

**Montgomery County
Department of Health &
Human Services**

**Limited English Proficiency
and Multiculturalism:
Access to Services**

I. Physical Environment, Materials and Resources

- LEP Implementation Plan
- Securing of Resources
- Mandatory All Staff Training
- Bilingual Staff Training
- Posting of Multilingual Signage
- Inform Community and Stakeholders
- Translation of Vital Documents
- Collection of LEP Data
- Language Capability Survey
- Tools

II. Multiculturalism – Values and Attitudes

- Departmental Strategic Plan
- Service Integration Initiative
- Staff Diversity
- Accountability Hierarchy