

Language Access Plan



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Introduction

The California Business, Consumer Services and Housing Agency (BCSH) adopted Language Access Plan Guidelines on January 14, 2025. The guidelines require each BCSH department to develop a Language Access Plan. This work is part of ensuring meaningful access to programs and services.

BCSH and its departments will provide access to information, programs, and services to individuals with limited English proficiency (LEP). The plan will ensure that language is not a barrier to filing an appeal with the Cannabis Control Appeals Panel.

In developing this Language Access Plan, we have reviewed:

- our programs and services for the public.
- the ways we communicate with members of the public and the people we serve.
- how we currently provide information and services in languages other than English.

Department Programs and Services

The Cannabis Control Appeals Panel (Panel) provides fair, accessible, and timely quasi-judicial resolution of appeals from the Department of Cannabis Control's licensing decisions.

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

- The Panel serves annual cannabis license holders who have been adversely affected by a decision regarding their license or license application. This role aligns with the authority granted under Business and Professions Code section 26043.

Language Access Requirements and Languages Identification

The Cannabis Control Appeals Panel used method one to identify the most common languages the Panel could come into public contact.

□ Method 1: The Top 5 Languages identified by the American Community Survey Data of the U.S. Census Bureau (C16001).

In addition, the Panel has implemented an internal system to track instances of public contact.

- Sacramento: Total LEP Individuals Served: 0 (100% of contacts)

Language Services

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

Direct In-Language Communication

Certified contracted interpreters will provide language services to individuals with LEP. Language services will be free of charge. Private interpreter services will not be reimbursed by the Panel when visiting our office.

We discourage using an unofficial interpreter, including family members or friends. Exceptions for unofficial interpreters include:

- Emergency situations.
- Getting non-essential information, like identifying the person's preferred language.
- Public events or when a qualified interpreter is not readily available.
- Departments that administer licensing examinations may set their own interpreter guidelines, standards, and requirements for examinations.

Interpretation

1. For in-person interactions, the Panel uses “I Speak” cards to assist individuals who are seeking services or information and indicate they do not speak English. These cards are also used when communicating with third parties acting on behalf of someone with limited English proficiency.

2. Forms required to initiate an appeal with the Cannabis Control Appeals Panel—including [Form 6003 \(Notice of Appeal\)](#), [Form 6005](#) (Certification of Email Address), and the [Proof of Service Form](#)—have been translated into 12 languages:

- Spanish
- Traditional Chinese
- Simplified Chinese
- Tagalog
- Arabic
- Eastern Armenian
- Western Armenian
- Farsi

- Japanese
- Korean
- Russian
- Vietnamese

3. The Panel contracts with a certified vendor who furnishes document translation, in-person translation, over-the-phone interpretation, and American Sign Language (ASL) services on an as needed basis.

4. Outreach and educational documents, including the "Appeals Process Chart" and "Know your appeal rights" flyer, have been translated into the 12 languages previously listed.

5. The Panel's website is compliant with World Wide Web Consortium (W3C) Web Content Accessibility Guidelines 2.1.

6. The Panel's website utilizes a Google Translate widget that translates website pages into 110 languages.

7. LEP individuals can request translation services by emailing the Panel at info@ccap.ca.gov or calling **916-322-6870**. This information is found on the "Contact Us" page of the website.

Translation

The Panel's Language Access Coordinator routinely reviews the Panel's web content and collaborates with appropriate staff to ensure new and updated materials are translated, as part of the Panel's ongoing efforts to improve access for individuals with limited English proficiency. New and updated documents are translated into California's top 12 non-English languages.

Individuals with limited English proficiency may request public meeting materials in their preferred language by contacting the Cannabis Control Appeals Panel at **916-322-6870** or info@ccap.ca.gov. To ensure timely translation, requests should be submitted at least five business days before the meeting. Upon request, the Panel will provide translated documents or arrange for interpretation services as needed to facilitate access and participation. The Panel defines "essential website content" in accordance with BCSH Guidelines as information that is critical to accessing or understanding the Panel's services, including but not limited to:

- Appeal forms and instructions
- Meeting agendas, materials and minutes
- Notices of proposed regulatory actions
- Public hearing information

- Language access resources and contact information
- Rights and responsibilities of licensees and appellants

To support accessibility for individuals with limited English proficiency and individuals who are Deaf or hard of hearing:

- **Translation:** The Panel's Language Access Coordinator works with staff to identify newly posted or updated essential content. Once identified, the content is prioritized for professional translation into the 12 most spoken non-English languages in California, in alignment with state requirements.
- **Updates:** The website is routinely reviewed to ensure that essential content remains current. Any substantive changes to existing materials trigger a review process for retranslation, if applicable.
- **ASL Videos:** When appropriate, the Panel collaborates with a contracted translation service vendor to produce American Sign Language (ASL) videos for essential content, particularly when the information involves rights, responsibilities, or significant procedural changes.

This process reflects the Panel's ongoing commitment to equitable access and language inclusion in all public-facing communications.

When the Panel receives written communications in a language other than English, the following procedure is followed to ensure an appropriate and timely response:

- **Initial Review:** Upon receipt, the communication is reviewed by staff to identify the language used.
- **Translation Support:** If the language is not immediately identifiable, staff consults with the Panel's Language Access Coordinator to determine the appropriate language.
- **Professional Translation:** The message is then forwarded to a certified translation service for professional translation into English.
- **Response Preparation:** Once translated, staff prepares a response. The response is peer-reviewed for accuracy and clarity.
- **Translated Reply:** The finalized English response is sent back through the same translation service to be translated into the original language of the individual.
- **Delivery:** The translated response is sent to the individual using their original method of communication (e.g., mail or email), unless otherwise specified.

This process helps ensure that individuals with limited English proficiency receive accurate and meaningful responses to their written inquiries in a timely and respectful manner.

Language Access Coordinator

This section includes how the Panel's Language Access Coordinator was identified. This section outlines their role in overseeing the Language Access Plan.

Due to the Panel's small size, the Executive Director serves as the Language Access Coordinator. In the Executive Director's absence, the Administrative and Business Services Coordinator will assume this role.

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The Language Access Coordinator responsibilities include:

- Act as the point of contact for language access and services related inquiries.
- Establish and implement operational procedures to ensure compliance.
- Overseeing the department's Language Access Plan.
- Maintaining a database of certified bilingual and multilingual employees, in coordination with Human Resources as required or needed.
- Identifying training for staff on how to utilize language assistance services for the individuals they serve.
- Monitor and evaluate budget resource needs to support departmental language assistance services.
- Regularly assessing and improving the language assistance program.
- Implement and maintain a Language Access Complaint process.
- Coordinate translation and interpretation services, including qualified sign language interpreters, real-time captioning, and written information in alternate formats, such as braille, large print, and audio formats.

Providing Notice to Individuals with LEP

This section includes how the Cannabis Control Appeals Panel will notify the public about available language access services. Below is a list of tools the Panel will use to notify the public of these services:

- "I Speak" cards and language services availability posters in public office spaces.
- Translated notices upon request.
- Notices of language services and access at the end of mailed out letters.
- Translated taglines on English language forms.
- Translated taglines on department program websites.
- Department-sponsored outreach events.
- Translated public meeting announcements upon request.

- Ensure current CalHR Language Access posters are clearly displayed, visible, and legible to the public.

The Cannabis Control Appeals Panel (CCAP) identifies and documents individuals' language preferences through several key methods to ensure meaningful access for limited English proficient individuals:

- **Intake and Appeal Forms:** The Panel is updating their appeal forms to include a designated field for individuals to indicate their preferred language for communication.
- **Case Management System (CMS):** Language preferences identified on intake forms are entered into the Panel's CMS, allowing staff to track and respond to language needs consistently throughout the appeals process.
- **Public and Stakeholder Contact:** When individuals contact the Panel by phone, email, or in person, staff use "I Speak" cards or engage a telephonic interpretation service to help identify the caller's language preference. This information is recorded for future interactions.
- **Ongoing Communication:** The Panel encourages appellants and members of the public to communicate any language access needs at any point in the process. Staff are trained to inquire about language preferences when appropriate and to document updates accordingly.

These procedures help ensure that LEP individuals receive timely, accurate information in their preferred language throughout their interaction with the Panel.

Monitoring, Quality Control, and Updating Language Access Plan

This section describes how the Cannabis Control Appeals Panel will monitor language access services. The Panel will update the Language Access Plan every two years. The Panel will be compliant with BCSH's Language Access Plan Guidelines. The Panel will address processes and procedures to deliver meaningful language access.

Monitor and Quality Control Process

The Panel will create a monitoring program to ensure implementation of details. This process will entail:

- ☑ Contract with bilingual and multilingual contractors.
 - Review contractors' performance on a continual basis and address any deficiencies immediately.
- ☑ Work with staff certified by California Department of Human Resources.

Updating Language Access Plan

Every two years, the Panel will generate and update the list of minimum threshold languages. Vital documents and essential web content will be updated accordingly. The Panel will review and resubmit their Language Access Plan to BCSH every two years.

Revisions will address:

- Any changes in the American Community Survey Data of the U.S. Census Bureau, the Dymally-Alatorre Bilingual Service Act language survey, when applicable and/or Title VI four-factor analysis.
- Whether existing policies and procedures are meeting the needs of individuals with LEP.
- Whether staff is sufficiently trained.
- Whether identified resources for assistance are up-to-date, available, and accessible.
- Whether future language contracts need improvement or extra criteria/requirements.

Reevaluations will incorporate, as appropriate:

- New statute authority
- Additional vital documents
- Stakeholder input on the Language Access Plan

Training Staff

This section includes information on how the Cannabis Control Appeals Panel trains staff to provide language access services to the public.

Public Facing Employees

Language access training will be provided to all current public-facing employees no later than **January 1, 2026**. Training will occur at least annually thereafter. New staff hired into public contact positions will receive language access training within their first six months of employment.

Staff will be trained on the availability, accessibility, and appropriate use of translation and interpreting Department resources.

The Panel provides language access training to all public-facing employees to ensure they are equipped to serve individuals with limited English proficiency in compliance with BCSH Language Access Guidelines. Training topics include the following:

- **Overview of BCSH Language Access Guidelines:** Employees receive training on the legal requirements and the Panel's responsibilities for providing language access services to the public.
- **Identifying an Individual's Language Preference:** Staff are trained to identify a person's preferred language using intake forms, verbal inquiries, "I Speak" cards, or observation, and how to document that information appropriately.
- **Providing Language Assistance Services:** The training outlines the step-by-step procedures for connecting individuals with interpretation services (in person, telephone, or video), requesting document translations, and notifying the Language Access Coordinator of language-related needs.
- **Working Effectively with Interpreters:** Employees learn how to work professionally and efficiently with interpreters, including how to initiate interpreter services, maintain confidentiality, and ensure accurate communication during interactions.

This training is mandatory for all employees with regular public contact and is designed to ensure that LEP individuals receive timely, respectful, and meaningful access to the Panel's services.

Non-Public Facing Employees

This section describes the Panel's plan for training non-public facing employees.

The department's training program for non-public facing employees will cover:

- Familiarization with the Panel's Language Access Plan.
- Identifying vital documents and requesting vital document translation.

Complaint Process for Language Services and Access

Public members and services recipients can make complaints related to language services. Complaints about language access services are accepted through:

Electronic

☒ Email

- Complaints can be emailed to info@ccap.ca.gov.

Physical:

☒ Mail

- A letter of complaint can be mailed to the Panel's Sacramento Headquarters at 400 R Street, Suite 320, Sacramento, CA 95811.

☒ Phone Call

- Call 916-322-6870 to submit a complaint.

The Panel will promptly notify members of the public, appellants, and other stakeholders:

- When their complaint has been received.
- When a decision or outcome is available.

Language Access Complaint Response Time Policy

The Cannabis Control Appeals Panel is committed to providing timely and meaningful access to individuals with limited English proficiency. To ensure prompt resolution of language access concerns, the Panel has established the following response time policy for all language access complaints:

- **Acknowledgment:** All language access complaints will be acknowledged in writing within **five (5) business days** of receipt. Acknowledgment may be sent via email or mail, depending on how the complaint was submitted.
- **Initial Review and Assignment:** Complaints will be reviewed and assigned to the appropriate staff member within **seven (7) business days** of receipt.
- **Investigation and Resolution:** A formal response or resolution will be issued within **thirty (30) calendar days** of receipt of the complaint. If additional time is required due to the complexity of the issue, the complainant will be notified in writing with an explanation and an estimated timeline for resolution.
- **Documentation:** All language access complaints and responses will be documented and maintained by the Language Access Coordinator in accordance with state retention policies.

Language Access Complaints

If the Cannabis Control Appeals Panel and its Language Access Coordinator are unable to provide you with services in your preferred language, you have the right to file a complaint. You may contact the California Department of Human Resources, Office of Civil Rights, at **866-889-3278** to report a language access issue.

For more information about your rights and how to file a Language Access Complaint, please visit the CalHR website at: <https://www.calhr.ca.gov>.

Document List

The following is a list of the Panel's vital documents. The languages were identified using Method One: the top five languages spoken in California, based on data from the American Community Survey (Table C16001) conducted by the U.S. Census Bureau.

Service Name	Form #	Form Name	Spanish	Traditional and Simplified Chinese	Tagalog	Vietnamese	Korean	Additional Languages
Appeals	6003	Notice of Appeal	✓	✓	✓	✓	✓	Armenian-Western; Farsi; Japanese; Korean; Russian; Vietnamese, Arabic, Armenian Eastern
Appeals	6005	Certification of Email Address	✓	✓	✓	✓	✓	Same as above
Appeals	N/A	Proof of Service Form	✓	✓	✓	✓	✓	Same as above

Definitions

Individual with Limited English Proficiency (LEP): Individuals who do not speak English as their preferred language and/or who have a limited ability to read, write, speak, or understand English. Individuals with LEP may be competent in English for certain types of communication but have limited proficiency in English in other areas. An individual who is deaf, hard of hearing, non-verbal and/or has another disability(ies) and/or serious health condition(s), may also have limited proficiency in spoken or written English.

Oral Interpretation (or Interpretation): The act of listening, understanding, analyzing, and processing a spoken communication in one language (source language) and then orally rendering it into another spoken language (target language) while retaining the same meaning.

Plain Language: Straightforward language that avoids technical terms as much as possible and uses a coherent and easily readable style. (Gov Code §6219)

Proper Certification: For certification of state employees to provide service in non-English languages, CalHR requires language fluency testing. A test result indicating a language skill equivalent to “2” on the Federal Interagency Language Roundtable’s (ILR) scale in the areas of listening and speaking establishes fluency certification.

Sight Interpretation: The practice of an interpreter reading a document written in one language aloud or signed into another language.

Title VI four-factor analysis: An assessment used to identify which languages are spoken by 5% or more of the public served by departments' programs and determine how departments can best provide language assistance services needed to ensure meaningful access to individuals with LEP. Guiding questions for the Title VI four-factor analysis include:

1. What is the number or proportion of individuals with LEP who are eligible to be served or likely to be encountered by this program or service and what languages do they speak?
 - What data do you currently have on languages spoken by program participants (i.e., what languages are spoken by program participants; how many participants speak each language; and what percentage of program participants speak each language)?
 - What do other data sources (e.g., U.S. Census, California Department of Education data, academic research, community input, etc.) tell you about the languages spoken by people who are eligible to be served by your program but that your program may not currently be reaching?
2. How frequently will individuals with LEP be in contact with this program or service? (For example: daily, weekly, monthly, rarely, etc.).
3. What is the nature or mission of this program or service? What is the target audience for this program or service? (For example: pregnant and nursing mothers or low-income families). How important is this program or service to people's lives?
4. What resources are currently available for the provision of language access services? (For example: bilingual staff, contracted or volunteer interpreters, translation contracts, or a specific budget amount).

Translation: The rendering of a written text from one language (source language) into another language (target language).