



## SECTION #2

# Language Access Resources

- Language access resources provided by Voices Institute
- Sample language access plan for small non-profit agencies



## Language Access Resources

- University of South Florida – Cultural and Linguistic Competence (CLC) Library  
Link to CLAS Implementation/Language and Communication

[http://cfs.cbcs.usf.edu/projects-research/CLC\\_CLAS.cfm](http://cfs.cbcs.usf.edu/projects-research/CLC_CLAS.cfm)

- Language Access Plan (Massachusetts Mental Health Department Example)

<http://www.mass.gov/governor/docs/oao/dmh-lap-2-5-13-acc.pdf>

- Language Access Plan (New York Mental Health Department Example)

<https://dhr.ny.gov/sites/default/files/pdf/lep/OMH%202016%20Language%20Access%20Plan.pdf>

- Strategic Language Access Plan – Centers for Medicare and Medicaid Services

<https://www.cms.gov/About-CMS/Agency-Information/OEOCRInfo/Downloads/StrategicLanguageAccessPlan.pdf>

- Intoxicado: The Case of Willie Ramirez

<http://withcanopy.com/posts/what-does-intoxicado-mean-in-spanish>

"Intoxicado" : What Can Happen with the  
Misinterpretation ...

[withcanopy.com](http://withcanopy.com)

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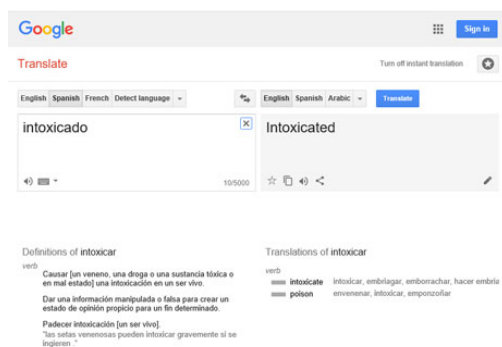
The tragic case of Willie Ramirez regarding the mistranslation of a single word -- "intoxicado" -- should serve to fuel action to change the landscape of language ...

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- When *Intoxicado* does not equal Intoxicated: Avoiding False Friends and Critical Consequences in Machine Translation

<https://kde.mitre.org/when-intoxicado-%E2%89%A0-intoxicated-avoiding-false-friends-and-critical-consequences-in-machine-translation/>

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When Intoxicado ≠  
Intoxicated: Avoiding False  
Friends and ...

kde.mitre.org

In *Madam Bovary*, Gustave Flaubert observed that "Human language is like a cracked kettle on which we beat out tunes for bears to dance to, when all the time we are ...

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- National Board of Certification for Medical Interpreters (NBCMI)

<http://www.certifiedmedicalinterpreters.org/>

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[Home \[www.certifiedmedicalinterpreters.org\]](http://www.certifiedmedicalinterpreters.org/)

www.certifiedmedicalinterpreters.org

Important Notice (09-27-2017): Our entire staff is currently engaged in completing an important and time-sensitive project, and as a result we are experiencing some ...

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- Certification Commission for Healthcare Interpreters (CCHI)

<http://www.cchicertification.org/>

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**CCHI** Certification Commission for Healthcare Interpreters  
CCHicertification.org

**Discover Healthcare Interpreting CoreCHI™ Scholarship**

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[\[www.cchicertification.org\]](http://www.cchicertification.org)

[www.cchicertification.org](http://www.cchicertification.org)

Healthcare providers depend on you to have trained and qualified interpreters. It is just smart business to validate your hiring practices and training with CCHI ...

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## Professional Associations

- International Medical Interpreters Association  
[\[http://www..imiaweb.org\]](http://www.imiaweb.org)[www..imiaweb.org](http://www.imiaweb.org)

- National Council on Interpreting in Health Care  
[www.nchi.org](http://www.nchi.org)
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## [New Century Healthcare Institute - nchi.org](http://www.nchi.org)

[www.nchi.org](http://www.nchi.org)

Welcome to our web site! On this home page, we'll introduce our business and highlight important areas on our site.

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- National Latino Behavioral Health Association - Mental Health Interpreters Training  
<http://www.nlbha.org/index.php/programs/mental-health-interpreter-training/19-programs-and-initiatives/mhit/31-interpreter-training>

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## [NLBHA - The National Latino Behavioral Health Association](#)

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[www.nlbha.org](http://www.nlbha.org)

Influencing national behavioral health policy, eliminate disparities in funding and access to services, and improve the quality of services and treatment outcomes for ...

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- **Alabama Department of Mental Health - Mental Health Interpreter Training**

## [MHIT - Mental Health Interpreter Training](#)

[www.mhit.org](http://www.mhit.org)

MHIT is a partnership between the Alabama Department of Mental Health's Office of Deaf Services, ADARA, and Troy University. Its mission is to provide the most ...

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## **EXAMPLE**

### **Language Access Plan for Small Non-Profit Agencies**

#### Name of Non-Profit Agency:

- Indicate the name of your agency or organization

#### Services provided:

- Describe the services that your agency provides.

#### Target population(s):

- Indicate the target populations served by your organization.
- Define LEP persons or LEP customers for purposes of the plan.

**Example:** “For purposes of this Language Access Plan (the Plan), Limited English Proficient (LEP) persons or LEP customers mean individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English. Such persons may be eligible to receive language assistance with respect to a particular service, benefit, or encounter.”

#### Purpose of Language Access Plan:

- Briefly discuss the purpose of your language access plan.

**Example:** “The purpose of this language access plan is to take reasonable steps to ensure persons with limited English proficiency gain meaningful access to (name of organization's) services, programs, and activities.”

#### Guidelines in providing meaningful access to LEP persons:

- Discuss how your organization will determine how to provide effective and meaningful access to LEP persons/customers.
- Consider the totality of the circumstances, including the 4 factors of the Reasonableness Test (number, frequency, nature/importance, resources/cost)

**Example:** “The agency will look at the totality of circumstances, including the following four factors, in determining whether to provide language services to LEP customers: (1) the number or proportion of LEP persons served in the eligible service population; (2) the frequency with which LEP persons come in contact with our services; (3) the nature and importance of the services,

programs or activities that we provide; and (4) the resources that we have or the costs involved.”

Procedures for providing oral language (interpretation) services:

Describe how oral language services will be provided. Consider the following:

- What procedure will be used to determine if oral interpretation is needed?
- Will in-person oral interpretation by bilingual staff meet the language needs for the service sought?
- If no one is available within the organization, will a telephone interpretation service be used?
- How will services be provided if a language interpreter is not available and the person’s language is not listed on a language poster?
- What is the procedure for handling telephone calls from LEP persons?

**Example:** “The agency shall adopt a procedure for providing oral interpretation services to LEP customers. Multilingual signage shall be posted in public contact places asking LEP customers to identify the language they need. The agency shall make use of bilingual personnel for initial interpretation services and may use telephonic interpretation services, contract interpreters, or community or professional services as may be necessary. The agency shall maintain a list of its bilingual staff that are willing to provide interpretation services as well as a list of the most common languages encountered.

Specifically, the following steps shall be taken in providing interpretation services to LEP customers: (describe your agency’s step-by-step procedure).”

Procedures for providing written translations of vital documents to LEP groups:

Describe how written translations of vital documents will be provided. Consider:

- What is the procedure for handling written requests for written translations of documents? The 4 Reasonable Test factors must be considered. Will the language access coordinator decide whether to grant the request? What time frame will be allowed to make such a decision?
- Consider attaching a notice regarding a request for written translation to important documents in order to provide meaningful access to LEP individuals and/or sent with documents that Staff have sufficient reason to believe are addressed to a LEP individual.

**Example (determination of written translation & notice of translation service):** “The agency shall determine which documents are vital and shall translate the same in the languages of LEP groups who constitute 5% or 1,000, whichever is less, subject to the four-factor test.

The agency shall also attach multilingual notices to documents sent to LEP persons asking if they need to have the documents translated in their language, if needed. A sample notice is attached.”

**Example (determination of written translation):** The LAP Coordinator will survey staff to identify departmental information that requires written translation based on the Reasonableness Test. Written translations of this information will be made available at the various worksites.

Written notice of right to receive free oral interpretation of written materials to LEP groups:

- Indicate how the agency will give written notice of the availability of oral interpretation of written materials.

**Example:** “A written notice of the right to receive free oral interpretation of written materials, in their own language, shall be provided to LEP groups who meet the 5% threshold but number less than 50.”

Office Notice of availability of interpretation/translation services to qualified LEP customers:

- Explain how notice of language assistance, i.e. interpretation and/or translation services, will be communicated to LEP customers.

**Example:** “The LAP Coordinator will post a written notice at all of its worksites informing LEP persons of the availability of Interpretation/Translation Services. The staff will be surveyed to determine the most common services requested. Notices, in the most common languages identified by staff, will be developed and posted or attached to identified documents.”

Data collection and reporting system:

- Start by looking at what resources you already have. Gather, or describe how you will gather, information on foreign language abilities of your employees: who they are, what languages they speak, their language proficiency (speaking, reading, writing). Discuss and explain the multi-lingual resources your organization already has.
- Describe how you will collect data on services, programs and activities that LEP customers seek from your organization. Develop, or describe how you will develop, a reporting system designed to obtain key information about the LEP population who use your organization’s services. Attach copies of the forms you will use. (See SAMPLE FORMS handout from the OLA workshop.)



**Example:** “The organization will collect data on services, programs, and activities accessed by the LEP population by developing forms to collect information on (a) what languages our LEP customers speak, (b) what services they access from our organization, and (c) the frequency in which LEP customers use these services.”

- Providing interpretation/translation services to qualified LEP customers

**Example:** “The agency shall maintain a record of all LEP customers encountered, including their characteristics, languages, and complaints, if any. These will be included in a report submitted annually to the funding agency. See attached copy of the data collection instrument.”

#### Evaluation and revision process:

- Describe how the Plan will be monitored, reviewed, and revised.

**Example:** “This language access plan shall be evaluated and revised, if needed, every two years. The agency’s language access coordinator/contact person shall be responsible for the evaluation and revision of the plan.”

- Identify the stakeholders.

**Example:** LEP customers and HSPLS employees.

- Establish a reporting mechanism.

**Example:** The agency shall develop a monthly activities report on LEP services reported, including identifying communities where LEP customers reside and their primary languages, requests for services both met and unmet, complaints and suggestions for improving the current Plan.

#### Staff training:

- Describe how staff will be trained on the implementation of the Plan. Who will be responsible for training? What are the training objectives/purpose?

**Example:** “Members of the staff, particularly those who are in contact with the public, shall be trained on the agency’s language access plan. The agency’s language access coordinator (or any designated person) shall be responsible for providing the training. The primary purpose of the training shall be to impart the necessary background and understanding to implement the objectives of the Plan. The training will cover: (a) the Plan; (b) the organization’s policy and procedure; (c) the application of the developed information and statistical forms; and (d) the reporting requirements of the staff to the LAP Coordinator.”

Language access coordinator or contact person:

- Who will serve as the Language Access Coordinator?

**Example:** “Mr./Ms. XYZ, (state position), will be the agency’s language access plan coordinator/contact person. His/her contact information is as follows: . . .”

- What will the Coordinator be responsible for doing?

**Examples:**

1. Coordinating the overall implementation of the Plan;
2. Developing and implementing a training program of the Plan;
3. Developing the organizational policy and procedure concerning the Plan;
4. Maintaining the Plan and the organization’s policy and procedure;
5. Developing a reporting system to obtain key information concerning the LEP services provided by the organization;
6. Acquiring, compiling, and reporting LEP statistical information to the Office of Language Access on behalf of the organization;
7. Coordinating and maintaining the multi-lingual listings on the organization’s employees who volunteer to assist with interpretation/translation services;
8. Coordinating and maintaining multi-lingual listings for private and governmental interpretation/translation services;
9. Coordinating training for the interpretation/translation volunteers;
10. Creating the “Office Notice;”
11. Handling requests for written translations;
12. Coordinating the delivery of LEP services, when necessary;
13. Responding to any inquiries or complaints regarding the Plan;
14. Monitoring the Plan and the accompanying organizational policy and procedure, including submitting an annual report to the head of the organization beginning on (date \_\_\_\_\_) addressing the organization’s success in providing meaningful access to the organization’s services and programs for LEP persons;
15. Providing liaison services to the Office of Language Access.

Effective Date:

- Indicate the effective date of your language access plan.

**Example:** “This plan shall take effect upon approval by the (head of the agency, board, etc.)”

APPROVED:

\_\_\_\_\_

Head of Organization

\_\_\_\_\_

Date

