



## Language Access Policy and Implementation Plan (LAPIP)

### Language Access Policy and Implementation Plan

**Department:** Department of Family and Support Services

**Language Access Coordinator:** Monica Rafac

**Date:** 10/15/18

**Services provided to the LEP community**

- Documents translated
  - Describe the process through which the department chooses **which documents to translate**, and **which languages to translate** those documents into.

Documents are chosen by use at our senior centers and community service centers.

- Refer to last year's LAPIP and list all the **previously translated documents** *that are still up-to-date*. (e.g. permit applications, informational brochures or flyers) .

Document Title	Language(s) Translated	Number distributed or accessed in the last year
See Attached		

- List all **newly translated documents** since last year's LAPIP.

Document Title	Language(s) Translated	Number distributed or accessed in the last year
None at this time		

- Provide the number of times translated documents were received in person or accessed online. (*Departments can request this data from DOIT*)



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- Describe how LEP persons can access your department’s **online** resources. (e.g. translated web pages).

Our website can be translated into the following languages: Spanish, Chinese, Polish, Arabic

- Describe any **signage** that directs LEP persons when they visit the department.

There are signs from Language Line that a client can point at the language they speak and then work with the departmental employee to engage in language line.

- Describe any **public awareness/outreach/marketing efforts** that are aimed at LEP persons (e.g. advertising in public spaces, emailed newsletters).

None at this time

- Provide the estimated **number of LEP persons reached** by any public awareness/outreach/ marketing efforts.

Unknown

- Describe any instances where a LEP person needed and/or requested a document translated but the department was **unable to respond** to the need/request.

None

- Interpretation provided

- List all **multilingual client-facing staff members** of your department. If a list does not exist, please share why not.

Position	Languages Spoken
See attached	

- Describe **how multilingual staff are connected to LEP persons** in need of interpretation

It is based on the employee’s work location.



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- Provide the **number of LEP clients** that were served by multilingual staff. If a precise number is not known, provide a monthly estimate broken down by language.

Unknown and Do not track.

- List all **community events or workshops** that were either conducted in a non-English language or were served by an interpreter.

Name of Event	Language(s) Interpreted	Number of LEP Attendees
Unknown		

- Report how the department uses **LanguageLine**, including:

- A description **of how LEP persons are connected** to LanguageLine services.

DFSS uses the two way telephones for Language Line

- All **usage reports** provided by LanguageLine (please attach)
  - Whether LanguageLine service meet the needs of the department (For internal evaluation purposes only).

Yes, absolutely. Department plans on piloting tablets as a way for clients to receive translation.

- **Other services**

- Describe any **other ways** in which your department serves LEP individuals and communities.

- Share any **other statistics** that your department uses to track language accessibility.

### Training and Growth

- Do **new hires receive training** related to serving LEP persons? If so, describe the training, including:
  - The name and content of a training session



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- Which positions participate in that training
- The frequency with which the training is offered
- The number of participants in the training.

Training with how to use language for our senior center staff is being planned for the last quarter of 2018. In 2019, training for the pilot of use of tablets will occur.

- Do all employees receive ongoing training related to serving LEP persons? If so, describe the training, including:
  - The name and content of a training session
  - Which positions participate in the training
  - Whether the training is mandatory and the frequency with which an individual is expected to participate in the training
  - The number of participants in the training.

Department tries to train staff every 12 to 24 months.

- Describe how the department **internally evaluates** its language accessibility.

Discussions with center directors to see if there is a lack of resources for LEP clients.

- Describe how the department **researches best practices** related to language access.

None at this time.

- Share whether the department **plans to expand language access** in the upcoming year. If so please describe the plan as specifically as possible.

Department plans on piloting a tablet to engage on-site translation with language line.

**Note: As requested above, please attach all LanguageLine usage reports when submitting this document.**