

APPENDIX A DELIVERABLES AND REPORTING REQUIREMENTS

Reporting Period	Deliverables	Reporting Requirements
30 Days	1. Review, and update or revise, as necessary standard procedures for receiving and responding to complaints and concerns from individuals with LEP who need language assistance services (IV.B)	1. A copy of the updated complaint procedures
	2. Update language needs assessment (IV.F)	2. A copy of the updated language needs assessment
	3. Assess the needs to purchase additional dual set telephones (IV.J.1)	3. A report detailing the results of the assessments
	4. Train language assistance coordinators (IV.P.2)	4. Documentation of training completion, such as sign in sheets or certificates of completion
60 Days	1. Review and update as necessary a list of all language assistances resources and disseminate list to staff member (IV.J.3)	1. A copy of the list of all language assistance resources
	2. Train bilingual staff members (IV.P.3)	2. Documentation of training completion, such as sign in sheets or certificates of completion
90 Days	1. Identify translated materials that require an update (IV.N.2)	1. A list of identified documents
	2. Review its existing process for updating translated materials, and update and formalize the policy as necessary (IV.N3)	2. A copy of document outlining process
	3. Train all OIM staff members regarding language assistance (IV.P.1)	3. Documentation of training completion, such as sign in sheets or certificates of completion

Reporting Period	Deliverables	Reporting Requirements
150 Days	1. Ensure that the Pennsylvania Benefit Application is translated into all languages that fall outside the safe harbor provision (IV.N.1)	1. Copies of translated applications
6 months	1. Review existing written language access plan and update and revise as necessary (IV.C)	1. A copy of the update language access plan
	2. Review all LEP Operations Memorandums for content and accuracy and draft a new consolidated Operations Memo to encompass all aspects of OIM's LEP policies and procedures. Disseminate to staff after OCR approval (IV.E)	2. A copy of the updated Operations Memo
	3. Updated translated materials (IV.N.2)	3. Copies of updated translated materials
	4. Update case review process to ensure that program evaluation team and CAO supervisors include a review to ensure that an individuals' language of preference is correct (IV.O.2)	4. Written documentation of the update case review process
	5. Update renewal process to ensure that OIM caseworkers will verify each beneficiaries' language of preference annually upon renewal (IV.O.3)	5. Written documentation of updated renewal process
9 months	1. Report complaints to OCR (IV.B)	1. Copies of any complaints received by the county language assistance coordinators or the OIM language assistance coordinator
	2. Provide notice to all subcontractors regarding obligation to comply with Title VI	2. Copy of notice sent to subcontractors
1 year	1. Review existing vital documents to ensure that they are translated into any language that is not a safe harbor language group (IV.N.4)	1. Report explaining the findings of OIM's review of vital documents

Reporting Period	Deliverables	Reporting Requirements
	2. Review its existing process for identifying and translating later-created documents and update and formalize the process (IV.N.5)	2. Copy of policy regarding the process for identifying and translating later-created documents
1 year, 6 months	1. Report the results of case review process (IV.O.2)	1. Report explaining how many individuals' language of preference code were updated as a result of the case review process
2 years	1. Translate vital documents (IV.N.4)	1. Copies of any newly translated vital documents
	2. Report complaints to OCR (IV.B)	2. Copies of any complaints received by the county language assistance coordinators or the OIM language assistance coordinator
	3. Update language needs assessment	3. A copy of the updated language needs assessment