



**U.S. Department of Justice**  
Office of the Pardon Attorney

*Washington, D.C. 20530*

February 7, 2024

MEMORANDUM FOR OFFICE OF THE PARDON ATTORNEY STAFF

FROM: Elizabeth G. Oyer, Pardon Attorney

SUBJECT: Language Access Plan

1. **POLICY STATEMENT.** The President's clemency authority is broad. It is an important part of the administration of justice. To ensure the greatest reach, the Office of the Pardon Attorney (PARDON) will provide meaningful access to the clemency process for people with limited English proficiency (LEP) and people who are deaf or hard of hearing (D/HOH), blind, or have speech disabilities.

2. **LEGAL AUTHORITY.** PARDON is required to "examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services consistent with, and without unduly burdening, the fundamental mission of the agency." (Improving Access to Services for Persons with Limited English Proficiency, Exec. Order No. 13,166, 65 Fed. Reg. 50121 (Aug. 16, 2000), <https://www.govinfo.gov/content/pkg/FR-2000-08-16/pdf/00-20938.pdf>).

3. **IMPLEMENTATION.** To ensure language access, PARDON will take the following steps to plan for, provide, and evaluate its services.

A. **PLAN**

- Identify language access needs by analyzing office operations to consider all interactions with the public.
- Work with members of the community, stakeholders, and partner agencies to identify opportunities for improved access.
- Prioritize access services and select the right providers (component staff, contractors, agency agreements, etc.).
- Anticipate costs so that language access can be part of budget formulation.

B. **PROVIDE**

- Train staff on language access obligations and how to interact with individuals requiring an accommodation.
- Provide translation, interpretation, and other accessibility services.

- Standardize translated or interpreted information within PARDON and with other components.
- Use digital media to promote clemency to all audiences.
- Provide language access options in case-related messages.

C. **EVALUATE**

- Ensure staff and contract personnel providing language access are appropriately trained and/or certified under accepted standards.
- Review vendor and contractor protocols for licensing and certification to ensure compliance with Department standards.
- Conduct an annual review of this plan.

4. **POINT OF CONTACT.** PARDON's point of contact for getting help with language access is its public email address: [uspardon.attorney@usdoj.gov](mailto:uspardon.attorney@usdoj.gov).