



Language Access in Schools: Requirements and Resources for School Leaders

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Office of Human Rights – Language Access Program





Objectives

- Be familiar with the District's foreign-born and LEP/NEP community demographics
- Be familiar with laws and regulations governing language access compliance
- Understand implementation requirements for agencies and contractors/grantees
- Know how to find and use language access resources and tools



Introductions

Please briefly share with a partner:

- Your name
- Your role as it applies to language access
- Your level of familiarity with language access

Discuss

- What types of encounters do teachers and school leaders have with non-English speakers (children, families)?



Huh?

A prepubescent male situated himself near the intersection of two supporting structural planes at right angles to each other. The aforementioned subject was involved in the ingestion of a saccharine composition prepared in conjunction with the ritual observance of an annual fixed-day religious festival. Insertion into the syrupy constituent of the opposable digit of the forelimb was followed by removal of a drupe of genus prune. Subsequently, the subject made a declarative statement regarding the high quality of his character as a masculine human.



Does this help?





Levels of proficiency

A prepubescent male situated himself near the intersection of two supporting structural planes at right angles to each other. The aforementioned subject was involved in the ingestion of a saccharine composition prepared in conjunction with the ritual observance of an annual fixed-day religious festival. Insertion into the syrupy constituent of the opposable digit of the forelimb was followed by removal of a drupe of genus prune.

Subsequently, the subject made a declarative statement regarding the high quality of his character as a masculine human.

Little Jack Horner
Sat in the corner,
Eating his Christmas pie.
He put in his thumb
And pulled out a plum,
And said
"What a good boy am I!"



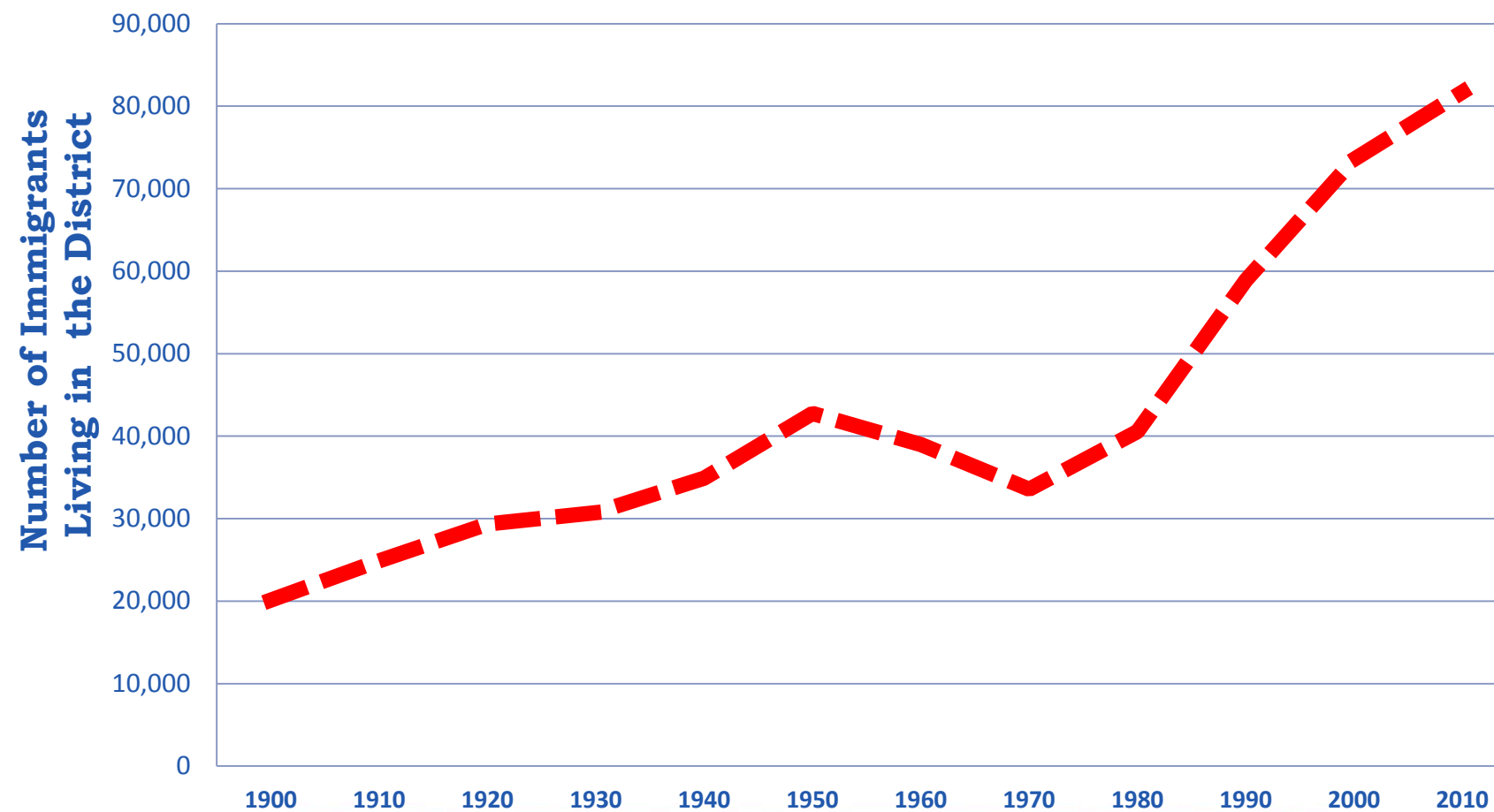


1. Demographics



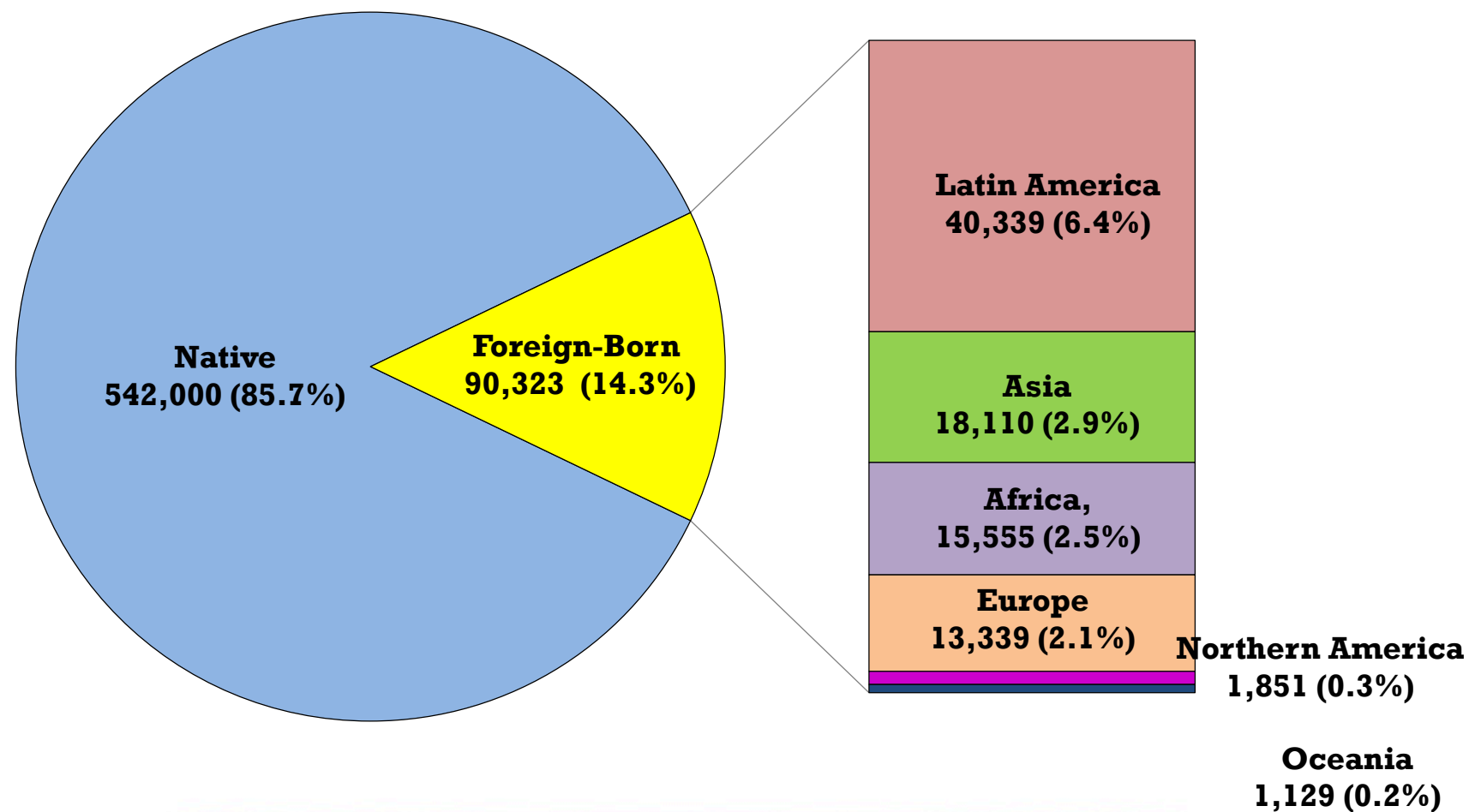


The foreign-born population in the district has more than doubled since 1970



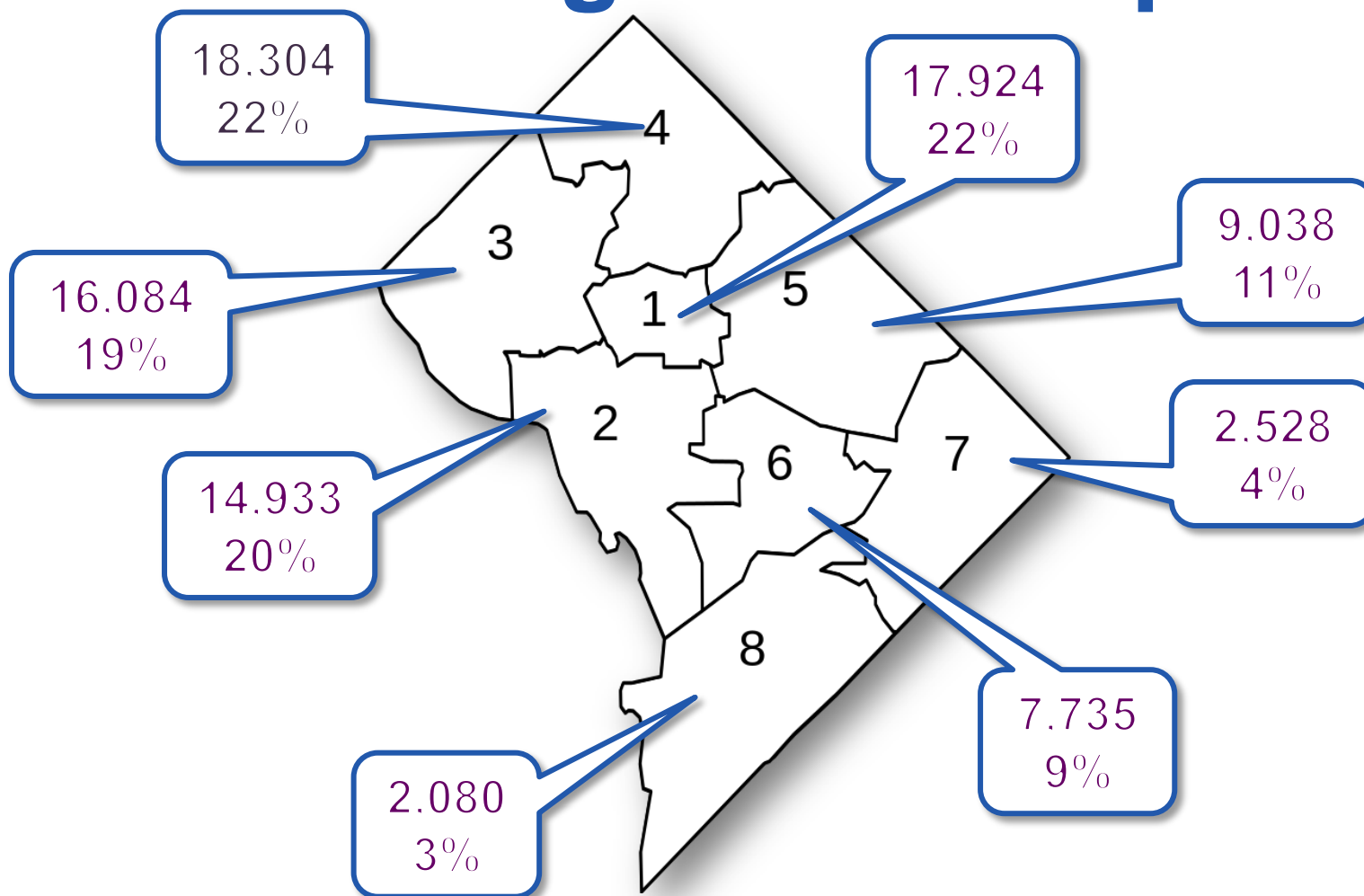


District of Columbia Population by Region of Birth



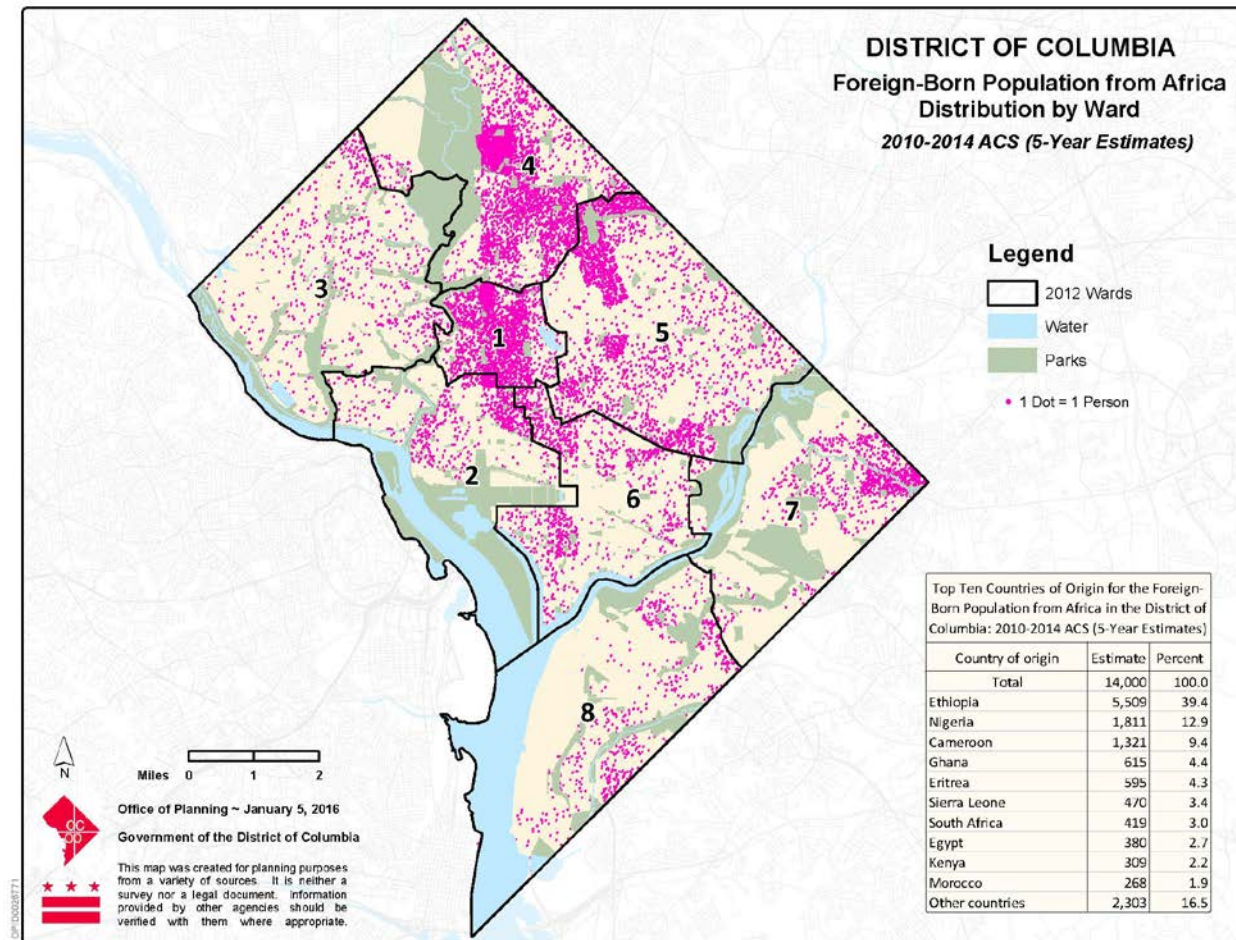


The District's Foreign-Born Population



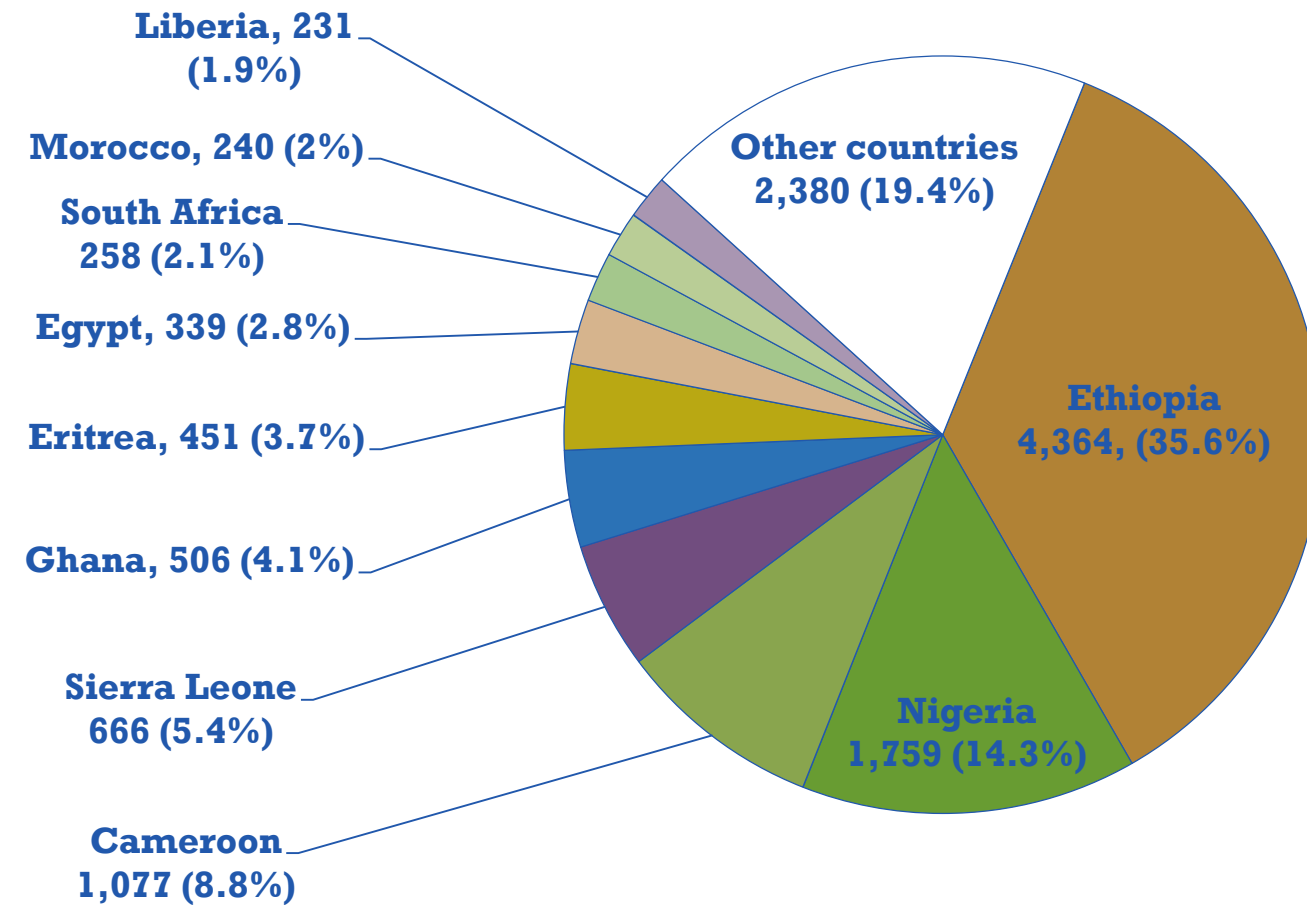


Foreign-Born Population: Africa



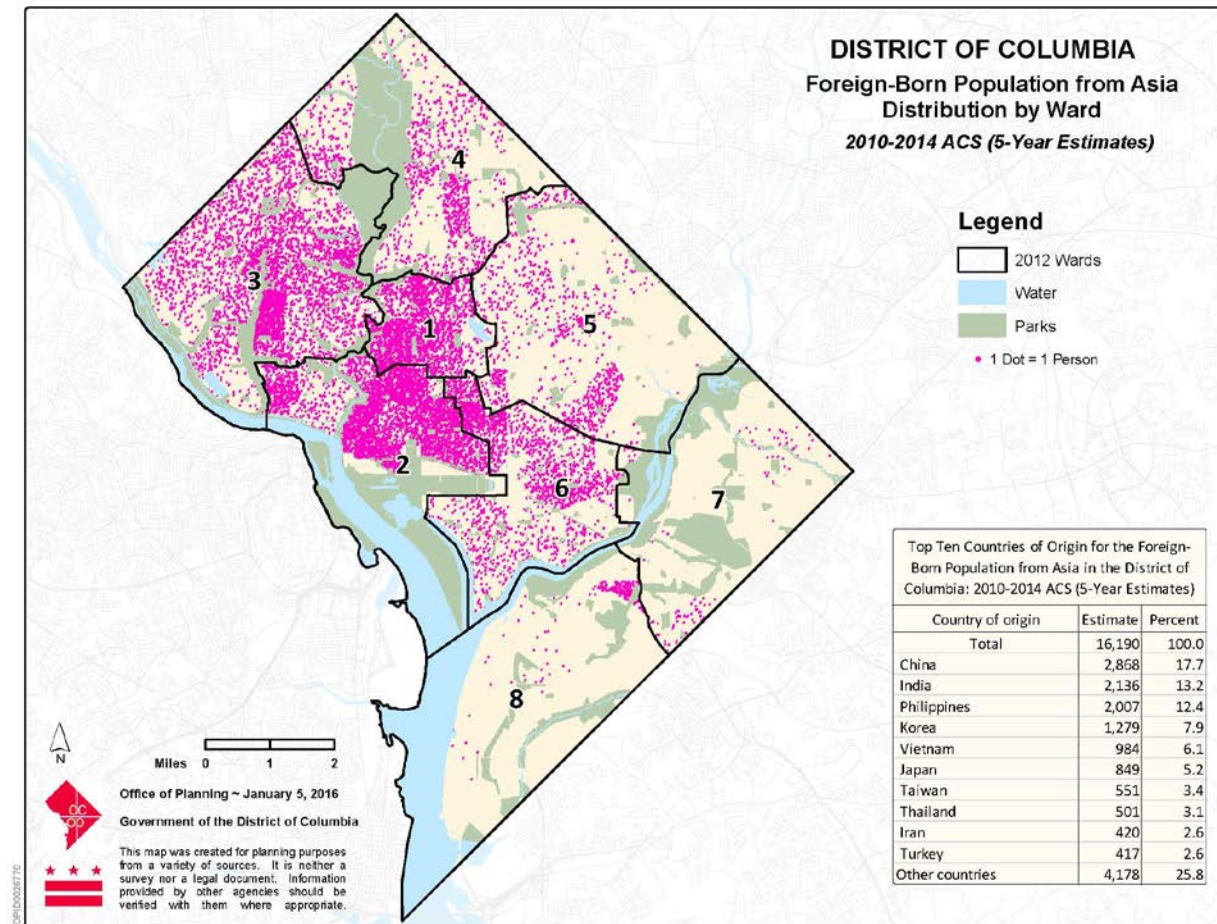


African Countries Represented in the District



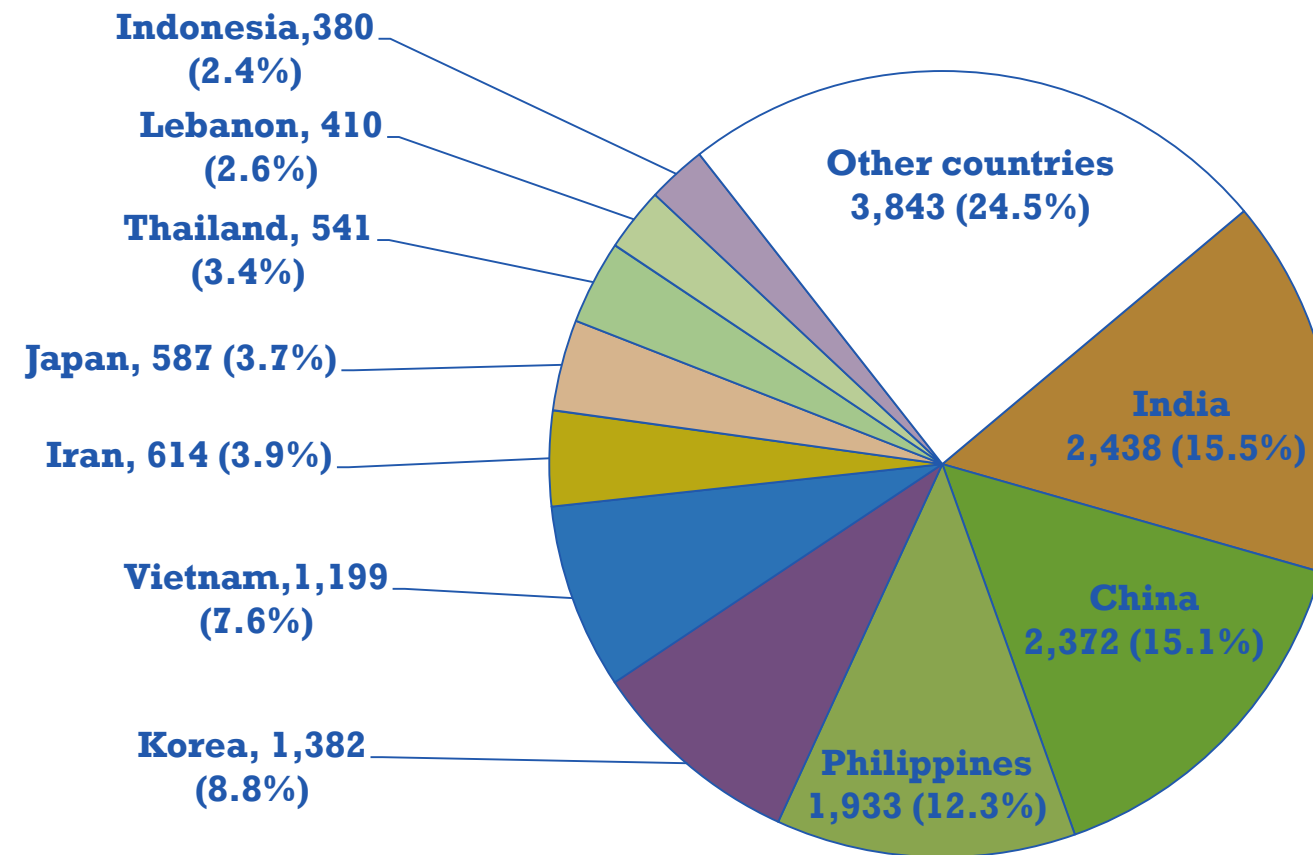


Foreign-Born Population: Asia



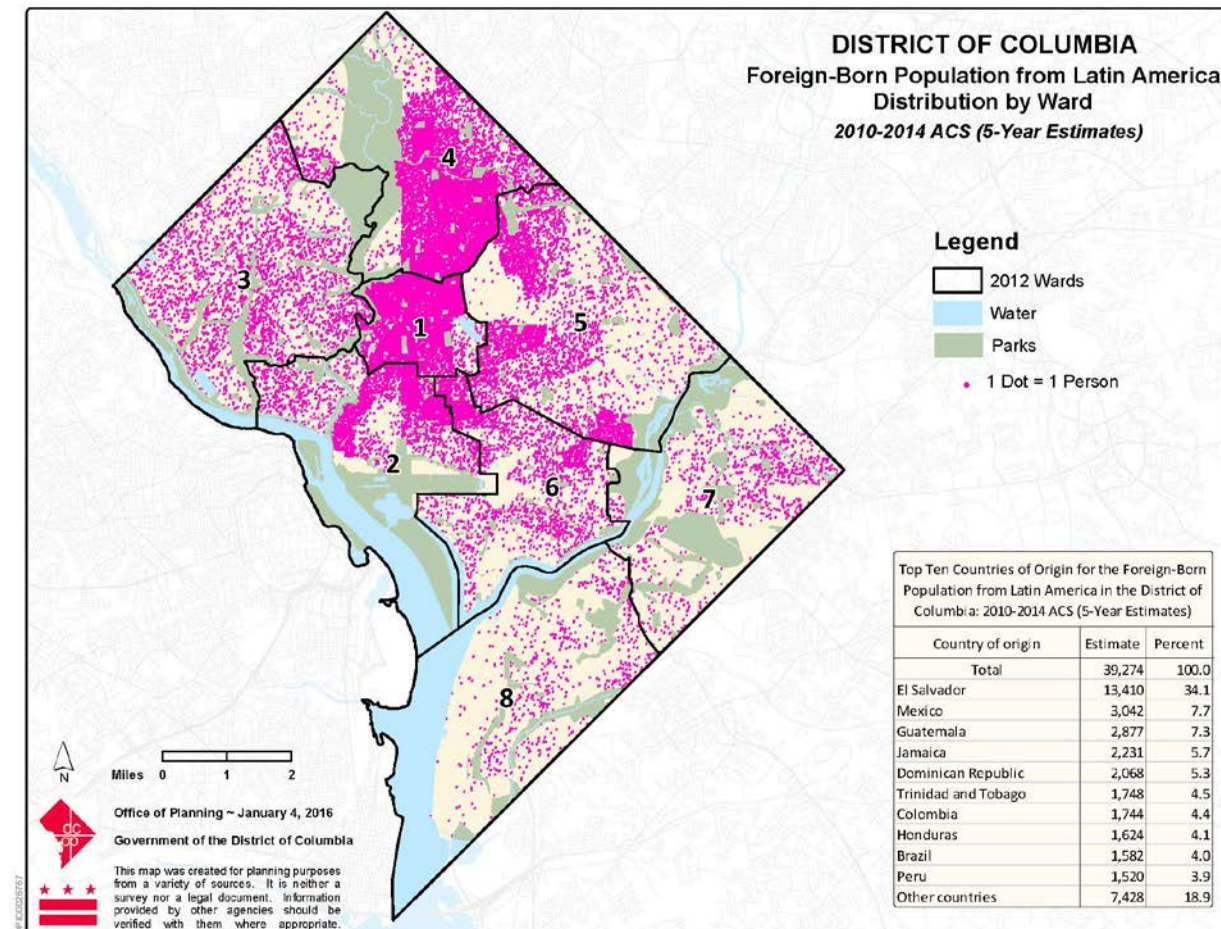


Asian Countries Represented in the District



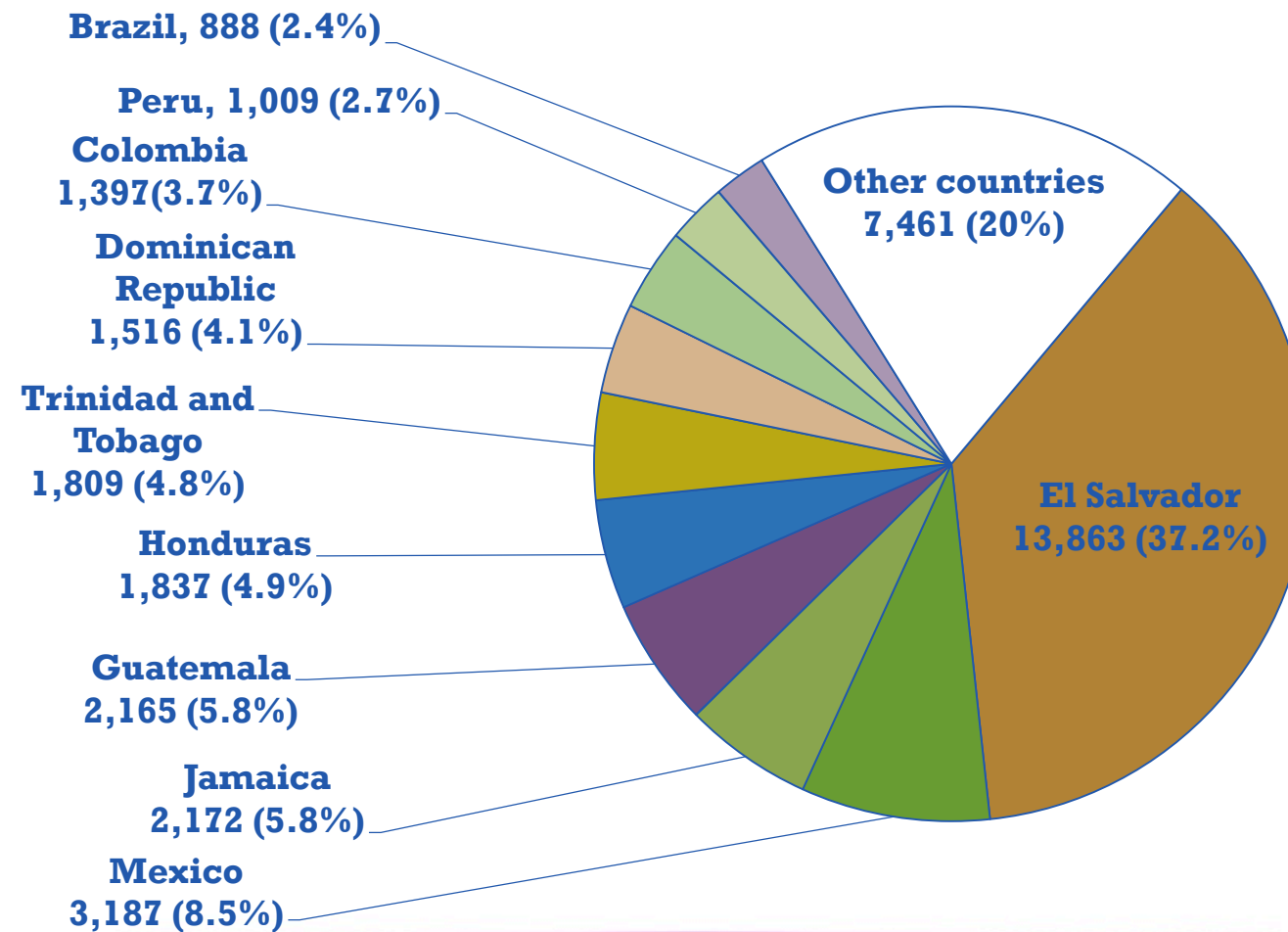


Foreign-Born Population: Latin America/Caribbean





Latin American/Caribbean Countries Represented in the District





The District's LEP/NEP Population (2012)

- Total number of DC residents: 632,323
- Foreign-born population in DC: 90,323 (14%)
- 15.6% or 98,434 DC residents speak a language other than English at home
- 5.4% DC residents speak English “*less than very well*”

Key statistic for educators:

- 2/3 of LEP/NEP households in DC are linguistically isolated, meaning no one above the age of 14 years speaks English.





**Name at least 5 major languages
spoken in the district**
(other than English)



The District is one of the most *linguistically diverse* cities in the nation

Español

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Français

Tiếng Việt

한국어

Tagalog

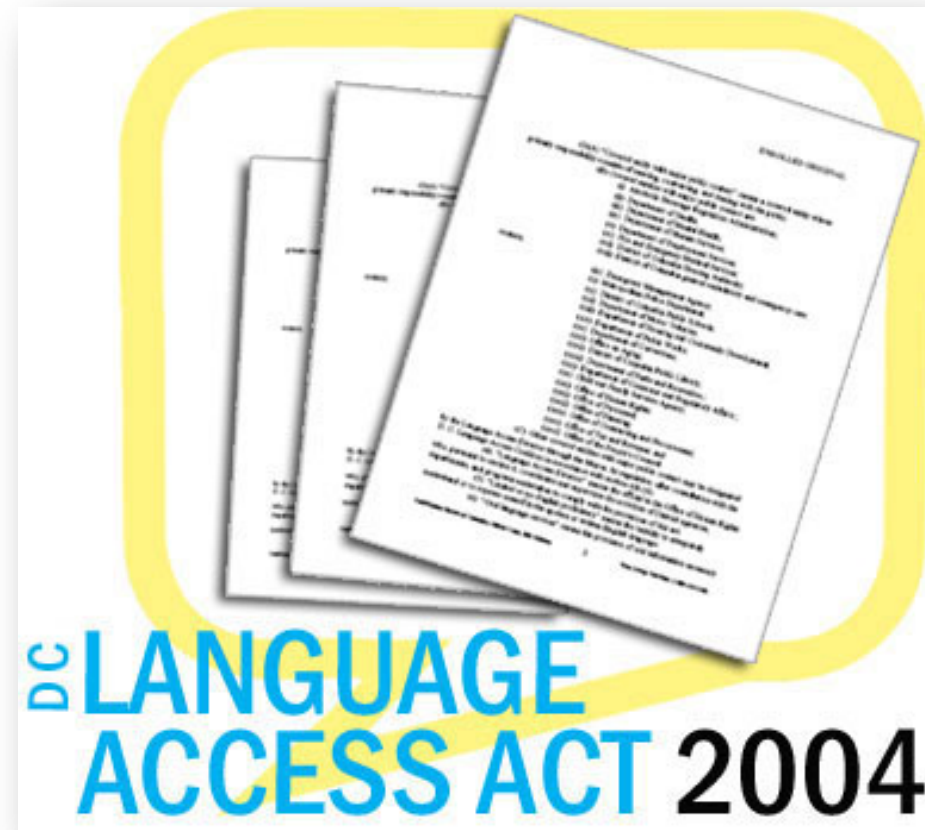
Russian

Kru

Portuguese



2. Laws & Regulations





DC Language Access Act of 2004

Enacted on April 21, 2004, the purpose of the Act is to provide **greater access and participation** in public services, programs, and activities for the District's LEP/NEP constituents at a level equal to that of English proficient individuals.

<http://ohr.dc.gov/publication/dc-language-access-act-2004-english>





What is “Language Access”?

Language Access is a system for enabling communication between the government and LEP/NEP constituents.

LEP: Limited English Proficient

NEP: Non-English Proficient

This system includes:

1. Translation
2. Interpretation
3. Signage





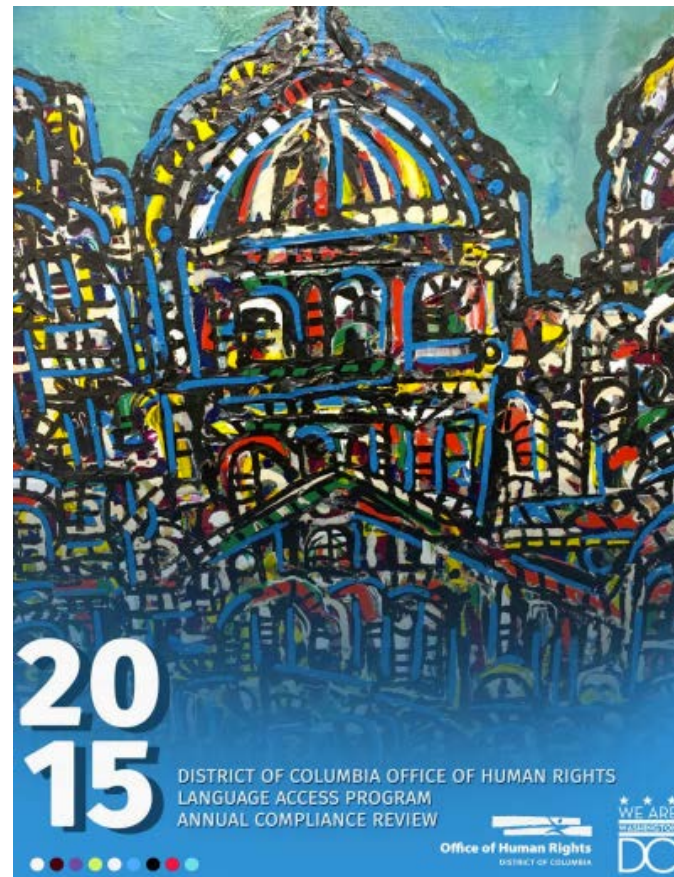
DC Language Access Program

- **Established by law in April 2004**
- Staffed by a Director and Program Analyst
- Charged with coordination and oversight of district-wide implementation of the Language Access Act
- Consults with the Mayor's Ethnic Constituency Offices and the Language Access Coalition
- The office has **4 major responsibilities:**
 1. Technical Assistance
 2. Compliance Monitoring
 3. Enforcement
 4. Outreach and Education





3. Compliance Requirements





DC Language Access Act Requirements

All Covered Entities (including Funded Entities):

- Collect data on primary languages spoken
- Provide interpretation service
- Translate vital documents
- Train public contact staff

Major Public Contact Agencies:

All of the above, plus...

- Complete an individualized biannual plan
- Report quarterly on progress made on the plan
- Designate a Language Access Coordinator
- Hold public meetings and conduct outreach





What does this mean for you?

Collect data

- Ask your supervisor if you're not sure how to report primary language data

Provide interpretation service

- Have resources available for parent-teacher conferences, at school events, and at the office

Translate vital documents

- Ask for resources when you know you need to send a letter home or make an email communication that may not be understood

Train public contact staff

- Create a culture of compliance at your school for ALL employees





FY17 Compliance Focus: Funded Entities

Covered entities shall ensure that their contractors and grantees:

Collect data regarding contact with LEP/NEP customers and report this data to the covered entity on a quarterly basis

Provide interpretation services and **translate vital documents** per the same standards required of the covered entity

Certify in writing that the compliance requirements will be satisfied by any sub-contractors and sub-grantees

Train personnel on all compliance requirements

Receive language access compliance training or guidance *(provided by OHR, unless the agency agrees to provide the training and OHR approves the training be given by the agency)*





Public Meetings & Outreach

- A covered entity must conduct **periodic public meetings** with appropriate advance notice to the public*.
- A covered entity with major public contact is required to **conduct outreach to LEP/NEP populations** about their rights and services.
 - Bilingual outreach materials
 - Foreign-language awareness campaigns
 - Advertising services and events through ethnic media and community-based partners

**Interpretation must be provided if the request is made at least five (5) business days in advance of the public meeting.*





Language Access Complaints

The Language Access Act provides for the filing of **Formal** and **Informal Complaints** by customers who are LEP/NEP.

- LA complaints can be filed over the phone, via email, or online using a multilingual form.
- Advocates can file third party complaints on behalf of an LEP/NEP individual.
- OHR conducts a pre-investigation resolution process before assigning LA complaints for full investigation.

Complaint forms are available on OHR's website in six (6) languages:
<http://ohr.dc.gov/webform/language-access-public-complaint-form>





Language Access Testing

Each year, testing is done – face-to face and by phone – to assess the effectiveness of agency language access services. Results are included in the annual compliance report issued by OHR.

Findings from FY15 Language Access Testing include (across agencies):

- Turning away testers with no assistance provided
- Speaking English after tester disclosed they don't speak English
- Providing English only forms to customers
- Hanging up on calls or forwarding calls to English-only employees and voicemail inboxes

Discuss with a partner: How prepared do you feel to “pass the test”?





4. Language Access Resources





Language Access Resources

- Language Access Coordinators
- Telephonic interpretation services
- Language Line signage and brochures
- “I Speak...” cards
- Interpretation waiver forms
- Translated taglines
- Citywide contract for document translation and in-person interpretation
- Language Access Portal: Quick Reference Guides
- Office of Human Rights and Mayor’s Constituency Affairs Offices





Language Access Support Staff

Your primary resource for Language Access issues is your Language Access Coordinator, Point of Contact and/or Team:

- **Elsa Teklehymanot** – Language Access Coordinator (LAC) for OSSE
- DCPS also has a Language Access Coordinator and support team (Ivy Chaine)

Raise your hand if you've ever..

...contacted your Language Access Coordinator
...used telephonic interpretation (Language Line)
...used a translated document



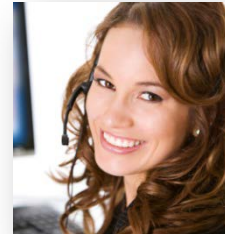


How to use Language Line

**LEP
Caller**



**Agency
Employee**



Interpreter



1. Identify the customer's language if possible.
2. Dial Language Line Services.
3. State language needed if known. If not, ask Language Line for help.
4. Have ID and access code available.
5. When connected to interpreter, write down the agent ID#.
6. Brief the interpreter on the nature of the call.
7. Add customer to the call or conversation.
8. Speak directly to the customer, with pauses for interpretation.
9. Close the call when done.



Language Identification Poster



- Tailored for DC's most common languages, it is available on the OHR website for easy download.
- Should be present at all public facing locations.
- Language Line also provides a similar poster.
- Excellent tool to identify a speaker's language. Language Line can also assist if you are unsure.



“I Speak” Cards

Available in 10 languages:

Amharic, Chinese, French, Korean, Spanish, Vietnamese, Arabic, Portuguese, Tagalog, Russian

I Speak Vietnamese.

I need assistance and have the right to receive assistance in my spoken language. Please provide me with an interpreter and note my spoken language in your permanent records. Thank you.

District law requires that agencies provide you with information and assistance in your language for free. If you do not receive help in your language, please call the DC Office of Human Rights at (202) 727-4559 and press 0.



www.ohr.dc.gov



Tôi nói tiếng Việt.

Tôi cần sự trợ giúp và tôi có quyền được nhận sự trợ giúp trong ngôn ngữ mà tôi nói. Xin hãy cung cấp cho tôi một thông dịch viên, và ghi vào hồ sơ của quý vị rằng tôi sẽ nói tiếng Việt trong mọi lần giao tiếp trong tương lai.

Luật lệ của Quận quy định rằng mọi cơ quan phải cung cấp miễn phí cho quý vị những thông tin và trợ giúp bằng ngôn ngữ của quý vị. Nếu quý vị không nhận được sự trợ giúp bằng ngôn ngữ của quý vị, xin gọi số 202-727-4559 và nhấn số 0 để nối với Văn Phòng Nhân Quyền của DC.



www.ohr.dc.gov





Interpreter Waiver Form (in 6 languages)

If a LEP/NEP customer refuses the interpretation or translation services you offer, the customer must sign this form in order to waive his/her rights to language assistance.

The form **should be made available in the language of the customer** and confirm that the LEP/NEP customer is voluntarily waiving his or her right to free interpretation and/or translation services.

You can read the form over Language Line if the language you need is not available.

GIẤY KHƯỐC TỪ CUNG CẤP DỊCH VỤ THÔNG DỊCH MIỄN PHÍ

Tôi, _____, xác nhận rằng _____ đã thông báo cho tôi rằng

theo Đạo Luật Thông Tin Đa Ngôn Ngữ của D.C năm 2004 (D.C. Language Access Act of 2004), tôi được quyền sử dụng một thông dịch viên miễn phí chuyên nghiệp và đã qua đào tạo. Bằng việc ký tên dưới đây, tôi xác nhận rằng tôi đã khước từ dịch vụ này và chọn sử dụng một thông dịch viên khác mà tôi đã tìm được để giúp đỡ tôi. Tôi biết rằng người này chưa được _____ biết đến hoặc kiểm tra và rằng _____
_____ không chịu trách nhiệm về việc cung cấp các dịch vụ này và cũng _____

Không gánh chịu bất kỳ trách nhiệm pháp lý nào có thể nảy sinh từ các dịch vụ này. Tôi cũng hiểu rằng việc khước từ này chỉ áp dụng cho duy nhất một trường hợp này mà thôi. Nếu tôi cần thông dịch viên của _____ giúp đỡ sau này, tôi sẽ thông báo trực _____

tiếp cho cơ quan này để yêu cầu cung cấp dịch vụ này.

Tên In _____

Ký Tên _____ Ngày _____

OFFER OF FREE INTERPRETER SERVICES WAIVER FORM

I, _____, acknowledge that _____ has notified me of my right to a professional and trained interpreter as required by the D.C. Language Access Act of 2004 at no cost to me. By signing below I agree that I have refused this service and opted to rely on interpreter assistance by someone I have identified. I am aware that this individual was not identified by or vetted through _____ and that _____ is neither responsible for the provision of these services nor does not incur any liability that may result from these services. I am also aware that this waiver only applies to this one instance. If I require interpreter assistance from _____ in the future, I will notify the agency directly to request this service.

Print Name _____

Signature _____ Date _____

D.C. Office of Human Rights
Language Access Program
§ 1205.18 of Chapter 12, IV DCMR

Vietnamese





Taglines (in 6 languages)



Reference guide: Multilingual Taglines Version 1

English – Amharic – Chinese – French – Korean – Spanish – Vietnamese

HELP IN YOUR LANGUAGE

If you need help in your language, please call _____ for free interpreter assistance.

የትእዛዛ ለርሳሽ
በእርስዎ ቋንቋ ለሚሰጥዎትልኩ _____ ይደውሉ። የተገባውን ቋንቋ ይጠቀሙ።

語言協助

如果您需要(中文)接受幫助, 請電洽 _____, 將為您向您提供口譯員服務。

AIDE LINGUISTIQUE

Si vous avez besoin d'aide en Français appelez-le _____ et l'assistance d'un interprète vous sera fournie gratuitement.

언어 지원

한국어로 언어 지원이 필요하신 경우 _____로 연락을 주시면 무료로 통역이 제공됩니다.

AYUDA EN SU IDIOMA

Si necesita ayuda en Español, por favor llame al _____ para proporcionarle un intérprete de manera gratuita.

GIÚP BỞI VỀ NGÔN NGỮ

Nếu quý vị cần giúp đỡ về tiếng Việt, xin gọi _____ để chúng tôi thu xếp có thông dịch viên đến giúp quý vị miễn phí.



Reference guide: Multilingual Taglines Version 2

English – Amharic – Chinese – French – Korean – Spanish – Vietnamese

IMPORTANT NOTICE

This document contains important information. If you need help or have any questions about this notice, please call _____. Tell the customer service representative the language you speak so you can be provided with an interpreter at no cost to you. Thank you.

ጥላቂ ማሳሰቢያ

ዚህ ሰነድ የጥላቂ መረጃ ይዟል። ለትእዛዛ ለርሳሽ ይደውሉ። የትእዛዛ ለርሳሽ የሚሰጥዎትልኩ _____ ይደውሉ። የትእዛዛ ለርሳሽ የሚሰጥዎትልኩ ቋንቋ ይጠቀሙ።

重要通知

本文件包含重要資訊。如果您需要(中文)接受幫助或者對本通知有疑問, 請電洽 _____。請告訴客戶服務部代表您所使用的語言。會免費為您提供口譯員服務。謝謝!

AVIS IMPORTANT

Ce document contient des informations importantes. Si vous avez besoin d'aide en Français ou si vous avez des questions au sujet du présent avis, veuillez appeler le _____. Dites au représentant de service quelle langue vous parlez et l'assistance d'un interprète vous sera fournie gratuitement. Merci.

안내

이 안내문을 중요한 내용을 담고 있습니다. 한국어로 언어 지원이 필요하시거나 질문이 있으실 경우 _____로 연락을 주십시오. 필요한 경우, 고객 서비스 담당자에게 지원 받고자 하는 언어를 알려주시면, 무료로 통역 서비스가 제공됩니다. 감사합니다.

AVISO IMPORTANTE

Este documento contiene información importante. Si necesita ayuda en Español o si tiene alguna pregunta sobre este aviso, por favor llame al _____. Infórmele al representante de atención al cliente el idioma que habla para que le proporcione un intérprete sin costo para usted. Gracias.

THÔNG BÁO QUAN TRỌNG

Tài liệu này có nhiều thông tin quan trọng. Nếu quý vị cần giúp đỡ về tiếng Việt, hoặc có thắc mắc về thông báo này, xin gọi _____. Nói với người trả lời điện thoại là quý vị muốn nói chuyện bằng tiếng Việt để chúng tôi thu xếp có thông dịch viên đến giúp quý vị mà không tốn đồng nào. Xin cảm ơn.

Version 1:

“If you need help in your language, please call _____ for free interpreter assistance.”

Version 2:

“This document contains important information. If you need help or have any questions about this notice, please call _____. Tell the customer service representative the language you speak so you can be provided with an interpreter at no cost to you. Thank you.”





Citywide Contract

The government of D.C. has identified, vetted, and engaged **approved vendors** in a citywide contract to provide document translation and in-person interpretation services for D.C. agencies:

- Comprehensive Language Center, Inc (CLCI)
- Dupont Computers, Inc (DCI),
- Multicultural Community Service (MCS)

Best practice involves internal quality control and negative feedback mechanisms.

Contact your agency or school administration to find out the approved mechanism for engaging one of these vendors (i.e. in-person interpretation for a known large-scale event)





Language Access Portal

OHR has produced a series of tools at <http://ohr.dc.gov>.

Resources include:

- Vendor details & contact info
- Downloadable signage & forms
- Helpful guides for Language Line
- Best-practice references for data collection and reporting
- Policy templates
- Regulation text

You can likely get these from your school as well!



Welcome to the Language Access Information Portal

አማርኛ ቋንቋ አገልግሎት ማግኘት (Language Access in Amharic) • 汉语语言利用 (Language Access in Chinese) • Accès linguistique en français (Language Access in French) • 한국어 언어 서비스 (Language Access in Korean) • Acceso lingüístico en español (Language Access in Spanish) • Tiếp Cận Ngôn Ngữ Bằng Tiếng Việt (Language Access in Vietnamese)

The Language Access Program is dedicated to removing language as a barrier to obtaining information and services from the District government. Whether you are a member of the public or a District employee, this is where you can find resources to help you understand and fulfill your language access rights and responsibilities.

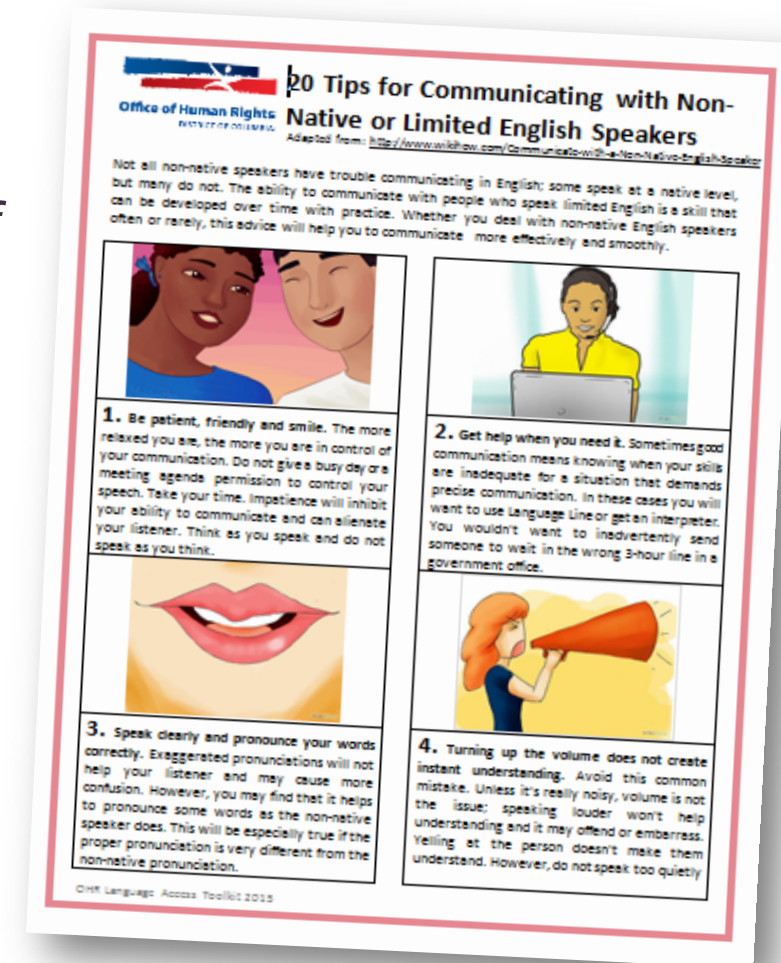
- [About the Language Access Program](#)
- [Resources for the public](#)
- [Requirements and resources for covered entities](#)
 - [Toolkit for covered entities](#)
- [Requirements and resources for covered entities with major public contact](#)
 - [Toolkit for covered entities with major public contact](#)





Reminders

- If a customer requests language assistance, provide it – by phone or through a qualified interpreter – *regardless of your perceived level of the customer's English proficiency.*
- If a customer refuses your offer to provide an interpreter and wants to use their own interpreter, have the customer sign a **waiver form**. *Note: do not allow a minor to serve as an interpreter.*
- If a requested **vital document** is not available, consider using an interpreter to read the document to the customer





Reminders (cont'd)

- **Do not** indicate, verbally or in writing, that a customer must speak English to receive services.
- **Do not** require a customer who is LEP/NEP to come back another day when a bilingual employee is available.
- **Do not** send/give English versions of written documents to customers that are LEP/NEP.
- **Do not** rely on a customer's friend, family member or other informal interpreter to provide meaningful access. Customers who are LEP/NEP are to be provided with professionally trained and certified interpretation services.
- **Do not** request information about the legal status of a customer (unless eligibility requires it).



Language Access Program Partners

- **Mayor's Office on Latino Affairs**
 - (202) 671-2825 | ola.dc.gov
- **Mayor's Office on Asian and Pacific Islander Affairs**
 - (202) 727-3120 | apia.dc.gov
- **Mayor's Office on African Affairs**
 - (202) 727-5634 | oaa.dc.gov
- **DC Language Access Coalition**
 - (202) 470-6835 | dclaccoordinator@gmail.com





Language Access Program Partners

The DC Office of Human Rights (OHR) provides oversight, central coordination, and technical assistance to agencies in their implementation of the Act's provisions.

Winta Teferi
Director

Priscilla Mendizábal
Program Analyst

441 4th Street NW, Suite 570 North, Washington, DC 20001

Phone: (202) 727-3942

TTY: (202) 727-8673

winta.teferi@dc.gov & priscilla.mendizabal@dc.gov

<http://ohr.dc.gov/>





Thank you for attending!

Questions?

