

# Language Access Plan

## July 2025



**ALCOHOLIC  
BEVERAGE CONTROL  
APPEALS BOARD**

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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 accessing the appeals process and other services provided by our agency.

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 California Alcoholic Beverage Control Appeals Board (the Board) provides administrative review of Department of Alcoholic Beverage Control decisions.

The quasi-judicial Board is independent of the Department of Alcoholic Beverage Control. The Board consists of three members appointed by the Governor. The Board issues written decisions that affirm, reverse, or remand the Department's decisions. The Board reviews the Department's final decisions on:

- Issuing a license,
- Placing conditions on a license,
- License protests, and
- Violations of the law.

## Language Access Requirements and Languages Identification

The Alcoholic Beverage Control Appeals Board used the following method to identify the most common languages our Department comes into public contact with:

The Top 5 Languages identified by the American Community Survey Data of the U.S. Census Bureau (C16001). The Board will ensure alignment with threshold languages determined spoken by individuals surveyed under the

Dymally-Alatorre Multilingual Services Act (Dymally-Alatorre Act), when applicable.

Please note that this plan does **not** address the Board's process for conducting or reporting on the biennial language survey required under the Dymally-Alatorre Bilingual Services Act.

## Language Services

This section includes the actions Alcoholic Beverage Control Appeals Board will take to provide information and services in languages other than English.

### Direct In-Language Communication

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 Alcoholic Beverage Control Appeals Board 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

Contracted interpreters are available to the public when they contact the Board in-person or by phone. If a member of the public accesses the Department in any verbal format, public contact staff will interface with contracted interpreters via phone/video to ensure efficient communication between the public and staff and provide any necessary information in applicable language (including sign language). Board staff will directly contact the Board's contracted interpreters to provide these interpretation services on demand at no charge to the public. If contact occurs in person or via video, the public can select a language from the Board's "I Speak" language identification sheet. Interpretation services are available via contractors at public Board meetings when requested at least two weeks in advance.

### Translation

The Board identifies vital documents to be translated based on which documents are important or helpful to accessing the appeals process. This includes appeals forms, letters, proof of service forms, educational materials on the Board and its processes, and information on accessing the Board's public meetings. Vital documents will be translated into at least the top 5 languages as described above. When any of these forms or materials are revised, an updated translation will also be created/translated.

For individuals with LEP to request public meeting information, they should email the Board at least two weeks before the meeting at [abcboard@abcappeals.ca.gov](mailto:abcboard@abcappeals.ca.gov) with the desired translation/interpretation needed.

The Board's essential website content consists of educational materials on the Board and its processes and website links to related forms and materials. Forms and materials are translated into the top 5 languages as described above and are updated as needed with updated translation. The Board's website content is equipped with a Google translate feature which includes over 200 languages to select from. The Board's informational videos are also translated into at least the top 5 languages as described above and include closed captioning (in language) and will be updated in language as needed. The Board's website is in compliance with World Wide Web Consortium (W3C) Web Content Accessibility Guidelines 2.1.

When the Board receives written communications from individuals with LEP, the Board will contact our contracted translation service to identify the applicable language and translate the public inquiry and the Board's response.

## **Language Access Coordinator**

This section includes how Alcoholic Beverage Control Appeals Board's Language Access Coordinator was identified. This section outlines their role in overseeing the Language Access Plan.

The Board's Executive Officer has the responsibility to create, draft, and implement the plan and serves as the Language Access Coordinator.

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The Language Access Coordinator responsibilities will 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 Alcoholic Beverage Control Appeals Board will notify the public about available language access services. Below is a list of tools Alcoholic Beverage Control Appeals Board will use to notify the public of these services:

- “I Speak” cards and language services availability posters in public office spaces.
- Translated notices.
- 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.
- Public meeting announcements.
- Ensure current CalHR Language Access posters are clearly displayed, visible, and legible to the public.

When a member of the public identifies their language preference via intake card or by verbal/written communication, the Board will input that information in our electronic case management system to ensure all future communication and correspondence is in language.

## **Monitoring, Quality Control, and Updating Language Access Plan**

This section describes how Alcoholic Beverage Control Appeals Board will monitor language access services. Alcoholic Beverage Control Appeals Board will update the Language Access Plan at least every two years. Alcoholic Beverage Control Appeals Board will be compliant with BCSH’s Language Access Plan Guidelines. Alcoholic Beverage Control Appeals Board will address processes and procedures to deliver meaningful language access.

### Monitor and Quality Control Process

Alcoholic Beverage Control Appeals Board 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.

### Updating Language Access Plan

Every two years, Alcoholic Beverage Control Appeals Board will generate and update the list of minimum threshold languages. Vital documents and essential web content will be updated accordingly. Alcoholic Beverage Control Appeals Board 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 and/or the Dymally-Alatorre Bilingual Service Act language survey, when applicable.
- 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 programs
- New legal requirements
- Additional vital documents
- Community input on the Language Access Plan

## Training Staff

This section includes information on how Alcoholic Beverage Control Appeals Board 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 August 2025**. 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. Training topics include:

- Training topics will include BCSH language access guidelines, identifying an individual's language preference, processes and procedures for providing language assistance services, and how to work effectively with interpreters (in person, telephone, video, as applicable).

### Non-Public Facing Employees

This section describes Alcoholic Beverage Control Appeals Board plan for training non-public facing employees.

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

- Familiarization with Alcoholic Beverage Control Appeals Board 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 at [abcboard@abcappeals.ca.gov](mailto:abcboard@abcappeals.ca.gov)

Physical:

Mail: 400 R St #320 Sacramento, CA 95811

Phone call: 916-445-4005

Alcoholic Beverage Control Appeals Board will notify public member and services recipients immediately when:

- their complaint is received.
- when the outcome is available.

The Board has an internal policy to respond to Language Access Complaints within 30 days.

## **Document List**

The following is a list of Alcoholic Beverage Control Appeals Board vital documents. Included are the five languages identified as threshold languages. The languages were identified by the Top 5 Languages identified by the American Community Survey Data of the U.S. Census Bureau and any program-specific language access laws.

Program or Service Name	Form #	Form Name	Spanish	Chinese	Tagalog	Vietnamese	Korean	Additional Languages
ABC Appeals Board	N/A	Appellant's Guide to the Appeals Process	✓	✓	✓	✓	✓	N/A
ABC Appeals Board	N/A	Flowchart of the Appeals Process	✓	✓	✓	✓	✓	N/A
ABC Appeals Board	1001	Electronic Service form	✓	✓	✓	✓	✓	N/A
ABC Appeals Board	1000	Notice of Appeal form	✓	✓	✓	✓	✓	N/A
ABC Appeals Board	N/A	Proof of Service	✓	✓	✓	✓	✓	N/A
ABC Appeals Board	N/A	Appeal acknowledgement letter	✓	✓	✓	✓	✓	N/A
ABC Appeals Board	N/A	Hearing notice	✓	✓	✓	✓	✓	N/A
ABC Appeals Board	N/A	Appeal briefing letter	✓	✓	✓	✓	✓	N/A

## 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).