

Building a Sustainable Language Access Plan with Community Resources

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Title VI of the Civil Rights Act 1964

No person in the United States shall, on the ground of race, color, or *national origin*, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving *Federal financial assistance*.

Civil Rights Act of 1964, Title VI, 42 U.S.C. § 2000d



Americans with Disabilities Act and Section 504 of the Rehabilitation Act

Public accommodations and state entities are required to provide ASL interpreters, and other auxiliary aids, to ensure effective communication with deaf and hard of hearing individuals. Deference must be given to the deaf or hard of hearing individual's choice.

28 C.F.R. S28 C.F.R. S35.160 (b)(2) (NAD Law Center, 2002).



Title VI of the Civil Rights Act 1964

Meaning:

If you are receiving federal funds, then all your programs, activities, and benefits must be language accessible.



LEP Plan Self Assessment

1. How does the LEP population come into contact with your agency?
2. Who is your LEP population?
3. How are you serving LEP populations?
4. What trainings for staff do you have in place?
5. How do you reach your LEP populations?
6. What are your policies and procedures?



Developing a Language Access Plan

1. Who is in charge?
2. Whom are you serving?
3. What will be done?
4. Who pays?
5. Providing notice.
6. Training staff.
7. Monitoring and updating policies and procedures.
8. Collaborating with your CCR and LEP communities.

Maitri Language Bank

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Client Advocacy Manager, Maitri

www.maitri.org

Goals for this session

- Brief overview of Maitri's trauma informed and survivor focused Language Access Plan
- Best Practices

Where is South Asia?



Diversity within South Asia

- Religions: Buddhism, Christianity, Hinduism, Islam, Sikhism, Indigenous practices
- Languages: Each South Asian Country has a different Official Language .
- India alone has 22 Official languages including English. It is the home of more than 450 languages and dialects.
- Governments: Parliamentary Democracy, Monarchy, Religious, Dictatorship

Limited English Proficiency

According to a 2010 report published by South Asian Americans Leading Together (SAALT):

About 75% Bangladeshis, 50% Pakistanis and 25 % Indians in the US are Limited English Proficient

Volunteer Advocates' Program

- 40 Hour Trained Advocates
- Community Members

Best Practices

- When Interpretation is necessary
 - Choosing an Interpreter
 - Continuing Education
 - Systems' Advocacy
 - Think out of the Box

NMCADV Accessibility Project

- Reimburse non-profit service providers for victim services including:
 - Language Line (through Pacific Interpreters and billed directly to NMCADV)
 - Live Language Interpreters
 - Document Translation (Pre-approval needed.)
 - Live Sign Language Interpreters
 - Video Remote Interpreting
 - ADA kits for DHH clients

Building Interpreter and Translator Pools

Recruiting and training bilingual individuals to work as interpreters and translators. from the community, including: students, medical interpreters, language instructors, and individuals looking for career opportunities.



Interpretation Skills Building Training

APIGBV assists grantees by providing web based and in-person interpretation skills building trainings.



Multilingual Advocate Model

The Asian Women's Shelter supplements the language capacity of staff by recruiting bilingual women in the community as language advocates. These advocates are provided with an initial 42-hour training as well as additional ongoing trainings, support, and supervision. They are paid \$15/hour and work together with staff and clients as a team, depending on the language needs at the shelter.



Community Legal Interpreter Bank

Ayuda's Community Legal Interpreter Bank provides affordable legal interpreters for the DC legal services community. It identifies experienced interpreters and trains them in skills needed for legal interpretation in the attorney-client setting. Interpreters are then tested to ensure their competence in the fields of their language skills, understanding of the legal system, and adherence to ethical standards.

The Summit/Lorain Project

The Summit County Sheriff's Office and City of Lorain Police Department developed model language access policies and procedure for law enforcement.



Mobile Language Interpretation Project

AT&T donated phones to the San Francisco's Police Department that directly connect with Language Line Services. If an English speaking Police Officer responds to a domestic violence call and discovers that the victim does not speak English, she or he will be able to use the phone to immediately access a telephonic interpreter.

Victim Translation Assistance Tool United Nations

VITA is a tool created by the United Nations using audio messages, that allows law enforcement officials to provide a level of basic assistance to victims of human trafficking.

This audio tool, consisting of key encounter messages, was developed to facilitate the identification of a trafficked person and the launch of a criminal investigation. Thirty-five basic questions and messages have been recorded and translated into 40 languages, taking into account special questions for children.

<http://ungift.org/knowledgehub/en/tools/vita.html>

VIT
Victim Translation A

--- Select your language ---

አማርኛ
اللغة العربية
Bahasa Indonesia
Български език
Česky
Deutsch
Bini
Eesti
ελληνική γλώσσα
English
Español
فارسی
Français
Hausa
हिन्दी
Italiano
עברית
Kiswahili
Latviešu valoda

--- Select your language ---



HUMAN TRAFFICKING A CRIME THAT SHAMES US ALL HUMAN TRAFFICKING A CRIME THAT SHAMES US ALL HUMAN TRAFFICKING A CRIME THAT SHAMES US ALL



- Chinese**
- Hindi**
- Indonesian**
- Nepalese**
- Tagalog**
- Thai**
- Vietnamese**
- Russian**
- Mongolian**
- Farsi**
- Hebrew**
- Arabic**
- Turkish**



1/3

Please, don't be afraid. We will not investigate you. We are concerned about your health and safety.



0:03/0:07



Please, don't be afraid. We will not investigate you. We are concerned about your health and safety.

1/3

Spanish
Español

Por favor, no tenga miedo, no estamos aquí para investigarle, a nosotros nos preocupa su salud y seguridad.



Por favor, no tenga miedo, no estamos aquí para investigarle, a nosotros nos preocupa su salud y seguridad.



Resources

U.S. Department of Justice

Civil Rights Division

Federal Coordination & Compliance Section (FCS)

www.justice.gov/crt/cor

www.lep.gov

Interpretation Technical Assistance Resource Center

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