizations and other stakeholders to inform individuals needing language assistance services of NAP services
       iv.   Use a telephone voice mail menu
       v.   Include notices in local newspapers in languages other than English.
       vi.   Provide notices on non-English language radio and television stations about the available SNAP services and how to get them
       vii.   Deliver presentations or notices to organizations in their community (e.g., schools, religious institutions, senior centers, community centers)

3. How does the NAP agency evaluate the language assistance services that <u>frontline staff</u> are providing to individuals needing language access services?

    a. *If needed:* For example, do you use:

        i.   Regular evaluations of frontline staff conducted by agency leadership
        ii.   Reviews of records kept by frontline staff
        iii. Feedback from applicants and participants needing language assistance
        iv. Frontline staff self evaluations
        v.   Frontline staff peer evaluations

4. How, if at all, are <u>frontline staff</u> notified of an individual's needs for written or verbal language assistance services? Is this information provided by phone or email? Is it recorded in the eligibility or case management systems? Is there no notification for staff about language service needs?

5. Does your NAP agency have a written procedure regarding how frontline workers determine whether an applicant or participant needs language assistance services? If yes, is this guidance provided by the NAP agency or by local agencies? Can you talk me through a situation where the <u>frontline staff</u> would use this guidance?

6. Does your NAP agency have a written procedure for how <u>frontline staff</u> are supposed to record the language assistance services provided to applicants and participants needing language assistance services? If yes, please describe how frontline staff implement this procedure and record the services provided to such individuals.

7. Does your NAP agency track requests for materials or interviews in languages not currently served? If yes, where do <u>frontline staff</u> record these requests? How often does your NAP agency respond to these requests? *An estimate of the frequency of responses is fine*.

8. What are some challenges your NAP agency faces when working with individuals needing language assistance services?

    a. *If needed:* For example, do you deal with:

        i.   Lack of funding
        ii.   Not enough bilingual staff
        iii. Not have enough translated materials
        iv. There is not enough support for training
        v.   Not enough interpreters onsite to provide services
        vi. Do not have access to interpreter services
        vii. Not enough support for oversight and quality assurance

9. What do <u>frontline staff</u> do when they are unable to communicate with an individual needing language assistance?

    a. *If needed:* Do you:

        i.   Use an interpreter service (e.g., telephone, internet/video, in-person)
        ii.   Use the clients' family members or friends to help provide language services
        iii. Identify the language service needed and reschedule with the person when the service is available
        iv. Attempt to provide language services in a language other than the language of the individual needing language assistance (for example, try communicating in English or a dialect or language similar to the person's primary language)
        v.   Use picture aides

    vi. Use a tool such as Google, Siri, Alexa, etc. to translate

    vii. Use bilingual staff who speak these languages

10. Please describe the ways in which participants or applicants needing language assistance services provide their feedback or concerns about the agency's language assistance services or lack thereof with NAP agencies. Are there any other ways individuals can provide feedback? If so, please describe.

 a. *If needed*: Do you have:

   i. A feedback section on the NAP website

   ii. A feedback form, available at local NAP offices

   iii. Frontline staff submit feedback received from people

   iv. A feedback section at the end of the application

   v. Use surveys

   vi. A toll-free number or email

Next I have some questions related to the resources and services your NAP agency uses to provide services to individuals needing language assistance.

11. What language assistance resources are available to help LEP individuals access SNAP websites, web portals, or online applications?

 a. *If needed*: For example,

   i. Automated translation software

   ii. Written translations of <u>vital documents</u>

   iii. Multilingual written translated notices of the right to receive competent oral interpretation, free of cost

12. In general, how does your NAP agency translate content, materials, or services provided online? Do you use automated translation software? FNS-provided translations of essential documents? Qualified human <u>translators</u>? Are there any other methods your NAP agency uses to translate online services?

13. What resources are available to help individuals needing language assistance services access online websites, web portals, or applications? Are there any other resources?

 a. *If needed*: Do you use:

   i. Automated translation software for all online services

   ii. Automated translation software for some online services

   iii. Written translations of <u>vital documents</u>

   iv. Multilingual written translated notices of the right to receive competent oral interpretation, free of cost

14. How, if at all, does your NAP agency ensure individuals needing language assistance services have full access to telephone voicemail menus or customer service lines?

Let's talk more specifically about the types of staff your NAP agency uses for <u>interpretation</u> and <u>translation</u>.

15. How, if at all, does your NAP agency and <u>frontline staff</u> provide interviews and verbal communication with individuals needing language assistance services?

 a. *If needed:* Does your NAP agency use:

        i.   Bilingual staff available in person and by phone at all times
        ii.   On-staff interpreters
        iii.   Contracted interpreters
        iv.   Interpreters from an advocacy organization
        v.   A telephonic interpreter service
        vi.   Family members or friends

16. How, if at all, does your NAP agency evaluate the qualifications of <u>interpreters and translators</u> during the hiring or contracting process? For example, do you look at degrees or certificates? Work experience? Interviews? An assessment? Training?

17. How, if at all, does your NAP agency evaluate the qualifications of <u>bilingual staff</u> during the hiring process and during employment? For example, do you look at degrees or certificates? Work experience? Interviews? An assessment? Training?

18. How, if at all, does your NAP agency evaluate the qualifications of an advocacy organization's <u>translators and interpreters</u>? For example, do you look at degrees or certificates? Work experience? Interviews? An assessment? Training?

19. How long does it take to get translated documents to individuals needing language assistance services if their language is commonly spoken in [Territory]? How long does it take to get <u>interpreters</u> for individuals needing language assistance services if their language is commonly spoken in [Territory]?

    a. *If needed:* Would you say it's:

        i.   1 day or less
        ii.   2 to 3 days
        iii.   4 to 6 days
        iv.   1 to 2 weeks
        v.   3 to 4 weeks
        vi.   5 weeks or more

20. How long does it take to get translated documents to individuals needing language assistance services if their language is rarely encountered in [Territory]? How long does it take to get <u>interpreters</u> for individuals needing language assistance services if their language is rarely encountered in [Territory]?

    a. *If needed:* Would you say it's:

        i.   1 day or less
        ii.   2 to 3 days
        iii.   4 to 6 days
        iv.   1 to 2 weeks
        v.   3 to 4 weeks
        vi.   5 weeks or more

21. If an individual needing language assistance services chooses to use a family member or friend as an <u>interpreter</u>, does your NAP agency require the individual to sign a waiver of their right to free interpretation services?

22. When does your NAP agency permit the use of family and friends as <u>interpreters</u>?

    a. *If needed*: For example, is it permitted:

        i.   For routine matters (such as the location of an office or hours of an agency)
        ii.   During an emergency when no other interpretation is available

  iii. Once an individual needing language assistance services has filled out a consent form wavier to use an interpreter of their choosing

  iv. When filling out an application

  v. During an interview

  vi. During all interactions with the individual needing language assistance service

23. When does your NAP agency permit the use of children as <u>interpreters</u>?

 a. *If needed*: For example, is it permitted:

  i. For routine matters (such as the location of an office or hours of an agency)

  ii. During an emergency when no other interpretation is available

  iii. Once an individual needing language assistance services has filled out a consent form wavier to use an interpreter of their choosing

  iv. When filling out an application

  v. During an interview

  vi. During all interactions with the individual needing language assistance service

24. How frequently do <u>frontline staff</u> use family and friends as <u>interpreters</u>? Would you say never, rarely, sometimes, usually, or always?

25. How frequently do <u>frontline staff</u> use children as <u>interpreters</u>? Would you say never, rarely, sometimes, usually, or always?

26. How does your NAP agency ensure translation accuracy, integrity, and cultural competency? Are translations reviewed for translation accuracy or cultural competency by staff? Are there other ways?

D. Civil Rights

In this section, I have some questions related to how your NAP agency addresses civil rights complaints regarding language access.

1. Does your NAP agency offer any types of language assistance services as a result of a past relevant court decision, civil rights complaint investigation, or compliance review? What types of language assistance services?

2. How, if at all, does your NAP agency inform people they are able to file complaints regarding language access?

 a. Do you have:

  i. Application forms that include an FNS-approved nondiscrimination statement

  ii. Complaint forms (paper or online) that include an FNS-approved nondiscrimination statement

  iii. Staff share this information verbally with people

  iv. Notices or signs posted in the office

  v. USDA's "And Justice For All or an FNS-approved substitute displayed in office

  vi. The [Territory's] NAP website display this information

  vii. This information included in a telephone voice mail menu

3. Does your NAP agency have a process for handling civil rights complaints related to language access and national origin discrimination that is approved by the FNS Civils Rights Division??

 a. *If no*: Is the process of process of handling civil rights complaints related to language access documented in some other way?

b. *If yes*: Is the process documented in a NAP State Plan of Operations?

4. Can you describe how your territory processes civil rights complaints filed in NAP?

5. Is this process of handling civil rights complaints related to language access approved by the FNS Regional Office of Civil Rights?

This next set of questions asks about civil rights complaints and findings of noncompliance from the last 12 months.

6. Did your NAP agency receive any civil rights complaints in the past 12 months specific to language access? If yes, how many civil rights complaints did your NAP agency receive in the past 12 months because it did not provide language assistance services? *An estimate of the number of complaints is fine*.

Now, let's talk about the types of complaints that your agency received.

7. Please tell us about the types of allegations that were raised in the civil rights complaints received over the past 12 months. Were there any additional allegations?

   a. *If needed:* Were there any allegations about:

      i. Failure to provide a <u>qualified interpreter</u> or translated materials
      ii. Online application system not being available in frequently encountered languages
      iii. Recipient not being notified of rights
      iv. Discrimination against a member of a State-specific protected class
      v. Reasonable steps not being taken to provide meaningful access to SNAP
      vi. Incident with staff members
      vii. Denial of needed benefits and services
      viii. Delay in service delivery
      ix. Wrong services were provided
      x. Ineffective services were provided
      xi. Voicemail menus on customer service lines are not accessible to persons who speak less commonly spoken languages

8. How many of the language access civil rights complaints in the last 12 months did your NAP agency inform the FNS Civil Rights Division about **before** initiating an investigation of the allegations? *An estimate of the number of complaints is fine.*

9. How many of the civil rights complaints related to language access services in the last 12 months resulted in a determination of noncompliance or unlawful discrimination? *An estimate of the number of complaints is fine*.

10. What corrective actions has your NAP agency taken in response to the complaints related to language access services that were determined noncompliant? Were there any other corrective actions? Did you take any corrective actions?

   a. *If needed:* Did your NAP agency:

      i. Provide written notice to local agencies or subrecipients of areas of noncompliance and required actions to correct the situation
      ii. Negotiate with local agencies or subrecipients to achieve compliance

iii.   Submit a Report of Findings of Noncompliance to the FNS Regional Civil Rights Officer in instances where corrective action has not been completed within 60 days of finding

E.   Training

This final set of questions will be about how your NAP agency trains staff to work with individuals needing language assistance.

1.   How often do <u>frontline staff</u> receive training on language access procedures?

2.   How, if at all, are <u>frontline staff</u> informed of changes in language access policies, plans, and procedures by your NAP agency?

   a.   For example, do you inform them through:

      i.   Virtual meetings
      ii.   In-person meetings
      iii.   SNAP internal website
      iv.   SNAP external website
      v.   Email updates
      vi.   Updates sent by mail (that is, brochures, memos)
      vii.   Phone call to frontline staff

3.   How, if at all, do <u>frontline staff</u> give feedback on challenges in implementing the language access policies, plans, and procedures? Are there any formal feedback structures? What happens in practice?

   a.   For example, do staff give feedback through:

      i.   Responding to surveys on their experience
      ii.   Supervisors observe staff interactions with individuals needing language assistance
      iii.   Group discussions or meetings
      iv.   One-on-one conversations with supervisor
      v.   Staff provide ad hoc feedback

4.   How, if at all, does the NAP agency train <u>frontline staff</u> on its language access policies, plans and procedures?

   a.   For example, do you use:

      i.   Online trainings
      ii.   Conferences
      iii.   Group in-person trainings
      iv.   Group virtual trainings
      v.   One-on-one virtual trainings
      vi.   On-the-job training

5.   What types of training does your NAP agency provide for staff who are bilingual or staff who provide <u>interpretation</u> services or complete <u>translations</u>? Are these trainings provided internally? Do you provide any other forms of training?

   a.   For example, do you use:

      i.   Professional interpreter training courses
      ii.   Professional translation training courses
      iii.   Language access policy and procedure trainings

iv.   Testing of language skills by a third-party evaluator

6. Are NAP agency staff trained on how to use telephonic <u>interpreters</u>? What about internet or video interpreters? Are staff trained on how to use in-person interpreters? If yes to some but not all, why are staff trained on certain types of interpreter services but not others?

F.   Wrap-up

1. After all this discussion, what would be the main thing we should take away from this conversation?

2. What would you say is the single biggest challenge about how your NAP agency provides language assistance? What have you learned about addressing that challenge?

3. Do you have any other feedback about implementing language access policies? Are there any other resources or information you want from FNS related to language access? Is there anything else you would like to share?

Thank you for your time today.

G.   Document requests

Documents can be shared via email or through a secure site according to the respondent's discretion.

1. Can you share your most recent <u>Language Access Plan</u> with us?

2. Do you have [Territory]-specific guidance or policy documents related to language access that you could share with us?

3. Do you have training materials for <u>frontline staff</u> on language access obligations that you could share with us?

4. Do you have [Territory]-specific guidance or policy documents related to submitting or addressing civil rights complaints that you could share with us?

5. Do you have any informational materials you provide to NAP participants on submitting civil rights complaints that you could share with us?

6. Do you have informational materials on how the NAP agency operates language access policies and procedures you could share with us?