

Language Access Plan



**California Department of Community
Services and Development**

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Department / Office Name: Department of Community Services and Development
Language Access Coordinator (LAC) Name: Justin Lytle
LAC Email: LanguageAccess@csd.ca.gov

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Introduction

To ensure meaningful access to programs and services, the California Health and Human Services Agency (CalHHS) adopted a Language Access Policy (Policy) on May 22, 2023. This Policy requires each CalHHS department or office to develop a Language Access Plan (LAP). The purpose of these plans is to guarantee that CalHHS and its departments and offices provide meaningful access to information, programs, benefits, and services to people with limited English proficiency (LEP), ensuring that language is not a barrier to vital health and social services.

A revised [Policy](#) was issued on October 17, 2025.

The Department of Community Services and Development (CSD) has updated its LAP in compliance with policy revisions. In developing this LAP, we have reviewed our programs and services for the public, the ways we communicate with members of the public and the people we serve, and how we currently provide information and services in languages other than English.

Department Programs and Services

CSD reduces poverty for Californians by leading the development and coordination of effective and innovative programs for low-income individuals, families, and their communities.

The programs and services we provide to the public or our target service population are:

- The CalEITC Education and Outreach Grant Program administered on behalf of the Franchise Tax Board. The Earned Income Tax Credit (EITC) is widely recognized as one of the nation's most powerful resources for improving the economic stability of low-to-moderate income individuals and families. The California Earned Income Tax Credit (CalEITC) and its federal counterpart provide refundable cashback credits to qualifying working Californians when they file their tax return.
- The Community Services Block Grant (CSBG) is a federally funded grant program that aims to reduce poverty in the United States. CSBG is designed to provide a range of services to assist low-income families and individuals attain the skills, knowledge, and resources necessary to achieve economic security.
- The U.S. Department of Energy's Weatherization Assistance Program (DOE WAP) helps reduce energy usage and costs by providing services intended to improve energy efficiency for eligible low-income households.
- The Low Income Home Energy Assistance Program (LIHEAP) is a federally funded program that provides assistance to eligible low-income households with

the goal of managing and meeting their energy costs and immediate home heating and/or cooling needs.

- The Low-Income Weatherization Program (LIWP) provides low-income households with solar photovoltaic systems and energy efficiency upgrades at no cost. One of the California Climate Investments, LIWP reduces greenhouse gas emissions by saving energy and generating clean renewable power. LIWP also reduces energy expenses for low-income households, strengthening their economic security.

Language Access Requirements

In planning for how to provide meaningful language access moving forward, CSD used the Five Factor Analysis¹ to review each of our programs:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the covered entity.
2. The frequency with which LEP individuals come into contact with the program or activity.
3. The nature and importance to people's lives of the program or activity provided by the covered entity.
4. The significance of communication to an individual's ability to access or be served by the program or activity; and
5. The resources available to the covered entity.

We have also considered the specific requirements in the CalHHS Language Access Policy and any other program-specific laws or requirements.

- California Government Code Section 11135 prohibits discrimination on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, or sexual orientation, be unlawfully denied full and equal access to the benefits, or be unlawfully subjected to discrimination under, any program or activity that is conducted, operated, or administered by the state or by any state agency, funded directly by the state, or receives any finance assistance from the state.
- Title 2 of the California Code of Regulations Section 14101 prohibits practices that discriminate against any person based off of an actual or perceived ancestry, ethnic group identification, or national origin. Entities must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons, including through the use of alternative communication services.
- California's Dymally-Alatorre Bilingual Services Act, as stated in Government Code Section 7290-7299.8, establishes minimum requirements for language access by requiring public agencies involved in furnishing information or

¹ ([2 CCR §14101](#))

rendering services to the public to employ a sufficient number of qualified bilingual employees in public contact positions and requires certain written material to be translated into frequently encountered preferred languages.

- California Civil Rights Act, also known as the Unruh Act of 1959, prohibits discrimination by agencies that receive state funds and requires them to provide equal access to benefits without regard to the individual's race, color, national origin including language, or ethnic group identification among other classifications.

Please note that this plan does not address CSD's process for conducting or reporting on the biennial language survey required under the Dymally-Alatorre Bilingual Services Act.

Providing Notice to People with LEP and Identifying Language Preference

This section includes how CSD will notify the public about available language access services and how to identify language preferences.

- ☐ "I Speak" cards or posters at public reception desks
- ☐ Translated notices in public waiting areas in the following languages:
- ☒ Translated taglines on English language forms
- ☒ Translated taglines on department program websites
- ☐ Other:

CSD identifies the language preference of consumers with whom it engages regarding program administration or service delivery and documents these preferences for future reference via an annual survey conducted by public-facing staff based on telephone communication and email correspondence with LEP individuals to address translation and interpretation needs.

Language Services

This section includes the actions CSD will take to provide information and services in languages other than English.

Direct In-Language Communication

CSD has established a systematic process for assigning bilingual staff to communicate effectively with members of the public, consumers, or program participants with LEP when a language need has been identified. The CSD Call Center employs staff bilingual in English and Spanish. Spanish-speaking callers who need language assistance are routed to these CSD staff. CSD also utilizes a Language Line for callers who need

assistance in another language. CSD Call Center staff are trained to utilize this Language Line on an as-needed basis.

The assigned bilingual staff, or staff with assistance from an interpreter from the Language Line, are briefed on the programmatic needs of the individual to ensure they are adequately prepared to address any questions or concerns related to the services administered by the department.

Bilingual staff are then scheduled dedicated time with the program participant or member of the public to provide assistance and address their specific needs surrounding the services administered by CSD.

By following this structured process, CSD aims to ensure that individuals with limited English proficiency receive the necessary language assistance and support to fully engage with and benefit from the services offered by the department.

Only certified bilingual staff are permitted to communicate with the public in languages other than English. CSD is committed to maintaining the qualifications of bilingual staff to serve in bilingual positions and receive bilingual pay. To ensure compliance, all bilingual certified employees will undergo retesting every five years. Employees scoring below the equivalent of Interagency Language Roundtable (ILR) scale scores of "3" in speaking and listening must have test scores on file that are not older than five years. These procedures are conducted in accordance with ASTM International (formerly the American Society for Testing and Materials) Standard F2889. As indicated in Section 1003 of the California Department of Human Resources Manual, "language proficiency alone (fluency, reading, and writing testing) does not qualify an employee to translate written materials or serve as a formal interpreter."

Interpretation

In addition to its use of the Language Line for on-demand telephonic interpretation, CSD relies on a contracted language interpretation service to facilitate communication during in-person, telephonic, or other remote interactions with the public. This service provides spoken language interpretation and American Sign Language interpretation to ensure effective communication with LEP individuals or those who are deaf or hard of hearing.

Staff members are equipped with access to interpretation resources and provided with clear procedures for utilizing these services. This includes guidelines on how to request interpretation support, how to access the contracted service, and how to effectively communicate with interpreters to ensure accurate and culturally appropriate exchanges.

Translation

CSD assesses each public-facing document to determine if it qualifies as a vital document crucial for program participation. This evaluation process ensures that individuals can access essential information necessary for engaging in departmental

programs and services. As new forms are developed, they undergo similar scrutiny to ascertain their importance and whether they qualify as vital documents.

Furthermore, the department utilizes available data to determine the languages which these vital documents should be translated to ensure accessibility for members of the public. This determination is based on factors such as demographics, language data, and community needs. For reference, please consult the Vital Documents Table located on page 12, which outlines the list of vital documents and the corresponding languages into which they are translated.

CSD categorizes "essential website content" as information that is critical for public access and understanding of departmental programs, services, and resources. Essential website content includes:

- Program eligibility criteria: Information detailing who is eligible to participate in departmental programs and the requirements for qualification.
- Service descriptions: Descriptions of the various services offered by the department, including their objectives and benefits.
- Contact information: Contact details for relevant points of contact for inquiries, assistance, or feedback.
- Language access resources: Information on language access services available to individuals with limited English proficiency or those who are deaf or hard of hearing, including interpretation and translation services.
- Rights and responsibilities: Information outlining the rights, responsibilities, and obligations of program participants or recipients of departmental services.

The department ensures that its online platform effectively communicates vital information to the public, promotes transparency, and facilitates access to departmental resources and services. CSD's essential website content is included on CSD's [Language Resources](#) pages in English and California's most frequently spoken and written non-English languages, including Spanish, Simplified and Traditional Chinese, Korean, Tagalog, and Vietnamese. Essential website content in each language may be accessed on the footer of all CSD webpages.

When translating vital documents or essential website content, if machine or Artificial Intelligence (AI) translation tools are used during any part of the translation workflow, the resulting translations must be reviewed for accuracy and quality by a qualified human reviewer before finalization or reaching its intended audience.

CSD has established a comprehensive process for responding to written communications from LEP individuals in languages other than English. The procedure includes the following steps:

- Receipt and Identification: Upon receiving written communications in a language other than English, the department's staff identifies the language and determines whether the communication is from an LEP individual.

- **Language Access Resources:** Staff members then access language resources, including translation services or bilingual staff to assist in understanding the content of the communication.
- **Translation or Interpretation:** Depending on the nature and complexity of the communication, the department may opt for translation of the written document into English or interpretation services to facilitate understanding and response.
- **Response Preparation:** Staff members draft a response to the written communication in English, ensuring clarity, accuracy, and adherence to departmental policies and procedures.
- **Delivery of Response:** Once approved, the response is delivered to the LEP individual through appropriate channels including mail, email, or other electronic platforms, ensuring timely and effective communication.
- **Follow-up and Documentation:** The department may follow up with the LEP individual to address any further questions or concerns and maintains documentation of all communications and interactions for record-keeping and compliance purposes.

Training Staff

This section includes information on how CSD staff are trained to provide language access services to the public.

Training Plan

Newly hired staff receive language access training based upon their type of contact with the public within their first six (6) months of employment. Language access training is required to be taken at least once every two years thereafter.

Public Facing Employees

This section describes CSD's plan for training employees who are in public contact positions.

To achieve this objective, the department has implemented a comprehensive training program covering the following key topics:

- **CalHHS Language Access Policy:** Employees receive training on the California Health and Human Services Agency (CalHHS) language access policy, which outlines the department's commitment to providing meaningful access to services for LEP individuals.
- **Familiarization with Language Access Plan:** Employees receive an overview of the department's Language Access Plan, including its objectives, scope, and key provisions to ensure that all staff members understand the department's commitment to providing language assistance services to LEP individuals.
- **Identifying Language Preferences:** Training focuses on techniques for identifying an individual's language preference when they communicate with the department, whether in person, over the phone, or through written correspondence.

- **Processes and Procedures:** Employees are familiarized with the department's processes and procedures for providing language assistance services, including accessing interpretation and translation resources, complying with relevant laws and regulations, and the complaint process.
- **Working with Interpreters:** Staff receive training on how to effectively work with interpreters, both in-person and via telephone or video conferencing platforms. This includes best practices for communication, maintaining confidentiality, and ensuring accuracy in interpretation.
- **Overview of Translated Documents:** Training includes an overview of documents that have been translated into languages other than English, as well as the process for determining which documents are considered vital and require translation. This helps employees understand the importance of providing language access to essential information and resources and provides awareness of how to locate the translated documents.
- **Identification of Internal and External Resources:** Employees learn how to identify bilingual staff members within the department who can assist with language interpretation and translation as needed. This ensures that employees know where to turn for language assistance when working with LEP individuals.
- **Complaint Process:** Training covers the procedure for the department's complaint process for language access issues, including how to recognize and address complaints related to language assistance services. Employees learn the steps to take if they encounter a language access barrier or receive a complaint from an LEP individual.
- **Role of Language Access Coordinator:** Employees are introduced to the department's Language Access Coordinator and their role in overseeing language access initiatives. This helps employees understand who to contact for guidance and support regarding language access issues.

In addition to the foundational training provided to all public-facing employees, more in-depth training will be offered to staff members in high public contact areas, such as Call Center staff. This specialized training will provide additional knowledge and skills tailored to the unique challenges and demands of these roles, ensuring that employees are well-equipped to assist LEP individuals effectively and efficiently. CSD is currently in development of an operational guide for public-facing staff to accompany this specialized training which will take place by the end of 2026 and annually thereafter.

Non-Public Facing Employees

This section describes CSD's plan for training all employees.

The department's training program for non-public facing employees covers the following key areas:

- **Familiarization with Language Access Plan:** Employees receive an overview of the department's Language Access Plan, including its objectives, scope, and key

provisions. This ensures that all staff members understand the department's commitment to providing language assistance services to LEP individuals.

- Overview of Translated Documents: Training includes an overview of documents that have been translated into languages other than English, as well as the process for determining which documents are considered vital and require translation. This helps employees understand the importance of providing language access to essential information and resources and provides awareness of how to locate the translated documents.
- Identification of Internal Resources: Employees learn how to identify bilingual staff members within the department who can assist with language interpretation and translation, as needed. This ensures that employees are aware of where to find the internal resources for language assistance.
- Complaint Process: Training covers the department's complaint process for language access issues, including how to recognize and address complaints related to language assistance services. Employees learn the steps to take if they encounter a language access barrier or receive a complaint from an LEP individual.
- Role of Language Access Coordinator: Employees are introduced to the department's Language Access Coordinator and their role in overseeing language access initiatives. This helps employees understand who to contact for guidance and support regarding language access issues.

Monitoring and Updating the Language Access Plan

This section describes how CSD will monitor language access services and update this Language Access Plan at least every two years. This information will ensure that CSD is compliant with the CalHHS Language Access Policy and address processes and procedures being used to deliver meaningful language access to members of the public and recipients of services.

CSD will create a monitoring program or process to ensure implementation of details included in the Language Access Plan. This process will entail:

- ☒ Assessing training effectiveness
- ☒ Identification of training needs
- ☐ Assessing employee awareness of language access policies and procedures
- ☐ Assessing effectiveness of interpretation and translation services
- ☒ Check-in with community partners and stakeholders
- ☒ Tracking costs of providing language access services
- ☐ Data collection
 - Identifying amount and type of language services (interpreter services, sight translations) available to consumers by program

Every two years, CalHHS will generate and update the list of minimum threshold languages for the translation of vital documents and essential web content. Consistent

with CalHHS Policy, CSD's Language Access Plan will be reviewed and revised if necessary and resubmitted to CalHHS every two years. Revisions will address any changes in the Title 2 five-factor analysis; whether existing policies and procedures meet the needs of LEP individuals; whether staff is sufficiently trained; and whether identified resources for assistance are up-to-date, available, accessible, and viable.

CSD staff are required to complete a survey following the completion of CSD's language access training plan (newly hired staff receive language access training within their first six months of employment and at least once every two years thereafter). The survey assesses the effectiveness of the training and provides staff with the opportunity to identify additional training needs for inclusion in subsequent versions of the CSD's webinar training.

As part of CSD's quarterly Local Energy Service Provider and Community Services Provider meetings, which are CSD's primary forums for community partner and stakeholder engagement with the department, information regarding CSD's language access plan is shared on at least an annual basis, to discuss the department's updates to the plan, and to discuss current and future needs for updates and translations of CSD's vital documents and forms used at the local level.

CSD's Language Access Coordinator manages the department's contract(s) and monitors costs for all language access services incurred by the department, including all translation and interpretation services, and apprises CSD Executive management regarding departmental language access needs each year for further evaluation as necessary.

Reevaluations will incorporate, as appropriate, new programs, new legal requirements, additional vital documents, and community input on the Language Access Plan.

Complaint Process

Members of the public or recipients of services should direct complaints regarding language access to:

Department of Community Services and Development Language Access Coordinator
Phone: (916) 576-0980
Email: LanguageAccess@csd.ca.gov

Vital Document List

The following is a list of CSD's vital documents as of May 31, 2026. Included are the five languages required by the CalHHS Language Access Policy. Included are any others identified as threshold languages pursuant to analyses under the Five Factor Analysis, Dymally-Alatorre, and any program-specific language access laws.

Program or Service Name	Form #	Form Name	Spanish	Chinese - Traditional	Chinese - Simplified	Tagalog	Vietnamese	Korean	Other Languages
Low Income Home Energy Assistance Program (LIHEAP) & Dept. of Energy Weatherization Assistance Program (DOE WAP)	CSD 43	Energy Intake Form	✓	✓	✓	✓	✓	✓	Arabic, Farsi, German, Hindi, Japanese, Korean, Punjabi, Russian
LIHEAP & DOE WAP	CSD 43B	Certification of Income and Expenses	✓	✓	✓	✓	✓	✓	Arabic, Farsi, German, Hindi, Japanese, Korean, Punjabi, Russian
Low-Income Weatherization Program – Farmworker Housing	CSD 43FL	Farmworker Housing Program Notice; Intake (Inquiries) Form	✓	✓	✓	✓	✓	✓	
LIHEAP & DOE WAP	CSD 51	Severe Weather Energy Assistance & Transportation Services (SWEATS) Intake Form	✓	✓	✓	✓	✓	✓	
LIHEAP & DOE WAP	CSD 52	Temporary Emergency Portable Applicant Loan Agreement & Waiver	✓	✓	✓	✓	✓	✓	
LIHEAP & DOE WAP	CSD 81	Account Holder Name(s) and Mailing	✓	✓	✓	✓	✓	✓	Arabic, Farsi, German,

Program or Service Name	Form #	Form Name	Spanish	Chinese - Traditional	Chinese - Simplified	Tagalog	Vietnamese	Korean	Other Languages
		Address (Client Consent Form)							Hindi, Japanese, Korean, Punjabi, Russian
LIHEAP & DOE WAP	CSD 320	Notice of Weatherization/ Renovation	✓	✓	✓	✓	✓	✓	
LIHEAP & DOE WAP	CSD 321	Client Education Confirmation of Receipt Or	✓	✓	✓	✓	✓	✓	
LIHEAP & DOE WAP	CSD 515A	Energy Service Agreement for Occupants	✓	✓	✓	✓	✓	✓	
LIHEAP & DOE WAP	CSD 515B & 515C	Energy Service Agreement for Rental Property Owners	✓	✓	✓	✓	✓	✓	
LIHEAP & DOE WAP	CSD 540	CSD Dwelling Assessment	<i>In progress</i>	<i>In progress</i>	<i>In progress</i>	<i>In progress</i>	<i>In progress</i>	<i>In progress</i>	
LIHEAP & DOE WAP	CSD 540A	Weatherization Mold/Moisture Assessment and Release Form	✓	✓	✓	✓	✓	✓	
LIHEAP & DOE WAP	CSD 540B	Customer Assessment Summary	<i>In progress</i>	<i>In progress</i>	<i>In progress</i>	<i>In progress</i>	<i>In progress</i>	<i>In progress</i>	
LIHEAP & DOE WAP	CSD 540G	DOE Health & Safety Form	✓	✓	✓	✓	✓	✓	
LIHEAP & DOE WAP	CSD 542	Weatherization Deferral Form	✓	✓	✓	✓	✓	✓	
LIHEAP & DOE WAP	CSD 543	Notice of Survey by Electrical Contractor	✓	✓	✓	✓	✓	✓	
LIHEAP & DOE WAP	CSD 600	Statement of Citizenship	<i>In progress</i>	<i>In progress</i>	<i>In progress</i>	<i>In progress</i>	<i>In progress</i>	<i>In progress</i>	
LIHEAP &	CSD 611	Agency Weatherization	<i>In progress</i>	<i>In progress</i>	<i>In progress</i>	<i>In progress</i>	<i>In progress</i>	<i>In progress</i>	

Program or Service Name	Form #	Form Name	Spanish	Chinese - Traditional	Chinese - Simplified	Tagalog	Vietnamese	Korean	Other Languages
DOE WAP		Inspection Report							
LIHEAP & DOE WAP	CSD 708	Lead-Based Paint Regulatory Compliance Report	✓	✓	✓	✓	✓	✓	
LIHEAP & DOE WAP	CSD 708IS	Lead-Based Paint Regulatory Compliance Report Instructions	✓	✓	✓	✓	✓	✓	