

# LANGUAGE ACCESS PLAN



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## SECTION 1

# PURPOSE STATEMENT

# PURPOSE OF THE JCPS LANGUAGE ACCESS PLAN

## Supporting Equity Through Language Access

The **Jefferson County Public Schools (JCPS) Language Access Plan** establishes districtwide practices for providing meaningful access through interpretation, translation, and language access technologies.

It reflects JCPS's commitment to an inclusive and responsive communication system that ensures students, families, and employees across all language groups can fully participate in and benefit from all district programs, services, and activities.



# SECTION 2

## FEDERAL AND STATE GUIDELINES

# FEDERAL AND STATE GUIDELINES/LEGAL FOUNDATION

- ◆ [Title VI of the Civil Rights Act of 1964](#) ([bit.ly/4kQmkKx](https://bit.ly/4kQmkKx)) – Prohibits discrimination on the basis of race, color, or national origin in federally funded programs. Courts and federal agencies have interpreted national origin discrimination to include failure to provide meaningful access to students with limited English proficiency.
- ◆ [Lau v. Nichols, 1974](#) ([bit.ly/4scnWkp](https://bit.ly/4scnWkp)) – U.S. Supreme Court case establishing that students cannot be denied meaningful access to education due to limited English proficiency. The Court ruled that districts must take affirmative steps to remove language barriers that impede participation.
- ◆ [Castaneda v. Pickard, 1981](#), ([bit.ly/4bageAr](https://bit.ly/4bageAr)) – Federal court decision establishing a three-prong test requiring that programs for multilingual learners be based on sound educational theory, implemented effectively with adequate resources and qualified staff, and regularly evaluated and adjusted to ensure language barriers are overcome.
- ◆ [Executive Order 13166, August 11, 2000](#), ([bit.ly/4rB03D4](https://bit.ly/4rB03D4)) – Requires federal agencies and recipients of federal funding to take reasonable steps to ensure meaningful access to programs and services for individuals with limited English proficiency (LEP). It clarifies that failure to provide language access may constitute national origin discrimination under Title VI of the Civil Rights Act of 1964.
- ◆ The [67 FR 117, June 18, 2002](#), ([bit.ly/4uVVBA4](https://bit.ly/4uVVBA4)) – Federal guidance explaining how recipients of federal financial assistance must comply with Title VI by providing meaningful access to individuals with LEP. It outlines a flexible four-factor analysis to determine appropriate language assistance based on community needs, program importance, and available resources.

# FEDERAL AND STATE GUIDELINES/LEGAL FOUNDATION

- ◆ [Kentucky Department of Education \(KDE\) 2019–2020 EL Beginning of Year Training – “Ensuring Meaningful Communication with LEP Parents” \(bit.ly/3MCOWE7\)](#) section (slides 82–88). Outlines district obligations to provide meaningful communication with parents with LEP, including appropriate interpretation and translation services at no cost to families.
- ◆ [Every Student Succeeds Act \(ESSA\) of 2015, \(bit.ly/4qUZq66\)](#) – Reauthorized the Elementary and Secondary Education Act (ESEA) and replaced No Child Left Behind (NCLB). Includes accountability requirements and specific provisions supporting English learners under Title I and Title III.

# JEFFERSON COUNTY PUBLIC SCHOOLS

## LANGUAGE ACCESS COMPLIANCE

### Compliance Foundations

- JCPS complies with federal laws and Kentucky state guidelines related to interpretation and document translation.
- JCPS provides human interpretation, professional translation, and approved language access technologies through the Language Services Office.
- JCBE Policy 08.13452 “Certified Oral and Written Language Support” outlines the district’s obligation to provide language access support for students, families, and employees. A digital copy of the policy is available at: [bit.ly/3MCAfar](https://bit.ly/3MCAfar).
- All JCPS employees must complete Language Services training to ensure proper use of interpreters, translators, and language access technology.

**Together, these requirements establish JCPS’s responsibility to provide interpretation, document translation, and language access supports for individuals across all language groups.**

# IDENTIFICATION OF LANGUAGE NEEDS

## Student and Families Identification

Upon initial enrollment, the parent or guardian of every student completes the Home Language Survey (HLS) to identify the primary or home language of the student. Translated versions of the HLS are available in multiple languages to support accessibility during enrollment. On-demand interpretation services are also available to ensure families can fully understand and complete enrollment procedures.

The HLS includes questions regarding the language most frequently spoken at home, the language first learned by the student, and the language most frequently used between the student and parent or guardian.

If a language other than English is indicated on any of the required survey questions, the student is identified as a potential EL and is administered an English language proficiency assessment in accordance with federal requirements under ESSA, Title III.

Information gathered through the HLS and subsequent assessments is entered into the district's student information system and used to determine language support needs for students and their families.

## Employee Identification

Employee language support needs are identified through employee or supervisor requests for interpretation or translation services. To ensure employees can access essential workplace information, including safety guidance, policies, and employment-related communications, employees may notify their immediate supervisor, who will coordinate with the Language Services Office to arrange appropriate language support through established district procedures.

**This identification process informs the district's coordinated delivery of language access services across schools and departments.**

# LANGUAGE ACCESS: DEFINITION AND FULFILLMENT

## Definition

*Language access* refers to the policies, practices, systems, and services that ensure individuals who prefer to communicate in a language other than English can meaningfully access district programs, services, and information. This includes the provision of interpretation, translation, and approved language access technology to support effective communication.

## Fulfillment

To fulfill districtwide language-access responsibilities, the Language Services Office is staffed by a dedicated team responsible for coordinating interpretation, translation, and language access technology across the district.

**Mission:** Our team combines human expertise with language access technology to ensure every individual can understand, participate in, and access JCPs opportunities.

**Vision:** Our goal is a system that ensures clear, inclusive, and equitable communication for every individual.

**Team:** Current Language Services team members and contact information are available on the Language Services webpage.

**Visit:**

[www.jefferson.kyschools.us/page/language-services](http://www.jefferson.kyschools.us/page/language-services)

or

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## SECTION 3

# LANGUAGE ACCESS SERVICES AND RESOURCES

# SERVICES AND APPROVED TECHNOLOGY

To support students, families, and staff across the district, the Language Services Office facilitates access to the following language services and support:

Service	When to Use	How to Access	Lead Time
<b>Over-the-Phone Interpretation (OPI)</b>	Brief or unplanned conversations when prompt interpretation is needed	Access OPI using the designated phone number and access code or through the mobile app	Immediate
<b>Video Remote Interpretation (VRI)</b>	When visual cues are helpful but an in-person interpreter is not available	Access VRI through the app using any device with a camera and internet connection	Immediate
<b>District-Approved Language Access Technology</b>	When simple communication is needed and the information is not critical	Use district-approved language access technology as outlined by Language Services	Immediate
<b>In-Person Interpretation</b>	For complex or sensitive meetings (e.g., IEPs, family conferences) where in-person communication and rapport are important	Request an interpreter through the Language Access Scheduling System (LASS)	3–5 business days
<b>Scheduled Virtual Interpretation</b>	For complex or sensitive meetings regardless of location	Request a virtual interpreter through the Language Access Scheduling System (LASS)	3–5 business days
<b>Document Translation</b>	For essential communications (e.g., consent forms, letters, reports, notices)	Request translation through the Language Access Scheduling System (LASS)	5–10 business days

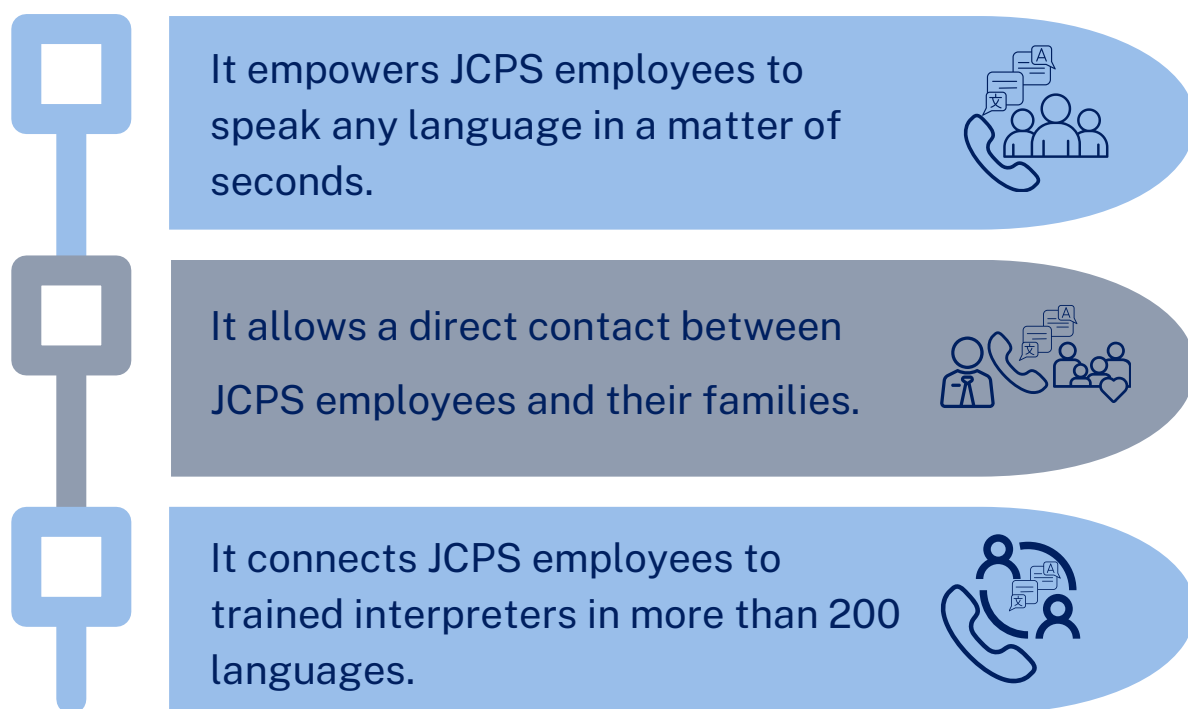


# OVER-THE-PHONE INTERPRETATION SERVICES

# OVERVIEW OF OVER-THE-PHONE INTERPRETATION (OPI) SERVICES

OPI is available to support clear and accurate communication between the district and students, families, and employees during brief or time-sensitive interactions. Language Services recommends OPI interpreters for short conversations, quick clarifications, or situations requiring immediate language support.

## Advantages of OPI



## OPI is Effective in the Following Settings:

- ✔ Situations in which an employee needs to schedule a meeting or conference with a family or another employee
- ✔ Situations in which there is an emergency, such as when a student or employee is ill or injured
- ✔ Situations in which an individual contacts or visits a school or district office and immediate language support is needed

# ACCESSING OVER-THE-PHONE INTERPRETATION (OPI) SERVICES

## Who Can Request and How to Request

- ✓ Any JCPS employee may use OPI to communicate clearly and effectively with students, families, and colleagues.
  - OPI is available on demand, providing immediate access to an audio interpreter whenever language support is needed.
  - Instructions for accessing OPI are outlined in the OPI section and are available on the [JCPS Language Services webpage](http://www.jefferson.kyschools.us/page/language-services) ([www.jefferson.kyschools.us/page/language-services](http://www.jefferson.kyschools.us/page/language-services)).
- ✓ Employees who require language support may notify their immediate supervisor to facilitate interpretation for job-related matters through established district procedures.
- ✓ Families may also request interpretation for school-related matters by contacting their child's school, which will coordinate the request through established district procedures.

## District-Approved OPI Partner

OPI is provided through a district-approved interpretation partner that meets established qualification standards. Access is available on demand, and employees may connect directly to an interpreter without prior scheduling through Language Services.

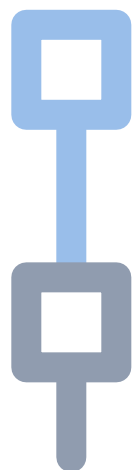


# VIDEO REMOTE INTERPRETATION SERVICES

# OVERVIEW OF VIDEO REMOTE INTERPRETATION (VRI) SERVICES

VRI is available to support clear and accurate communication between the district and students, families, and employees when visual cues are important. Language Services recommends using VRI for conversations that benefit from facial expressions and visual context or when an in-person interpreter is not available.

## Advantages of VRI



It enables quick access to video interpreters for time-sensitive conversations.



It expands access to qualified interpreters without requiring travel or on-site scheduling



## VRI Is Effective in the Following Settings:

- ✓ Situations requiring short conversations (approximately 30 minutes or less) where visual communication is beneficial
- ✓ Situations where visual communication is helpful but scheduling an on-site interpreter is not practical
- ✓ Situations involving sensitive or private matters where additional confidentiality may be preferred

# ACCESSING VIDEO REMOTE INTERPRETATION (VRI) SERVICES

## Who Can Access and How to Connect

- ✓ Any JCPS employee may use VRI to communicate clearly and effectively with students, families, and colleagues.
  - The service is available on demand. Instructions for accessing VRI are available on the [JCPS Language Services webpage \(www.jefferson.kyschools.us/page/language-services\)](http://www.jefferson.kyschools.us/page/language-services).
- ✓ Employees who require language support may notify their immediate supervisor to facilitate interpretation for job-related matters through established district procedures.
- ✓ Families may also request interpretation for school-related matters by contacting their child's school, which will coordinate the request through established district procedures.

## District-Approved VRI Partner

Language Services provides VRI through a district-approved interpretation partner that meets established qualification standards.

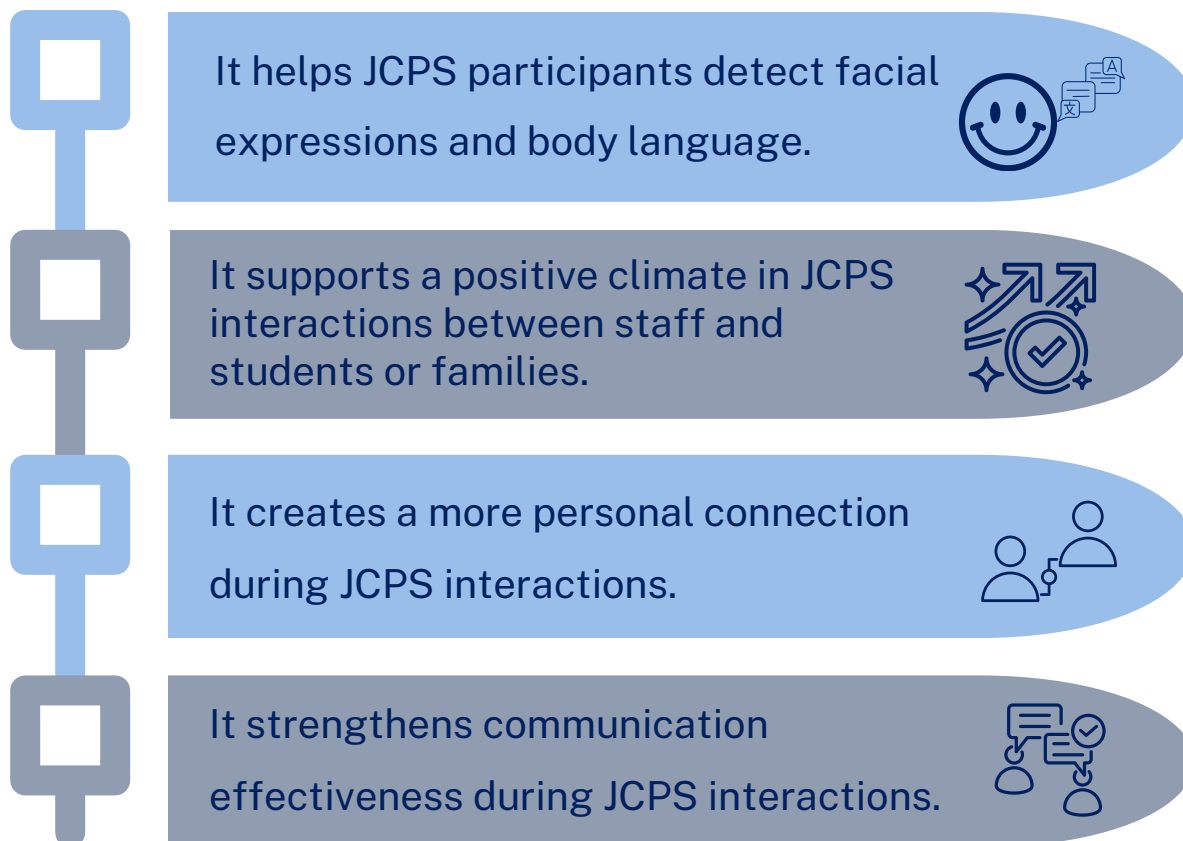


# IN-PERSON INTERPRETATION SERVICES

# OVERVIEW OF IN-PERSON INTERPRETATION SERVICES

In-person interpretation is provided to ensure clear and accurate communication between the district and students, families, and employees during formal interactions. To support this standard, Language Services recommends using in-person interpreters for appointments lasting 60 minutes or longer and for discussions involving complex or sensitive matters.

## Advantages of In-Person Interpreting



## In-Person Interpreting Is Effective in the Following Settings:

- ✔ Situations in which trust or comfort is a priority, including group settings, legal matters, or other high-stress interactions
- ✔ Situations in which multiple documents must be reviewed, signed, or explained and families may need real-time support
- ✔ Situations in which a family member or student may need additional processing time and benefits from face-to-face interaction

# ACCESSING IN-PERSON INTERPRETATION SERVICES

## Who Can Request and How to Request

- ✓ Any JCPS employee can request in-person interpreters to communicate clearly and effectively with students, families, and colleagues:
  - Guidelines for requesting in-person interpretation are available on the [JCPS Language Services webpage](http://www.jefferson.kyschools.us/page/language-services) ([www.jefferson.kyschools.us/page/language-services](http://www.jefferson.kyschools.us/page/language-services)) under the “In-Person Interpretation” section.
  - Employees request in-person interpreters by submitting a request through the [Scheduling System \(LASS\)](#) using the following link: [bit.ly/3MwOb5S](http://bit.ly/3MwOb5S), available on the [JCPS Language Services webpage](http://www.jefferson.kyschools.us/page/language-services) ([www.jefferson.kyschools.us/page/language-services](http://www.jefferson.kyschools.us/page/language-services)).
- ✓ Employees who require language support may notify their immediate supervisor to facilitate interpretation for job-related matters through established district procedures.
- ✓ Families may also request interpretation for school-related matters by contacting their child’s school, which will coordinate the request through established district procedures.

# IN-PERSON INTERPRETATION: COORDINATION AND PARTNERSHIPS

## Facilitating In-Person Interpreting

- ✓ Language Services staff review all in-person interpreter requests promptly and communicate by phone or email to keep requesters informed of their status.
- ✓ Language Services fulfills all requests for In-Person Interpretation with trained and assessed interpreters.
- ✓ The typical lead time for securing an in-person interpreter is three workdays.

## District-Approved In-Person Interpretation Partners

Language Services coordinates in-person interpretation through district-approved interpretation partners. Interpreters provided through these partners meet established qualification standards.

All assignments are managed centrally through the [LASS](https://bit.ly/3MwOb5S) ([bit.ly/3MwOb5S](https://bit.ly/3MwOb5S)).



# SCHEDULED VIRTUAL INTERPRETATION SERVICES

# OVERVIEW OF SCHEDULED VIRTUAL INTERPRETATION SERVICES

Scheduled Virtual Interpretation offers a convenient and accessible way to meet with students, families, and employees using a face-to-face interpreter in a virtual format. Language Services recommends this option for planned meetings, detailed discussions, or situations in which participants prefer the flexibility of a virtual appointment.

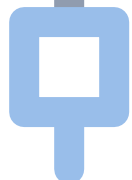
## Advantages of Scheduled Virtual Interpreting



It provides high-quality language support across multiple JCPS virtual platforms.



It improves JCPS communication through facial expressions and body language.



It ensures equitable access across JCPS, regardless of location.



## Scheduled Virtual Interpreting Is Effective in the Following Settings:

- ✔ Situations in which trust or comfort is a priority and individuals may prefer a face-to-face connection through video
- ✔ Situations in which documents must be reviewed or explained and visual support through screen-sharing or camera improves clarity
- ✔ Situations in which a family member or student benefits from a face-to-face interaction that supports processing time and understanding

# ACCESSING SCHEDULED VIRTUAL INTERPRETATION SERVICES

## Who Can Access and How to Request

- ✓ Any JCPs employee can request scheduled virtual interpreters to communicate clearly and effectively with students, families, and colleagues.
  - Guidelines for requesting a scheduled virtual interpreter are on the [Language Services webpage](http://www.jefferson.kyschools.us/page/language-services) ([www.jefferson.kyschools.us/page/language-services](http://www.jefferson.kyschools.us/page/language-services)) under the Scheduled Virtual Interpreting section.
  - Employees request scheduled virtual interpreters by submitting a formal request through the [LASS \(bit.ly/3MwOb5S\)](https://bit.ly/3MwOb5S) on the [Language Services webpage](http://www.jefferson.kyschools.us/page/language-services) ([www.jefferson.kyschools.us/page/language-services](http://www.jefferson.kyschools.us/page/language-services)).
- ✓ Employees who require language support may notify their immediate supervisor to facilitate interpretation for job-related matters through established district procedures.
- ✓ Families may also request interpretation for school-related matters directly through their child's school, which will coordinate the request through established district procedures.

# SCHEDULED VIRTUAL INTERPRETATION: COORDINATION AND PROVIDERS

## Facilitating Scheduled Virtual Interpreting

- ✔ Language Services staff review all scheduled virtual interpreter requests promptly and communicate by phone or email to keep requesters informed of their status.
- ✔ Language Services fulfills all requests for Scheduled Virtual Interpretation with trained and assessed interpreters.
- ✔ The typical lead time for securing a scheduled virtual interpreter is three workdays.

## District-Approved Scheduled Virtual Interpretation Partner

Language Services coordinates scheduled virtual interpretation through a district-approved interpretation partner. Interpreters provided through this partner meet established qualification standards. All assignments are managed centrally through the [LASS \(bit.ly/3MwOb5S\)](https://bit.ly/3MwOb5S).

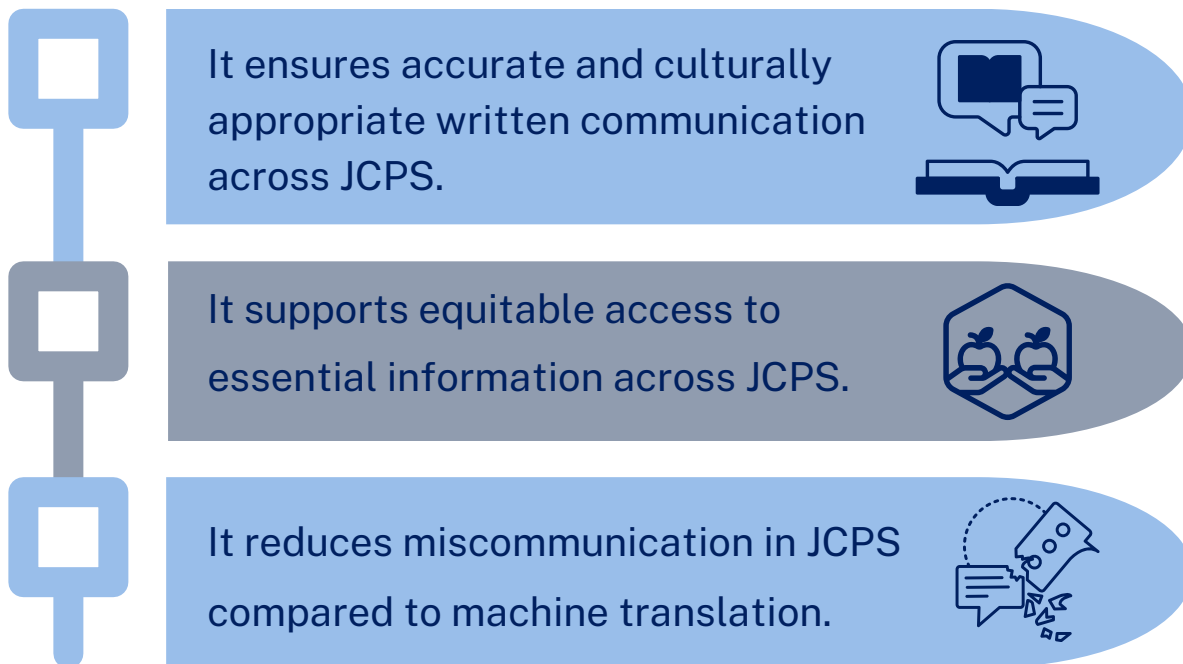


# DOCUMENT TRANSLATION

# OVERVIEW OF DOCUMENT TRANSLATION SERVICES

Document translation is provided to ensure clear, accurate, and equitable written communication between the district and students, families, and employees. To support this standard, Language Services recommends translating documents that convey essential information, require a response, outline rights or responsibilities, or impact a student's access to educational programs and services.

## Advantages of Document Translation



## Document Translation Is Effective in the Following Settings:

- ✔ Situations in which districtwide communications are distributed to families
- ✔ Situations in which the content is essential for participation, access, or decision-making
- ✔ Situations in which policy documents and procedural guidance are distributed

# ACCESSING DOCUMENT TRANSLATION SERVICES

## Who Can Request and How to Request

- ✓ Any JCPS employee may request document translation to communicate clearly and effectively with students, families, and colleagues.
  - JCPS employees must first check the [JCPS Translation Library \(bit.ly/4wD30Wv\)](https://bit.ly/4wD30Wv) before submitting a translation request.
  - If the translation is not available, any JCPS employee may request translation through the [Language Access Scheduling System, LASS \(bit.ly/3MwOb5S\)](https://bit.ly/3MwOb5S).
  - Guidelines for requesting document translation are outlined in the Translation Services section and are available on the [JCPS Language Services Webpage \(www.jefferson.kyschools.us/page/language-services\)](https://www.jefferson.kyschools.us/page/language-services).
- ✓ Employees who require language support may notify their immediate supervisor to facilitate a request for translation of job-related documents through established district procedures.
- ✓ Families may also request translation of school-related documents directly through their child's school, which will coordinate the request through established district procedures.

# DOCUMENT TRANSLATION: COORDINATION AND PARTNERSHIPS

## Facilitating Document Translation

- ✓ Language Services staff review all translation requests promptly and communicate by phone or email to keep requesters informed of their status.
- ✓ Language Services fulfills all translation requests with trained and qualified translators.
- ✓ The typical lead time for completing a document translation is ten workdays.

## District-Approved Document Translation Partners

Language Services coordinates document translation through various district-approved document translation partners. Translators who provide this service through our partners meet established qualification standards. All assignments are managed centrally through the [Language Access Scheduling System, LASS](#) ([bit.ly/3MwOb5S](https://bit.ly/3MwOb5S)).



## SECTION 4

# LANGUAGE ACCESS TECHNOLOGY

# WHERE LANGUAGE AND TECHNOLOGY MEET

To expand language access across the district, JCPS provides a range of district-approved language access technology tools that support timely, effective communication for students, families, and employees who prefer to communicate in a language other than English.

These tools complement human interpretation and professional translation services by increasing accessibility, reducing delays, and providing immediate support in school and district settings.

All district-approved language access technology tools, along with guidance on when and how to use them, are centralized for easy access. Schools and departments are responsible for using only approved tools to ensure accuracy, security, and alignment with JCPS standards.

Language Services collaborates with the JCPS Information Technology Department to review and approve new language access technology tools prior to districtwide implementation.

These resources are outlined in the Language Access Technology Hub, accessible on the JCPS [Language Services webpage](#).

**Visit**

**[www.jefferson.kyschools.us/page/language-services](http://www.jefferson.kyschools.us/page/language-services)**

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## SECTION 5

# INFORMING

# THE

# STAKEHOLDERS

# LANGUAGE ACCESS INFORMATION FOR FAMILIES

JCPS regularly communicates with families about available language access services, including interpretation and translation. To ensure equitable access to this information, the district shares multilingual outreach materials and updates through the following methods:

- **JCPS Insider – Family Update**, which includes language access information and reminders during key district events and communication periods.
- **Principal and department updates** to reinforce expectations, share best practices, and promote consistent implementation of language access procedures across schools and offices.
- **In-person outreach** during school and district events to provide direct support and answer questions.
- **Multilingual family guides, informational brochures, and written materials** developed by the Language Services Office to explain how to access interpretation, translation, and approved language access technology.
- **Translated flyers and event-based communications** distributed during school and district programs.
- **Centralized access to language access information, guidance, and resources** is available on the [JCPS Language Services webpage](https://www.jefferson.kyschools.us/page/language-services).

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# LANGUAGE ACCESS INFORMATION FOR EMPLOYEES

JCPS regularly communicates with employees about available language access services, including interpretation and translation. To ensure staff understand how and when to access these services, the district uses the following districtwide internal communication methods:

- ***JCPS Insider – Employee Update***, which includes language access information and reminders during key district events and communication periods
- ***Academics Program Newsletter***
- ***Office of Multilingual Learners Newsletter***
- Targeted email reminders: e.g., Family-Teacher Conference Day approaching
- Centralized access to language access information, guidance, and resources is available on the [JCPS Language Services webpage](https://www.jefferson.kyschools.us/page/language-services).

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## SECTION 6

# MONITOR AND UPDATE

# QUALITY ASSURANCE, MONITORING, AND FEEDBACK

## Monitoring Service Quality and Customer Experience

JCPS maintains a structured feedback system to monitor service quality and customer experience. Employees who access interpretation or document translation services through the Language Services Office may provide feedback using the following tools:

- **Language Access Experience Survey** — Measures overall customer satisfaction with Language Services support and responsiveness. The survey is distributed randomly to users on a monthly basis.
- **Oral Interpreter Evaluation Form** — Collects feedback on the quality and effectiveness of interpretation services and is available for voluntary completion following service delivery.
- **Document Translation Feedback Form** — Collects feedback on the quality, accuracy, and clarity of translated documents and is available for voluntary completion following service delivery.

The survey and evaluation forms are available on the [JCPS Language Services webpage](https://www.jefferson.kyschools.us/page/language-services).

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[www.jefferson.kyschools.us/page/language-services](https://www.jefferson.kyschools.us/page/language-services)  
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Feedback collected through these tools is promptly reviewed by the Language Services team to determine whether corrective actions, service adjustments, or service partner follow-up are needed. This process informs ongoing service improvements and vendor performance monitoring.

# PROCEDURAL REVIEW AND CONTINUOUS IMPROVEMENT

## Procedure Oversight and Approval

Language Services maintains a structured process for reviewing and updating language support procedures as needed. When service enhancements or procedural revisions are identified, the Language Services Office Coordinator researches alternative practices and develops recommended updates.

Proposed revisions are submitted to the Language Access Specialist for review and approval. The Language Access Specialist evaluates recommendations, provides feedback as appropriate, and approves revisions prior to implementation.

Upon approval, the Language Services Office Coordinator communicates updates to the Language Services team to ensure consistent implementation across the district.

Language Services maintains internal documentation, including an **Operating Procedures Handbook** and an **Employee Handbook**, which outline detailed protocols, role responsibilities, and implementation procedures. These internal resources support consistent service delivery and alignment with district policy.

## Language Access Contact Information

For additional information or assistance, schools, departments, and community members may contact Language Services directly.

Visit

[www.jefferson.kyschools.us/page/language-services](http://www.jefferson.kyschools.us/page/language-services)

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# FAMILY FEEDBACK AND ENGAGEMENT

## Elevating the Voices of Families

JCPS is committed to ensuring that all language communities have meaningful opportunities to provide feedback regarding language access services and resources.

Language Services invites families to share input through surveys distributed during district and school-based events, available on the JCPS Language Services webpage, and collected through outreach activities and direct communication with schools and the Language Services Office.

Family feedback informs service adjustments, communication strategies, and ongoing efforts to promote equitable access across the district.

Themes and trends identified through family feedback may inform updates to training, communication materials, and service delivery practices.

## Language Access Contact Information

For additional information or assistance, schools, departments, and community members may contact Language Services directly.

Visit

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# SECTION 7

# FUNDING

# AND

# PROCUREMENT

# FUNDING, RESOURCE ALLOCATION, AND VENDOR PROCUREMENT

## District Funding

Language access services, including interpretation, translation, and district-approved language access technology, are funded through district allocations in alignment with federal and state requirements.

Language Services collaborates with the Purchasing and Accounts Payable Departments to ensure responsible stewardship of resources and appropriate contract oversight.

## Procurement Procedures

Language Services secures external service providers in accordance with JCPS purchasing policies and applicable bid requirements. Procurement actions are coordinated with Purchasing and Accounts Payable to ensure transparency, fiscal responsibility, and compliance with district, state, and federal guidelines.

## Vendor Selection and Performance

When partnering with external service providers, such as interpretation agencies, technology vendors, or consultants, Language Services follows established purchasing procedures and conducts competitive bidding when required.

Once a vendor is selected, Language Services maintains ongoing oversight to ensure services are delivered reliably and in alignment with district expectations. Vendor performance is reviewed through stakeholder feedback, service usage data, and periodic check-ins to promote quality, responsiveness, and compliance with district standards.

Service utilization trends and cost data are reviewed periodically to support informed decision-making and responsible allocation of resources.

Detailed vendor procedures, approved provider lists, and evaluation tools are maintained within the ***Language Services Operating Procedures Handbook*** to ensure consistent implementation and alignment with district purchasing and compliance requirements.



## SECTION 8

# LANGUAGE ACCESS

# PROFESSIONAL

# DEVELOPMENT

# EMPLOYEE TRAINING AND IMPLEMENTATION SUPPORT

## Required Annual Employee Training

All JCPS employees are required to complete annual language access training to ensure compliance with district policy and promote equitable communication with all language groups, which includes students, families, and staff.

The training outlines employee responsibilities, reviews procedures for requesting interpretation and translation through district-approved systems, and reinforces best practices to support meaningful language access across schools and departments.

## Professional Development

Language Services offers multiple professional learning opportunities throughout the year for district employees. These sessions increase awareness of available language support services and provide practical guidance on when and how to access interpretation, translation, and approved language access technology.

## Onboarding

Language Services collaborates with the Office of Professional Learning to integrate language access guidance into New Employee Training. This ensures newly hired staff receive information about interpretation, translation, and approved language access technology at the start of their employment.

# EMPLOYEE TRAINING AND IMPLEMENTATION SUPPORT

## Inner Office/Field-Based Support

Language Services provides targeted, hands-on support for district employees who need assistance accessing interpretation, translation, and approved language access services, including the LASS and on-demand interpretation options.

Training sessions may be conducted in the Language Services office or on-site at schools and district locations to ensure staff are prepared to implement language access procedures effectively.

**Through required training, ongoing professional learning, and individualized support, Language Services promotes consistent and effective implementation of language access practices across the district.**

## Language Access Contact Information

For additional information or assistance, schools, departments, and community members may contact Language Services directly.

**Visit**

**[www.jefferson.kyschools.us/page/language-services](http://www.jefferson.kyschools.us/page/language-services)**

**or  
Scan**





## **SECTION 9**

# **COMMUNITY PARTNERSHIPS AND COLLABORATION**

# COMMUNITY PARTNERSHIPS, ENGAGEMENT, AND PUBLIC ACCESS

## Community Partnerships

Language Services collaborates with local resettlement agencies and community-based organizations to monitor emerging language trends and identify languages most prevalent among newcomer families. The office also refers families to trusted partners for support beyond the scope of district services.

Language Services meets regularly with community partners to share updates, coordinate outreach efforts, and align support strategies for multilingual communities.

## Special Events and Community Engagement

Language Services provides interpretation support for district events, such as information fairs and community forums. The team coordinates in-person interpreters, facilitates access to over-the-phone interpretation when needed, and supports translation of event materials to promote meaningful participation across language communities.

# COMMUNITY PARTNERSHIPS, ENGAGEMENT, AND PUBLIC ACCESS

## Public Access to Information

Language Services maintains a publicly accessible webpage on the JCPS website that outlines interpretation and translation services, request procedures, and implementation guidance for staff. The site includes instructional videos, service guidelines, and feedback tools to promote transparency, accountability, and continuous improvement.

**Through these partnerships and outreach efforts, Language Services works to ensure that language access systems reflect the evolving needs of JCPS families and the broader Louisville community, including community organizations and local partners who serve multilingual residents.**

## Language Access Contact Information

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