

**Substance Abuse Prevention & Control
 Payment Reform Value Based Capacity Building
 Improving Workforce Language Access Efforts
 Developing Your Language Assistance Plan and Implementation Report
 Frequently Asked Questions (FAQs)**

LAP training slides and the recorded presentation are available in the [CIBHS LAP resources folder](#)
 All other materials and required templates can be found on the [SAPC Payment Reform Website](#)

QUESTIONS		ANSWERS
General		
1.	What specific submissions are required by March 31, 2025?	The completed Language Assistance Plan (LAP) Template and the Language Access Plan (LAP) Implementation Report are the two required deliverables to be submitted via email to sapc-cbi@ph.lacounty.gov , subject LAP by March 31st, 2025 .
2.	How do providers determine and prioritize the activities associated with the Language Assistance Plan?	Providers should examine responses from stakeholder engagement focus groups or interviews and Language Access Worksheet results to identify themes related to common barriers, which will assist in prioritizing the areas of focus.
3.	Where should providers document or report the activities, they intend to undertake?	The <i>Language Assistance Plan Template</i> should encompass all proposed activities.
4.	Where should providers document or report the activities that have already been implemented?	The <i>LAP Implementation Report</i> serves as the documentation for activities that have been executed as part of this Payment Reform Value-Based Capacity Building effort. Providers are required to report on two activities in the implementation report.
5.	What steps should providers take to adhere to the necessary deadlines?	Completing the recommended activities by the deadlines indicated on the LAP roadmap would be an excellent starting point to ensure compliance with the required timelines.
Needs Assessment Process		
6.	Are providers restricted to using only the questions listed in the Needs Assessment Prompts, or may they create their own questions?	The questions outlined in the Needs Assessment Prompt Worksheet are intended to serve as guidance. Providers are encouraged to formulate needs assessment questions that are specifically tailored to their agencies.

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7.	Is it mandatory for providers to collect demographic data from stakeholder input obtained for staff needs assessment purposes?	While it is not a requirement, collecting demographic data is considered a recommended best practice, as it adds valuable context to the needs assessment data gathered.
8.	How should providers approach the needs assessment process?	The needs assessment should incorporate the results of the Language Access Worksheet that was completed by providers in September, along with any additional data and engagement with stakeholders.
LAP Template		
9.	Should providers retain the orange text in the LAP Template intended to guide provider responses, or remove it after entering their responses to prevent any potential confusion?	Providers should remove the orange text in the LAP. These are intended as guides and instructions for ensuring a comprehensive LAP.
10.	Do providers have to complete each section in the template?	All nine sections in the LAP template must be completed. The text typed in blue is required and should not be edited, except where specific provider information is requested.
11.	If a provider has multiple sites, how should they fill out the LAP template?	<p>The Language Assistance Plan should provide information about the agency’s language practices and plans organization-wide.</p> <p>At the beginning of the plan, the provider can list up to three sites that the plan applies. If a provider has more than three sites, list the locations with the largest population of limited-English speaking patients. The demographics, barriers, and languages services are offered in may vary by site. If applicable, a provider should indicate which site the information applies to.</p>

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12.	Is community engagement (listed in Section 5) a requirement of the Language Assistance Plan?	Yes. Community engagement activities to reach non-English or limited-English speaking individuals in your agency’s surrounding area (s) are important. How else will potential patients know about the services you offer that meets their needs?
13.	If our organization translates documents that are not listed in the LAP template, should we include those.	Yes, section 5.D.ii <i>Other Documents</i> provides space for providers to list documents that they translate, that are not already listed in the LAP template.
14.	Is it advisable to read the toolkit prior to completing the documents?	It is strongly recommended to first review the guidance and complete the needs assessment, after which the toolkit can be referenced. While there is no requirement to thoroughly review the toolkit before completing the LAP or the implementation plan, doing so may be beneficial. The table of contents of the toolkit can serve as a useful reference.
LAP Implementation Report		
15.	Are providers required to only use the <i>improvement area categories</i> included in the template?	Sample categories are offered to assist providers in identifying items that may have emerged from their needs assessments, not to fit their activities into predetermined categories. If none of the categories fit with the needs identified in the LAP, then providers should enter an Improvement Area category that does in “ <i>If Other, please specify</i> ” section. It should; however, be something that aligns with the LAP.
16.	What are you looking for in the Description of Activity?	The Description of Activity section should be a narrative that outlines why the particular activity was selected, how the activity was implemented and how the activity addressed the gap or barrier to language services.
17.	Is ongoing monitoring considered an implementation activity if the	Yes, the development and implementation of an ongoing monitoring protocol is considered an implementation activity. The Description of Activity should include a description of how the monitoring

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	organization does not currently have that process in place?	protocol was developed, how it was implemented, how it will help with language services AND what will be done to make it an ongoing activity.
18.	How should the “Impact of Activities” be addressed in the Implementation Report under implementation activities?	Provide a narrative description of any outcomes using data or case examples to describe the impact the activity had on improving language access. If the impact cannot yet be assessed, please specify the methods that will be employed to measure the impact going forward.
19.	Is the Implementation Report a document that will be required of providers on an ongoing basis?	The Implementation report is a required deliverable under the <i>FY 2024-25 Improving Workforce Language Access Efforts Capacity Building and Incentive initiative</i> .
20.	Is it acceptable to include LAP implementation activities that are scheduled to begin after the March 31st deadline?	Providers may include ONLY one (1) activity that is scheduled after the deliverable submission date of 3/31/25. However, providers MUST still complete all questions, including in the description of activity: <ul style="list-style-type: none"> • The date the activity will be implemented this FY • Why the particular activity was selected • How the activity will be implemented • How the activity will help mitigate language access gaps or barriers At least one (1) activity MUST have been completed prior to 3/31/25.