PROVIDING MEANINGFUL AND EFFECTIVE LANGUAGE ACCESS

April 29, 2020

The National Latin@ Network

- The **National Latin@ Network for Healthy Families and Communities** (NLN) is a project of Casa de Esperanza that is working at ending violence and promoting the health and well-being of Latin@ communities around the country.

- NLN is a national resource center funded through the Family Violence Prevention Services (FVPSA) division of HHS.

Learning Objectives

As a result of this workshop, participants will be better able to:

- Articulate why language access matters and how it is connected to survivor equity, civil rights compliance, quality and trauma-informed services, cultural humility and systems change.

- Explore what information is needed in order to develop and implement a comprehensive language access plan.

- Incorporating and adapting language access in a virtual setting.

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"Conversation and learning rarely happen unless people can talk [communicate] to and understand each other (How to Build Language Justice, p. 3, 2013)."

How To Build Language Justice. (n.d.). Retrieved July 13, 2018, from http://antenaantena.org/wp-content/uploads/2012/06/langjust_eng.pdf

Equity of Service

Providing the support participants need to achieve **the same or comparable outcomes.**

Linguistically and culturally responsive services are needed for D/HoH and LEP survivors to **be safe and achieve justice.**

Relationship between Language and Cultural Identity

Language does not exist in isolation; language is a part of culture.

Language and culture are at the core of all human society.

Language is a symbolic system through which people communicate and transmit culture.

Thornborrow, J. (2010). *Language and Identity [PowerPoint Slides].* Retrieved from https://www.slideshare.net/ahers/language-and-identity1

Language Access and Trauma

Opportunities for healing occur at all points of contact: services that are accessible and culturally responsive contribute to the healing process.
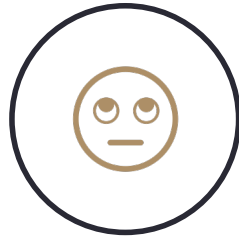
Integrate knowledge about trauma into policies, procedures, and settings, including those pertaining to language access.

What has been your experience assisting persons with limited English proficiency? Or, who use different modes of communication?

Your organization's starting point...

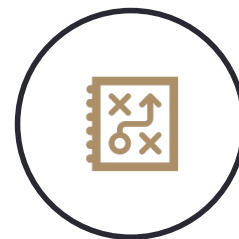Unsure

Beginning to talk about it

Working on developing a plan

Already developed a plan

We've implemented a plan

Have implemented a plan and are looking to enhance it

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- Do you have a written plan?
- Who's responsible for the plan?
- How are you providing language access?
- Are your staff trained on the plan?
- How often do you update the plan?
- What documents have you translated?

Creating Immediate Access
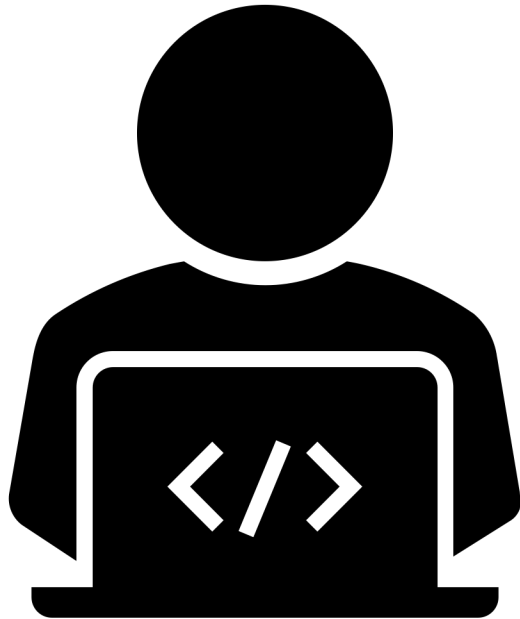
Identity languages spoken

Access to language line and interpreters

Develop relationships with culturally specific organizations/communities

Interpretation technology factors to consider:

- **Provider**
  - Working knowledge of the chosen platform
  - Building in time for planning and implementation
 - Coordinating between all parties (i.e. Interpreter, participant, and meeting monitor(s))
- **Participants**
  - Level of access to and comfort with technology
  - Practice sessions
- **Interpreters**
  - Understanding of technology features that the host will be using
  - Background information and guidelines on topics they will interpret
  - Practice sessions

How to implement interpretation technology
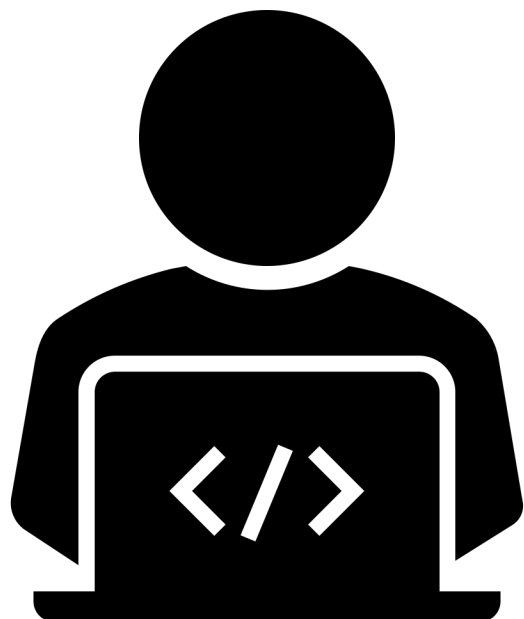
- **Before the meeting starts:**
  - ✓ Schedule the meeting, ideally with two weeks of time to prepare interpreters, technology, and the participants.
  - ✓ Finalize interpretation contract.
  - ✓ Schedule a practice session with interpreters to familiarize them with the technology features.
- **During the meeting:**
  - ✓ Resources for using Zoom's language interpretation:
  - ✓ Language interpretation setup
  - ✓ Starting language interpretation in a meeting
  - ✓ Listening to language interpretation
  - ✓ https://www.youtube.com/watch?v=CDZnNYecPaM
- **After the meeting concludes:**
  - ✓ Host an after-action review with meeting coordinators.
  - ✓ Alter the organization's technology and language access protocols if necessary and based on lessons learned from each session.

Think Creatively

- Ongoing check-ins with each member of the family
- Center-facilitated and screened exchange of letters, notes, or drawings between a visiting parent and their children.
- Center-facilitated and screened video or audio recordings between a visiting parent and their children. For example, a parent or child could record a greeting, read a short story, sing a song, or tell a joke.
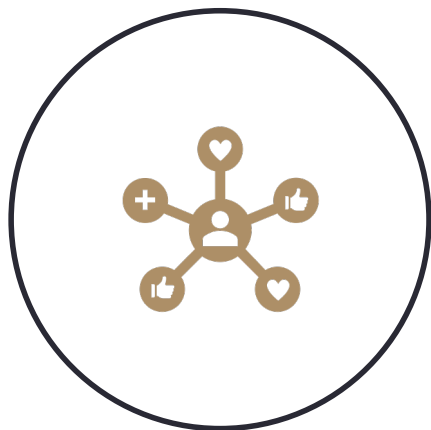- Remote supervised visitation time

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Steps to Language Access Planning
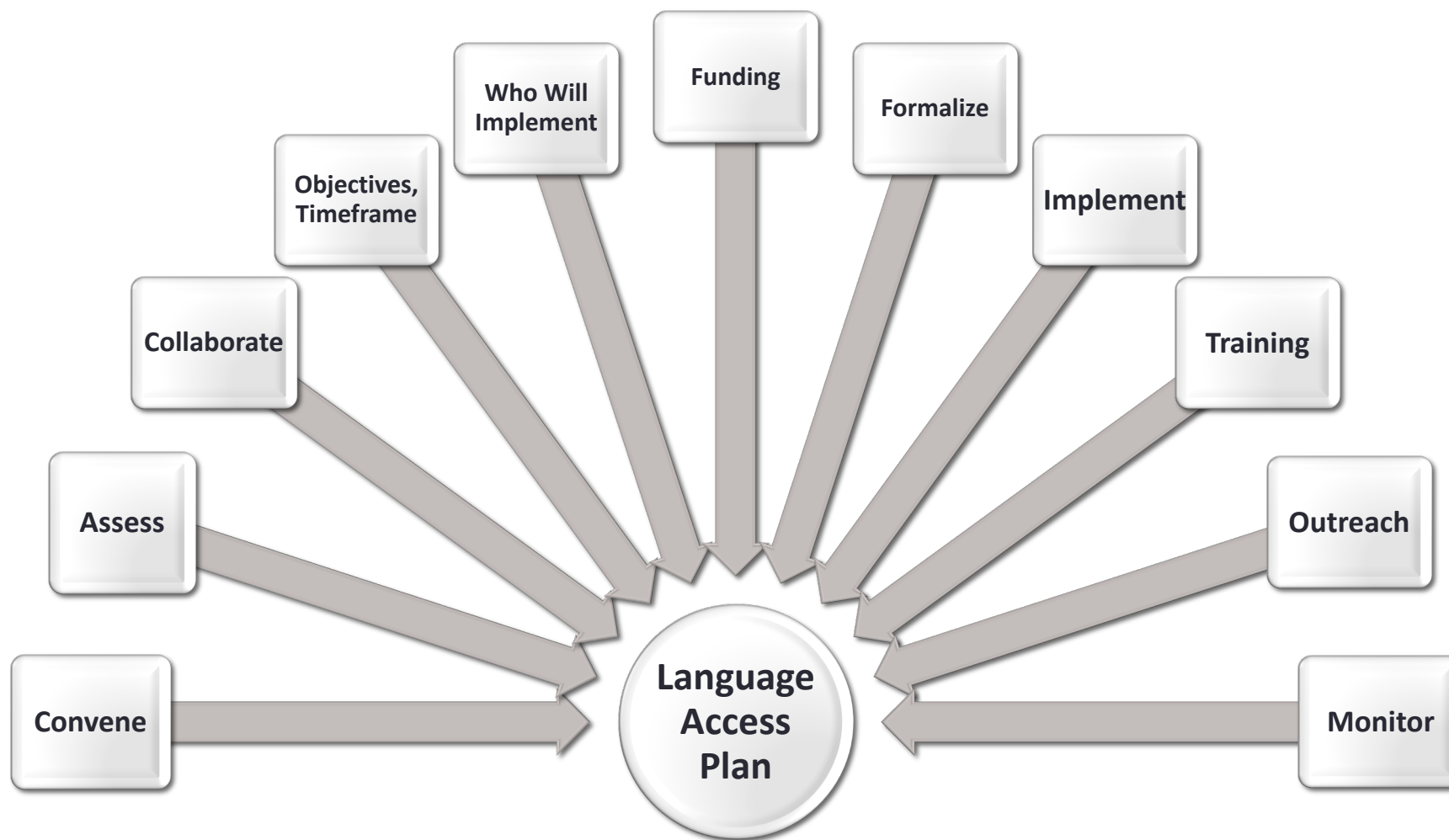
Why provide meaningful language access?

IT'S THE RIGHT THING TO DO.

LANGUAGE ACCESS IMPROVES SERVICES AND ENHANCES OUTCOMES.

IT'S A LEGAL REQUIREMENT

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Provide Meaningful Language Access

It can be a matter of life or death.

Consistency is key.

Proactive vs. Reactive.

Chicken/Egg OR "if you build it, they will come" approach.

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A word about Google Translate and other forms of mechanized translation.
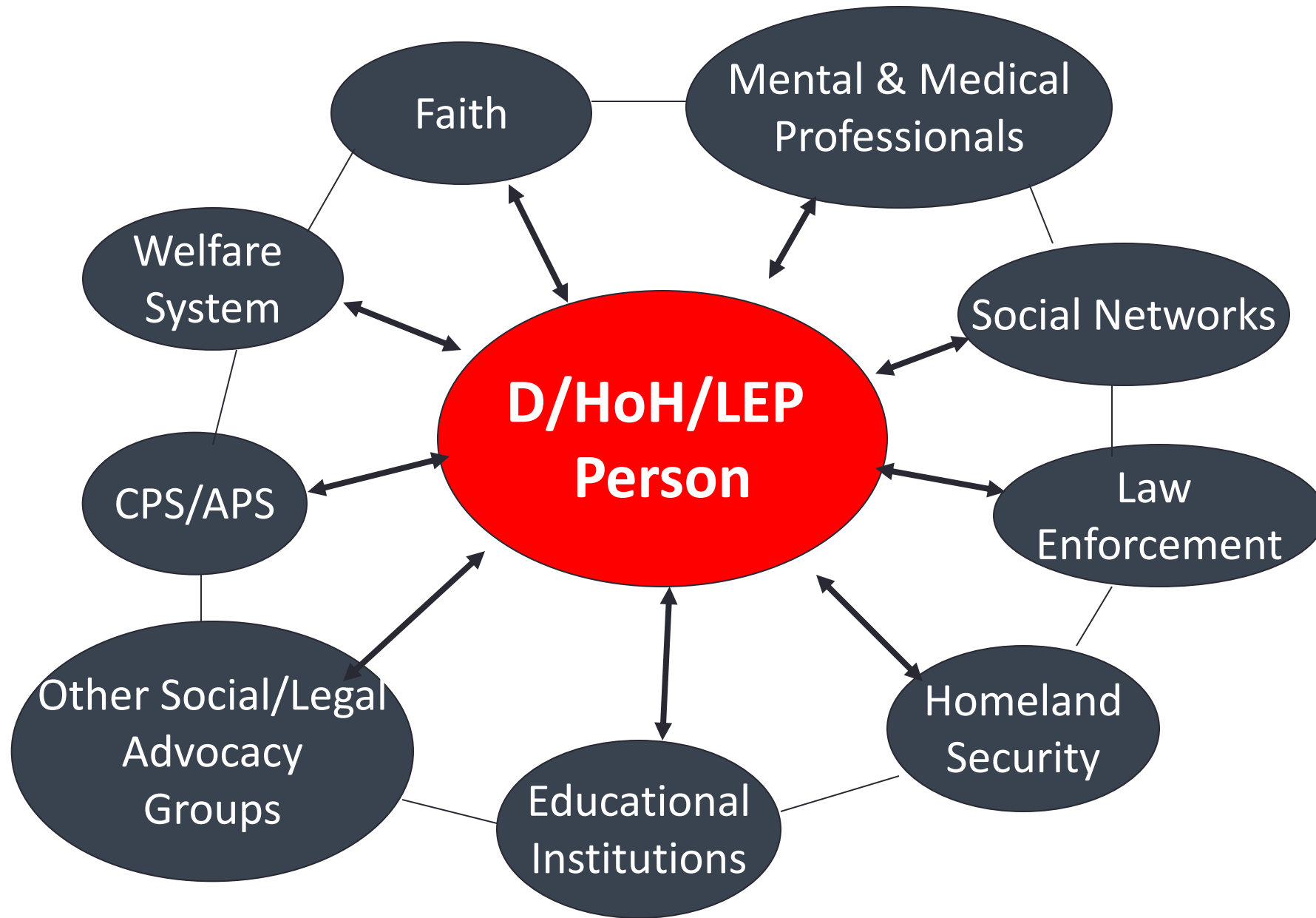
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ESPAÑOL | ENGLISH
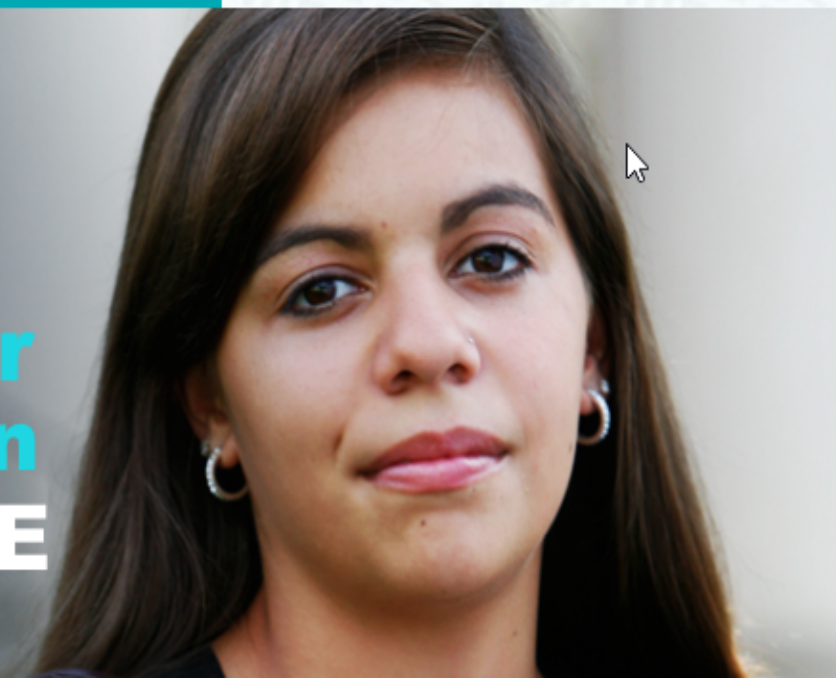
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I felt so much better talking to someone in MY OWN LANGUAGE

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Contact Information

Marissa Kurtz

Grants and Project Coordinator

mkurtz@casadeesperanza.org

Jose Juan Lara Jr

Project Manager

jjlara@casadeesperanza.org

Social Media

 @casadeesperanza
@NLNTeInvito

 @casa_de_esperanza

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