



Supplementary Language Access Plan

Fiscal Years 2020 - 2021



U.S. Customs and
Border Protection

February 7, 2020

MESSAGE FROM THE DEPUTY COMMISSIONER

On behalf of U.S. Customs and Border Protection (CBP), I am pleased to present the CBP Language Access Plan, which supplements the Language Access Plan issued on November 18, 2016, and sets forth CBP's language access priorities for Fiscal Years 2020 and 2021. This plan also summarizes CBP's ongoing language access programs and initiatives in accordance with Executive Order 13166, *Improving Access to Services for Persons with Limited English Proficiency* (EO 13166).



CBP's comprehensive approach to border control and management, combining customs, immigration, border security, and agricultural protection into one coordinated and supportive activity requires CBP to communicate effectively with diverse communities of individuals, both domestic and foreign, which includes persons with limited English proficiency (LEP).

CBP strives to ensure that all persons with whom employees interact are afforded equal access to programs and activities regardless of the primary language in which they communicate. CBP takes pride in having developed multiple resources to provide language assistance including expanding the number of employees who may provide language assistance, expanding the number of positions that have a language requirement, and expanding the public's access to information and documents in a variety of languages.

CBP periodic evaluation and update of language access plans, policies, and procedures will help ensure that CBP language access programs are effective and comply with EO 13166.


Robert E. Perez
Deputy Commissioner

Table of Contents

Message from the Deputy Commissioner.....	i
CBP Mission Statement.....	1
Purpose.....	1
Scope.....	1
Key Terms.....	1
Policy	2
About CBP	2
Background.....	3
CBP Language Access Plan.....	4
Acronyms	19

CBP Mission Statement

To safeguard America's borders thereby protecting the public from dangerous people and materials while enhancing the Nation's global economic competitiveness by enabling legitimate trade and travel.

Purpose

This Supplementary Language Access Plan (LAP) serves as an update to the original LAP issued on November 18, 2016. It sets forth the standards, principles, and guidelines that CBP will use to provide, and improve, meaningful access for persons with limited English proficiency (LEP) in the Agency's operations, services, activities, and programs. The Supplementary LAP also implements the Department of Homeland Security's (DHS) language access policy and augments an established system within CBP to implement Executive Order 13166, [*Improving Access to Services for Persons with Limited English Proficiency*](#) (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."

Scope

The obligations under Executive Order 13166 and this Supplementary LAP apply to all CBP offices and personnel that interact with members of the public and applies to all methods of communication.

Key Terms

- A. Bilingual:** Persons who are fluent in two languages such that they are able to conduct the business of the workplace in either of those languages. This is to be distinguished from proficiency in more than one language. For example, an individual who is proficient in a language may be able to greet an LEP person in his or her primary language, but may not be able to conduct agency business in that language. Interpretation and translation require the interpreter or translator to be bilingual, and also require additional specific skills.
- B. Effective Communication:** Communication sufficient to provide an LEP person with substantially the same level of access to services as received by persons who are not LEP.
- C. Interpretation:** Interpretation involves oral communication – the immediate communication of meaning from one language into another language.
- D. Language Access Coordinator:** An agency-wide CBP official designated to develop, modify, and oversee the implementation of the CBP LAP.

- E. Language Access Plan:** A plan that establishes language access policy and creates a system to provide meaningful access to homeland security programs and activities to LEP persons.
- F. Language Assistance Services:** Oral and/or written language services needed to enable LEP persons to effectively communicate with staff and gain access to, and an equal opportunity to participate fully in, the services, activities, or other programs conducted by CBP.
- G. LEP Persons:** Persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.
- H. Meaningful Access:** Language assistance that results in accurate, timely, and effective communication at no cost to the LEP person.
- I. Primary Language:** The language in which a person communicates most effectively.
- J. Translation:** The replacement of written text from one language with written text in another language.

Policy

CBP adopts the language access policy in the [DHS Language Access Plan](#) (February 28, 2012). As such, it is the policy of CBP to take reasonable steps to provide LEP persons with meaningful access, free of charge, to its operations, services, and other conducted activities and programs without unduly burdening the Agency's fundamental mission. This policy applies to all methods of communication (e.g., verbal (including telephone); correspondence (including emails); websites; newsletters; community engagement activities; and flyers, posters, pamphlets, and other documents explaining CBP programs). This policy also applies to interactions with the public, including but not limited to, law enforcement encounters (e.g., questioning, processing, etc.).

About CBP

With more than 60,000 employees, CBP is one of the world's largest law enforcement organizations and is charged with keeping terrorists and their weapons out of the United States while facilitating lawful international travel and trade. As the United States' first unified border entity, CBP takes a comprehensive approach to border control and management, combining customs, immigration, border security, and agricultural protection into one coordinated and supportive activity. The men and women of CBP are responsible for enforcing hundreds of U.S. laws and regulations. On a typical day, CBP welcomes over one million visitors, screens more than 81,000 cargo containers, apprehends more than 1,100 individuals between ports of entry, arrests 75 wanted criminals, and seizes over 4,600 pounds of narcotics. Annually, CBP facilitates an average of more than \$3 trillion in legitimate trade while enforcing U.S. trade laws. As CBP executes its mission to secure the Nation's border, the men and women of CBP

recognize their responsibility to provide effective communication to individuals who interact with CBP personnel.

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.” Each agency’s plan must be consistent with the standards set forth in the LEP guidance issued by the Department of Justice (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 persons 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 Fiscal Year 2016, CBP issued a LAP consisting of 15 elements that explained how CBP would provide language access to LEP persons and included action items to expand meaningful access to CBP programs and activities by LEP persons. CBP has implemented most of the LAP elements and continues to enhance and increase language services for LEP persons in operations, services, activities, and programs across CBP.

In Fiscal Year 2018, the DHS Office for Civil Rights and Civil Liberties issued instructions to DHS Components to update their LAP in the following four specific areas:

- 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 most frequent 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.

This Supplementary LAP implements these instructions. The elements in the Supplementary LAP have been updated and therefore reflect differences in numbering and content from the original LAP. While the areas titled *Component Language Access Working Group*, *Evaluation Tools and Mechanisms*, and *New Technologies* are principally addressed in individual LAP Element 1, 2, and 12 respectively, *Demographic Assessments* is addressed in Elements 2 and 5.

CBP Language Access Plan

Element 1) Language Access Workgroup: CBP has established a Language Access Workgroup to work in collaboration with the Language Access Coordinator to evaluate and update the CBP LAP. The CBP Language Access Workgroup was convened to provide program office input regarding policy and procedure, the challenges faced in providing language access, and lessons learned during implementation of the first CBP LAP. Workgroup members assisted in drafting the Supplementary LAP and served as the primary points of contact for the individual program offices during the development of the Supplementary LAP. The workgroup is comprised of representatives from the program offices that have public interactions, which may include interactions with LEP persons. The identified program offices are the Office of Acquisition (OA), Air and Marine Operations (AMO), Office of Field Operations (OFO), Office of Information and Technology (OIT), Intergovernmental Public Liaison (IPL), Office of Professional Responsibility (OPR), Office of Public Affairs (OPA), Operations Support (OS), Office of Training and Development (OTD), and United States Border Patrol (USBP). The Office of Chief Counsel (OCC) provides legal advice regarding the LAP and implementation efforts.

Element 2) Evaluation Tools and Mechanisms: CBP conducts annual evaluations to determine the efficacy of the current language services available and any need for expansion or improvement. Results of the annual evaluations are incorporated into a LAP implementation status report that CBP produces each fiscal year. For Fiscal Year 2018, a review of the information compiled through the annual evaluation of language services and consultation with the appropriate program offices assisted in the updates made in this Supplementary LAP, as well as the publishing of the CBP Fiscal Year 2018 Language Access Plan Implementation Status Report. The results of the Fiscal Year 2018 evaluation reflect that CBP has dedicated adequate resources to provide CBP employees with the tools and training to provide language assistance services, and that CBP continues to fulfill its obligations under the CBP LAP while focused on securing our country's borders and facilitating lawful international trade and travel.

Additional Planned Activities:

- Review USBP e3 system records and OFO Secure Integrated Government Mainframe Access (SIGMA) system records to determine the information available regarding the countries of origin and languages of LEP persons encountered by USBP and OFO personnel that are stored in these systems.

- Explore modification of language service contracts to build in additional data reporting by contractors to identify the primary languages requested by officers and agents for interpretation and translation services and the request rates for those languages. Utilize the CBP Information Center data received from the public orally, telephonically, and electronically to analyze complaint trends and compile demographic data for the languages in which communications are received.

Element 3) Oversight: CBP has established protocols for oversight. The Self-Inspection Program, which requires CBP managers to perform annual self-assessments of programs and processes and report on the results, is currently utilized to monitor compliance with the LAP. In addition to conducting an annual review, CBP used the Self-Inspection Program to monitor compliance with selected LAP elements. The Privacy and Diversity Office (PDO) coordinates with the program office points of contact to ensure timely LAP compliance.

Additional Planned Activities:

- Conduct periodic monitoring and evaluation of the implementation of the CBP LAP and prepare an annual implementation status report.
- Utilize the Self Inspection Program to monitor compliance with key provisions of CBP Directive Number 2130-031: *Roles and Responsibilities of U.S. Customs and Border Protection Offices and Personnel Regarding Provision of Language Access.*

Element 4) Notice to Employees: CBP has provided employees with information regarding CBP language access responsibilities and available language resources, including the Agency's responsibilities and available resources for providing language assistance to speakers of indigenous languages. The CBP Language Access Workgroup will continue to educate program offices of office-level language access responsibilities, which will expand to employee-level awareness and education.

Additionally, CBP has implemented the following:

- Launched a communication plan focused on CBP's obligations and resources to assist with the provision of language access to indigenous language speakers. The communication plan included: informational display system slides which appeared on video monitors in CBP field locations throughout the country; a web article posted to the CBPnet intranet webpage; an abstract included in a CBP Central email message disseminated to all CBP employees with links to CBP language assistance job aids; and, an article in the PDO's e-Newsletter, which was disseminated via email message to all CBP employees.
- Informed Border Patrol Agents of their responsibilities under the language access directive and the available resources to assist in providing language services through a muster module.
- Posted a link to the Indigenous Language Identification Tool on the USBP Employee Information Links webpage on the CBPnet website.

Additional Planned Activities: To provide CBP personnel with information relative to the Supplementary LAP, CBP will:

- Develop a comprehensive communication plan.
- Post the Supplementary LAP on the Agency’s public Web site.
- Display the *I Speak Language Identification Poster* and the *I Speak Indigenous Language Identification Poster* at USBP and OFO operational locations nationwide.
- Provide employees with annual notification of the progress in implementing LAP elements.

Element 5) Prioritization: CBP prioritizes language services based on a variety of factors such as: the importance of the service being provided; the nature of the encounter; the frequency that a service is requested or frequency of occurrence; and the prevalence of specific language users. The Office of Field Operations and U.S. Border Patrol evaluate their need for interpretation and translation services and employ a variety of methods to provide the services required.

Additional Planned Activities:

- Determine the translation and interpretation needs of OFO and USBP through identification of the primary languages encountered by officers and agents and evaluation of the frequency of use of specific languages.
- Report on an annual basis OFO and USBP actions to prioritize the translation of materials based upon the prevalence of languages encountered and specific needs of programs, such as Global Entry, Electronic System for Travel Authorization (ESTA), and Electronic Visa Update System (EVUS).

Element 6) Language Access Procedures/Protocols: CBP has established procedures that staff should follow to provide language services to LEP persons, including persons that speak an indigenous language, encountered in their daily activities. The language access procedures include the following instructions: how to recognize whether an individual is LEP; identification of the individual’s primary language; identification of situations requiring language assistance; and how to access language assistance resources. Protocols include limits on the use of family members, friends, or other persons traveling or detained with an LEP individual as interpreters to brief, straightforward communications when approved resources are not readily available, or in emergency situations.

Staff who may provide language assistance services include, depending on the situation: bilingual personnel; CBP Officers and Agriculture Specialists who are tested and receive a proficiency rating pursuant to [CBP Directive Number 51451-004B](#), “Foreign Language Awards Program;” and if the relevant language assistance services are being provided in Spanish, CBP personnel, such as Air and Marine Interdiction Agents, Border Patrol Agents, CBP Agriculture Specialists, and CBP Officers who receive Spanish language training during basic academy training. While staff who complete CBP language training and/or obtain a proficiency rating

under the Foreign Language Awards Program may provide language assistance services in certain situations, these staff are not necessarily bilingual. CBP personnel who have only a rudimentary familiarity with a language other than English will not be considered a “bilingual staff member.” A contract interpreter or bilingual personnel may be required when the encounter involves complex information or the encounter lasts for a long period of time, and when rights, health, and safety are implicated. However, a contract interpreter or bilingual staff member is not always required for all situations.

Additionally, CBP has implemented the following:

- Entered into an Inter-Agency Agreement with the U.S. Citizenship and Immigration Service (USCIS) to access their language line to provide language interpretation services during office hours on weekdays.
- Established individual contracts in some Field Offices for language interpretation services that can be accessed at any time. Many of the individual contracts are part of the DHS Blanket Purchase Agreement for Language Services. Those not currently under the DHS Blanket Purchase Agreement may transfer to it when a new contract is awarded.
- Continued the Spanish language requirement for the Border Patrol Agent position.
- Established a national contract in the U.S. Border Patrol for language interpretation services that can be accessed telephonically when employees who may provide language assistance services are not available.
- Developed, disseminated, and for ease of access, posted on the CBP Intranet various tools and resources to assist CBP employees in the provision of language assistance services to LEP persons. These tools and resources include the following: 1.) *I Speak Language Identification Poster*; 2.) *I Speak Indigenous Language Identification Poster*; 3.) *I Speak Language Identification Guide*; 4.) *Indigenous Language Identification Tool*; 5.) *Language Access FAQs*; 6.) *Protocol for Identifying Limited English Proficient Persons and Providing Language Services*; and 7.) *Effective Communication with Persons who are Limited English Proficient*.
- Incorporated several of the above referenced tools in the mandatory training module for frontline officers and agents and special agents titled “*Preventing and Addressing Sexual Abuse and Assault of Individuals in CBP Holding Facilities*.”
- Promulgated an agency-wide language access directive: CBP Directive Number 2130-031: *Roles and Responsibilities of U.S. Customs and Border Protection Offices and Personnel Regarding Provision of Language Access*, to define the roles and responsibilities of CBP personnel in providing LEP persons with meaningful access to the Agency’s programs and activities.
- Disseminated musters to OFO and USBP notifying officers and agents of their responsibilities under the agency-wide language access directive: CBP Directive Number

2130-031: Roles and Responsibilities of U.S. Customs and Border Protection Offices and Personnel Regarding Provision of Language Access.

- Notified USBP supervisory staff through a memorandum (dated: April 24, 2019) from the U.S. Border Patrol Chief of USBP's roles and responsibilities under the agency-wide language access directive: CBP Directive Number 2130-031: *Roles and Responsibilities of U.S. Customs and Border Protection Offices and Personnel Regarding Provision of Language Access.*

Additional Planned Activities:

- Develop and issue mission-specific supporting language access standard operating procedures (SOP) for uniformed officers and agents in OFO and USBP.
- Award new language service contracts under the scope of the DHS Blanket Purchase Agreement for Language Services.

Element 7) Quality Control Procedures: CBP has developed and implemented quality control procedures to ensure 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. Border Patrol Agents nationwide have a Spanish language position requirement and are tested and trained for proficiency. CBP Officers assigned to the Southwest Border, Miami, and Puerto Rico have a Spanish language position requirement and are tested and trained for proficiency. OFO utilizes a telephonic testing system to determine the language proficiencies of CBP Officers and CBP Agriculture Specialists participating in the OFO Foreign Language Award Program (FLAP). The tests are conducted and validated by private providers and the State Department. The CBP FLAP Directive requires that proficiency ratings used in the tests be aligned with “the Federal Interagency Language Roundtable level or its equivalent.” AMO Officers nationwide have a Spanish language position requirement and are tested and trained for proficiency.

The CBP.gov website has a Question/Comment/Complaint section that provides a feedback mechanism for the public and provides a toll free number 877-227-5511 to provide a compliment or make a service-related complaint or inquiry. The Question/Comment/Complaint section may also be accessed in Spanish through a link titled “Comunicarse con Nosotros,” where the information of the section is explained in Spanish, and Spanish speakers may submit their compliments or complaints regarding their experience with CBP in Spanish. The webpage also provides responses in Spanish to many of the frequently encountered questions. Telephone callers may access the Interactive Voice Response (IVR) in English and Spanish, and the IVR for the Electronic Visa Update System (EVUS) includes Mandarin. The CBP.gov website provides a link to the DHS Office for Civil Rights and Civil Liberties web page to file a civil rights or civil liberties complaint regarding CBP policies or activities, or actions taken by CBP personnel. The DHS.gov Web site accepts complaints on the “Home Page” under the section “How Do I?” The DHS Web site accepts comments through the “Contact Us” page under “Give Feedback.”

To ensure that the interpreters used by CBP provide effective communication, CBP staff are advised to verify that the interpreter is familiar with specialized Agency terminology, such as

“asylum,” “admission,” “visa waiver,” “parole,” and “expedited removal” and to verify with the LEP person that they understand the interpreter, such as by asking them to repeat information.

Additional Planned Activities:

- Examine the terms and conditions and reporting requirements of existing language access service contracts/orders to determine the extent to which CBP may require contract providers to provide information regarding the proficiency of their interpreters and translators who provide language services to CBP, such as certifications, assessments of proficiency qualifications, experience, and training.
- Ensure that the terms, conditions, and reporting requirements of future language access service contracts/orders require contract providers to provide information regarding the proficiency of their interpreters and translators who provide language services to CBP, such as certifications, assessments of proficiency qualifications, experience, and training.

Element 8) Data Tracking: CBP documents and tracks contract interpreter usage. USBP utilizes the e3 System to track the languages spoken by LEP persons apprehended and/or temporarily detained by USBP. OFO uses the SIGMA processing system to track the languages spoken by LEP persons processed and/or temporarily detained by OFO personnel. The CBP Information Center tracks and documents the foreign languages in which all communications are received.

Additional Planned Activities:

- Compile and analyze data received from the USCIS Language Line Inter-Agency Agreement regarding the number of requests for language assistance, resources expended, and geographical location of requests.
- Explore modification of language service contracts, where applicable, to require additional reporting of the primary languages and specific language request rates.
- Review and analyze complaint activity received by the CBP Information Center and the DHS Office for Civil Rights and Civil Liberties to identify trends and areas for improvement in providing language access.

Element 9) Resources: CBP conducts an annual assessment of the progress made in LAP implementation to assess language assistance services provided by employees and contractors, identify existing resources, and describe funding and procurement needs. The CBP Language Access Workgroup members are responsible for conducting research and submitting information on language access related activities for their program offices, such as the most frequent foreign languages encountered, documents that were translated into foreign languages, and reporting on the use of contract interpreters and translators to provide language assistance services.

Additional Planned Activities:

- Continue to conduct an annual review of language services to determine if resources are being allocated efficiently and effectively. The review will assess language services provided by contractors and employees, primary languages encountered, and resource expenditures.
- Designate representatives from CBP stakeholder offices to participate in the re-compete process for the next DHS-wide Blanket Service Agreement for Language Services scheduled to commence in Fiscal Year 2020. Through the re-compete process, CBP will explore the possibility of establishing a single language service contract for all CBP program offices to provide nationwide language assistance services and upgraded features, such as expanded report generation.

Element 10) Outreach to LEP Communities: CBP engages with LEP communities and other external stakeholders to assess effectiveness of language services. OPA assesses the need for and releases translated media advisories, as needed, in appropriate languages regarding policy and activities. CBP has improved signage at ports of entry and broadcasts a video at 20 international airports that contains practical information about the entry process to arriving travelers in English, Arabic, French, German, Japanese, Korean, Traditional Chinese, Russian, and Spanish.

CBP has developed a Language Access [page](#) on CBP.gov that includes a multilingual resource center to provide the public with information and translated documents.

Additional information on CBP contact mechanisms for the public is included above in Element 7) Quality Control Procedures.

Additional Planned Activities:

- Facilitate feedback sessions with LEP community and stakeholder groups to solicit public input on interactions with CBP employees and the language services provided.
- Conduct media outreach to LEP communities in a variety of media and languages; issue translated media advisories; and administer surveys to solicit public input.

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

Additional Planned Activities:

- Revise, as needed, the timeframes, benchmarks, and responsible program offices listed in *Appendix A: Implementation Plan* that follows on page 12 of this Supplementary LAP.

Element 12) Technology: CBP continues to explore existing and future technologies that may assist CBP personnel in providing language assistance to LEP persons.

Additional Planned Activities:

- Explore the use of machine language applications to assist in providing language assistance to LEP persons.

Appendix A: Implementation Plan

Action Plan to Enhance Language Access in CBP-Conducted Programs and Activities						
Element	Action Item	Deliverable(s)	Lead Office	Support Office	Targeted Date	Status/ Comments
Element 1) Language Access Workgroup	Establish a Language Access Workgroup	CBP has established a Language Access Workgroup to work in collaboration with the Language Access Coordinator to evaluate and update the CBP LAP.	PDO	OA AMO OCC OFO OIT IPL OPR OPA OS OTD USBP	N/A	Completed
Element 2) Evaluation Tools and Mechanisms	Determine the efficacy of current language services available and any need for expansion or improvement	Review the information compiled from the FY 2017 annual evaluation of language services and consult with the appropriate program offices to assist in updating the CBP LAP.	PDO	OA AMO OCC OFO OIT IPL OPR OPA OS OTD USBP	FY 2019 Q1	Completed
		Review the e3 system of records to determine the information available regarding the countries of origin and languages of LEP persons encountered by CBP personnel.	USBP	PDO	FY 2020 Q2	

		Review the SIGMA system of records to determine the information available regarding the countries of origin and languages of LEP persons encountered by CBP personnel.	OFO	PDO	FY 2020 Q2	
		Explore modification of language service contracts to build in additional data reporting by contractors to identify which primary languages are requested by officers and agents for interpretation and translation services and the request rates for those languages.	OA OFO USBP	PDO	FY 2021 Q2	
		Utilize the CBP Information Center data received from the public orally, telephonically, and electronically to analyze complaint trends and compile demographic data for the languages in which communications are received.	IPL	PDO	FY 2020 Q4	
Element 3) Oversight	Establish protocols for authority and oversight.	Conduct periodic monitoring and evaluation of the implementation of the CBP LAP and prepare an annual implementation status report.	PDO	OA AMO OCC OFO OIT IPL OPR OPA OS OTD USBP	Annually	
		Utilize the Self Inspection Program to monitor compliance with key provisions of CBP Directive Number 2130-031: <i>Roles and Responsibilities of U.S. Customs and Border Protection Offices and Personnel Regarding Provision of Language Access.</i>	PDO	OFO USBP	Annually	

Element 4) Notice to Employees	Provide employees with information regarding CBP's language access responsibilities and the available language resources, including the Agency's responsibilities and available resources for providing language assistance to indigenous language speakers.	Develop a comprehensive communication plan.	PDO	OPA	FY 2020 Q3	
		Post the Supplementary LAP on the Agency's public Web site.	OPA	PDO	TBD based date of LAP approval	
		Disseminate notice of the issuance of the Supplementary LAP to CBP employees via electronic mail (e.g., CBP Central) and the internal CBP Information Display System (IDS).	OPA	PDO	TBD based on date of LAP approval	
		Display the <i>I Speak Language Identification Poster</i> and the <i>I Speak Indigenous Language Identification Poster</i> at USBP and OFO operational locations nationwide.	OFO USBP	PDO	FY2020 Q3	
		Provide employees with annual notification of the progress in implementing LAP elements.	PDO	OPA	Annually	
Element 5) Prioritization	Prioritize OFO and USBP's language services based on importance of services or encounters, frequency of use, and demographics.	Identify the primary languages encountered by OFO.	OFO	PDO	FY 2020 Q4	
		Identify the primary languages encountered by USBP.	USBP	PDO	FY 2020 Q4	
		Determine the frequency of request for each primary language encountered by OFO.	OFO	PDO	FY 2020 Q4	
		Determine the frequency of request for each primary language encountered by USBP.	USBP	PDO	FY 2020 Q4	
		Report on an annual basis, actions taken to prioritize the translation of materials based upon the prevalence of languages encountered by OFO and specific needs	OFO	PDO	FY 2021 Q2	

		of programs such as Global Entry, ESTA and EVUS.				
		Report on an annual basis, actions taken to prioritize the translation of materials based upon the prevalence of languages encountered by USBP.	USBP	PDO	FY 2021 Q2	
Element 6) Language Access Procedures/ Protocols	Establish procedures that staff should follow to provide language services to LEP persons encountered in their daily activities.	Promulgate and promote an agency-wide language access directive: CBP Directive Number 2130-031: <i>Roles and Responsibilities of U.S. Customs and Border Protection Offices and Personnel Regarding Provision of Language Access</i> , to define the roles and responsibilities of CBP personnel in providing LEP persons with meaningful access to the Agency’s programs and activities.	PDO	OA AMO OCC OFO OIT IPL OPR OPA OS OTD USBP	FY 2019 Q3	Completed
		Transition new language service contracts under the DHS Blanket Purchase Agreement for Language Services	OA OFO USBP	PDO	FY2021 Q4	
		Develop and issue a mission-specific supporting language access SOP for uniformed officers.	OFO	PDO OCC	FY 2021 Q1	
		Develop and issue a mission-specific supporting language access SOP for uniformed agents.	USBP	PDO OCC	FY 2021 Q1	
Element 7) Quality Control Procedures	Develop and implement quality control procedures that ensure employees who use their foreign language skills do so in an accurate and competent	Examine the terms, conditions, and reporting requirements of existing language access service contracts/orders to determine the extent to which CBP may require contract providers to provide information regarding the proficiency of their interpreters and	OA	PDO	FY 2021 Q1	

	manner as well as to ensure high quality language services from contractors.	translators who provide language services to CBP, such as certification, assessments of proficiency, qualifications, experience, and training.				
		Ensure that the terms, conditions, and reporting requirements of future language access service contracts/orders require contract providers to provide information regarding the proficiency of their interpreters and translators who provide language services to CBP, such as certifications, assessments of proficiency qualifications, experience, and training.	OA	PDO	FY 2021 Q4	
Element 8) Data Tracking	Document and track contract interpreter usage.	Compile and analyze data received from the USCIS Language Line Inter-Agency Agreement regarding the number of requests for language assistance, resources expended, and geographical location of requests.	PDO	OFO	FY 2021 Q2	
		Explore modification of language service contracts, where applicable, to require additional reporting of the primary languages and specific language request rates.	OA	PDO	FY 2021 Q3	
		Review and analyze complaint activity received by the CBP Information Center and the DHS Office for Civil Rights and Civil Liberties to identify trends and areas for improvement in providing language access.	PDO	IPL	FY 2020 Q4	

Element 9) Resources	Assess the progress made in LAP implementation to provide language services, identifying existing resources, and describing funding and procurement needs.	Continue to conduct an annual review of language services to determine if resources are being allocated efficiently and effectively. The review will assess language services provided by contractors and employees, primary languages encountered, and resource expenditures.	PDO	OA AMO OCC OFO OIT IPL OPR OPA OS OTD USBP	Annually	
		Designate representatives from CBP stakeholder offices to participate in the re-compete process for the next DHS-wide Blanket Service Agreement for Language Services.	PDO	OA OFO OS USBP	FY2019 Q3	Completed
		Explore the possibility of establishing a single language service contract for all CBP program offices to provide nationwide language assistance services and upgraded features, such as expanded report generation.	PDO	OA OFO OS USBP	FY 2021 Q3	
Element 10) Outreach to LEP Communities	Engage with LEP communities and other external stakeholders to assess effectiveness of language services.	Facilitate feedback sessions with LEP community and stakeholder groups to solicit public input on interactions with CBP employees and the language services provided.	IPL	PDO	FY 2021 Q3	
		Conduct media outreach to LEP communities in a variety of media and languages, issue translated media advisories; and administer surveys to solicit public input.	OPA	PDO	Ongoing	

<p>Element 11) Timeframes</p>	<p>Describe the timeframes and benchmarks for steps to be undertaken.</p>	<p>Revise, as needed, the timeframes, benchmarks, and responsible program offices listed in <i>Appendix A: Implementation Steps</i> on page 12 of this Supplementary LAP.</p>	<p>PDO</p>	<p>OA AMO OCC OFO OIT IPL OPR OPA OS OTD USBP</p>	<p>Ongoing</p>	
<p>Element 12) Technology</p>	<p>Explore existing and future technologies that may assist CBP personnel in providing language assistance to LEP persons.</p>	<p>Explore the use of machine language applications to assist in providing language assistance to LEP persons.</p>	<p>OIT</p>	<p>OFO USBP OS PDO</p>	<p>Ongoing</p>	

Acronyms

AMO	Air and Marine Operations
DHS	U.S. Department of Homeland Security
ESTA	Electronic System for Travel Authorization
EVUS	Electronic Visa Update System
IPL	Intergovernmental Public Liaison
LEP	Limited English Proficiency
OA	Office of Acquisition
OCC	Office of Chief Counsel
OFO	Office of Field Operations
OIT	Office of Information and Technology
OPA	Office of Public Affairs
OPR	Office of Professional Responsibility
OS	Operations Support
OTD	Office of Training and Development
PDO	Privacy and Diversity Office
POE	Port of Entry
SOP	Standard Operating Procedures
USBP	U.S. Border Patrol
USCIS	U.S. Citizenship and Immigration Service