

How can Colorado's government improve **LANGUAGE ACCESS?**

LANGUAGE ACCESS helps Coloradans who speak different languages communicate with one another and receive important information in a way they understand.



Civil rights law and regulations require recipients of federal funding to provide language access.

Coloradans all need to communicate effectively about their rights, responsibilities, and the critical public services that matter to their families, no matter the language they speak.

To improve language access, Colorado's state government should:

- Identify **BEST PRACTICES, CURRENT SUCCESSES,** and **OPPORTUNITIES FOR IMPROVEMENT**
- Create an **OFFICE OF LANGUAGE ACCESS** to provide guidance and information to a state department **LANGUAGE ACCESS COORDINATORS**
- Provide free **SPOKEN & SIGNED** language access services, including accurate **INTERPRETATION,** in **ANY LANGUAGE** to **ANY PERSON** who needs it
- Provide free **TRANSLATION OF IMPORTANT WRITTEN MATERIALS,** prioritizing languages with the highest numbers of Coloradans who use a language other than English
- Support the creation and use of **LANGUAGE ACCESS PLANS** by state departments, county governments, and other large entities
- Include language access in **BUDGETS,** grants, contracts, and other financial materials
- **INFORM THE PUBLIC OF THEIR RIGHT** to receive language access services and **TEACH STAFF** how to provide those services
- Develop policies and increased pay for **QUALIFIED BILINGUAL STAFF**
- Use **DATA, REGULAR COMMUNITY INPUT, USER FEEDBACK, & COLLABORATION** to ensure quality and availability of services

