

Background on the Federal Coordination and Compliance Section, Civil Rights Division, USDOJ, and the Federally Conducted Committee of the Interagency Working Group on LEP

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Who are we and what do we do?

- Federal Coordination and Compliance Section, Civil Rights Division, U.S. Department of Justice
- Small office, mighty mission
- Cover the whole country
- Coordinate implementation of Title VI of the Civil Rights Act across the federal government; provide training and technical assistance on Title VI and EO 13166 to federal, state and local agencies; investigate Title VI violations involving Dept of Justice recipients.
- Chair Interagency Working Group on LEP
- Manage LEP.gov



Interagency Working Group on Limited English Proficiency

- Similarities between certain Title VI protections and Executive Order 13166: Provide meaningful access for LEP individuals.
- Differences between Title VI and Executive Order 13166.
- Interagency Working Group



Federally Conducted Committee

- Accomplishments

- Government-wide clearinghouse for civil rights complaints (2005);
- Survey of language access practices (2005-06);
- Best practices document and training session (2008);
- Consultations, content, and roll out duties associated with the Attorney General's language access memorandum to all federal agencies (2009 – 11);
- Video training vignettes for all federal government staff on obligations to ensure meaningful access for LEP individuals.



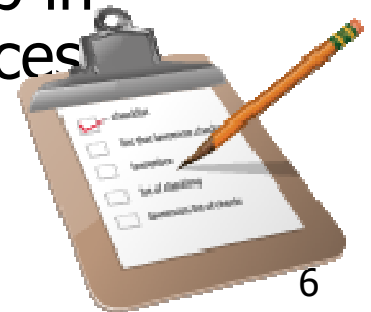
A Few of the Challenges. . . .

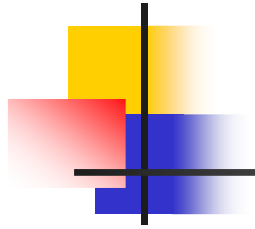
- Costs associated with language assistance, particularly translation.
- Untrained and/or unassessed bilinguals being used to interpret;
- LEP persons expected to get by in formal and informal settings with no language assistance;
- Perception that LEP persons “really know English” and are trying to manipulate the system;
- Language assistance options are not publicized (either to staff or to the public)
- Misperception that all options are prohibitively expensive (i.e., telephonic interpretation).



A Word on Costs:

- No easy fix.
- Mix of services may be the most realistic approach.
- Encourage agencies to talk to each other – some may be more successful in working toward language access goals than others. Different approaches include interim measures until full implementation.
- Encourage sharing of resources.
- Encourage agencies to keep track of LEP contacts and languages encounters, which may help in justifying budget requests for language access services.





How can you help?

- Let LEP communities and advocacy organizations know that they can and should ask for language assistance.
- Monitor the services provided, communicate with LEP users, and communicate your observations to local, state, and federal agencies.



Washington State Interagency LEP Workgroup

Christy Hoff
October 16, 2015

Health Disparities Council

- ▶ Advises the Legislature, Governor, and state agencies on actions to eliminate health disparities
- ▶ Understand how state actions affect equity
- ▶ Facilitate communication and collaboration
- ▶ Develop recommendations to improve access to culturally and linguistically appropriate services

Interagency LEP Workgroup

- ▶ Convened in October 2010
- ▶ Meet 4 times/year
- ▶ 91 participants – 30 agencies
- ▶ Forum for spreading best practices
 - Presentations
 - Networking and Sharing

Interagency LEP Workgroup

- ▶ Recent Presentations and Discussions
 - State language access contracts
 - Vital documents assessments
 - Translation best practices
 - Dual language direct service providers vs. interpreters: testing, certification
 - Assessment of LEP population and languages spoken
 - Specific agency policies and programs

Interagency LEP Workgroup

► Recent Accomplishments

- More agencies developing written policies and plans
- State agency survey
- Input and feedback on agency language access contracts
- State agency training

Taking Action to Improve Language Access: Lessons from Local Public Health

***Equity** in Emergency Preparedness, Response and Recovery*

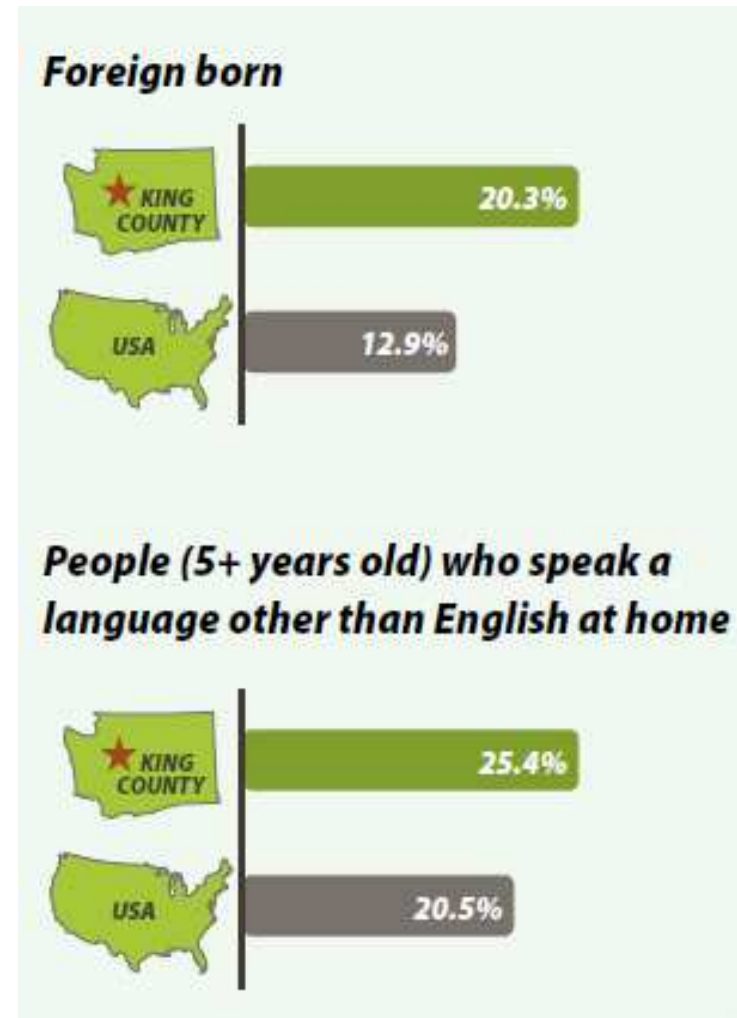
Robin Pfohman

Community Resilience + Equity Manager

Public Health – Seattle & King County

King County Is Diverse

- 2+ million people
- 39 cities, 140 special purpose districts
- 2 tribal nations
- 100+ languages spoken



Percent Linguistically Isolated by Census Tract, with Cities, King County, Washington, 5-year Average 2006-2010

Legend



King County border



Cities



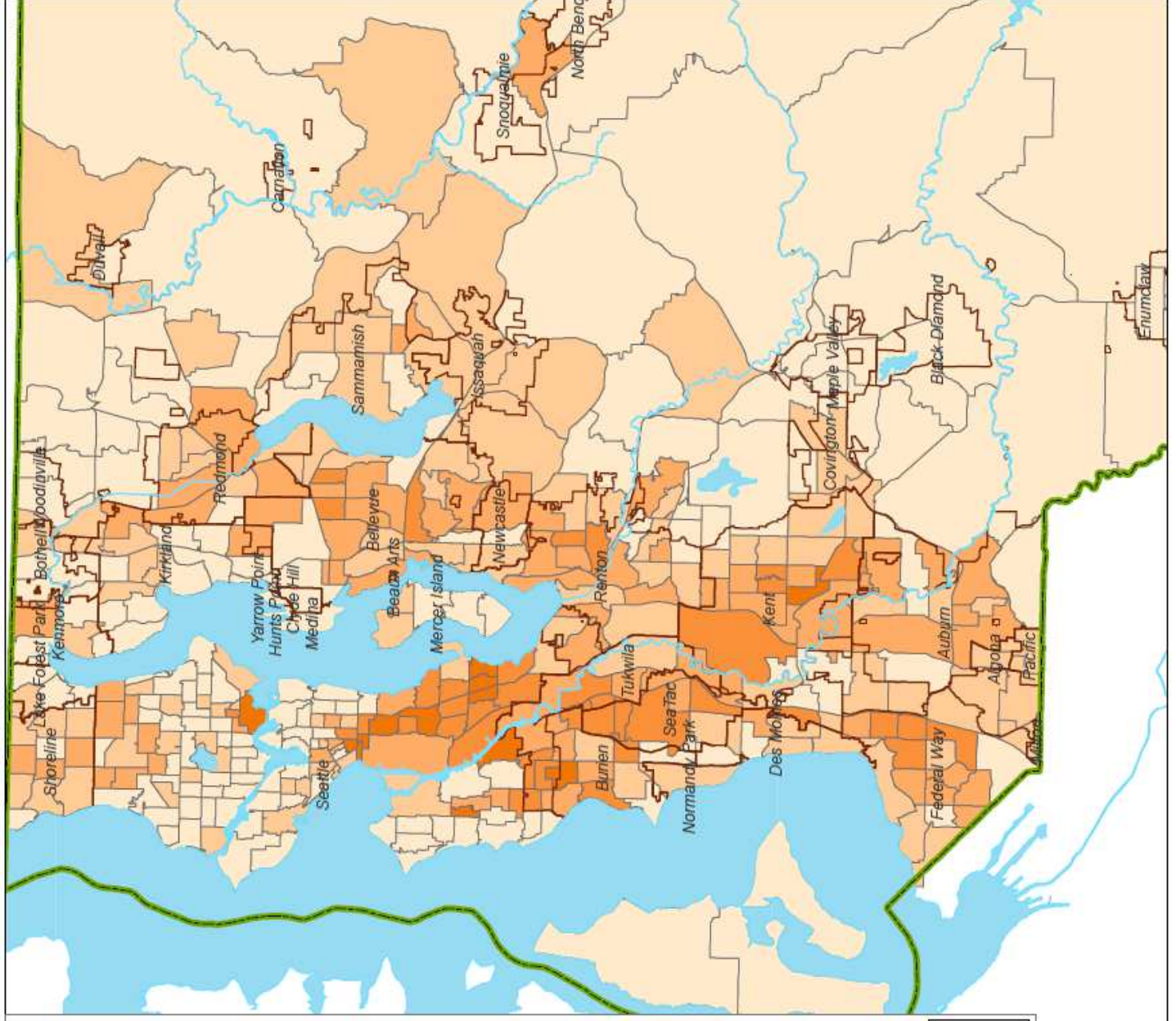
Water

Percent Linguistically Isolated



Public Health
Seattle & King County

Data Source: US Census Bureau, 2006-2010 American Community Survey
Produced by: Public Health - Seattle & King County; Assessment, Policy Development & Evaluation Unit, 6/26/2012



King County Translation Policy - Highlights

- Review printed materials for broad distribution for cultural and linguistic appropriateness
- All departments identify vital documents, and translate vital documents and Public Communication Materials
- Targeted materials (5% or more of population)
- Alternative forms of assistance, instead of translation, when effective
- Certified translators AND reviewer

Top languages in King County

Tier 1	Tier 2	Tier 3
Spanish	Vietnamese Russian Somali Chinese Korean Ukrainian Amharic Punjabi	Tagalog Cambodian Laotian Japanese Hindi Arabic Farsi Tigrigna Oromo French Samoan

Sources: American Community Survey, US Census Bureau (2006-8), WA OSPI, King County WIC interpretation requests and Public Health Clinic visits , King County District Court

Community Resilience + Equity Program

Work collaboratively with community partners to ensure that no one group is more impacted than another in an emergency

Who:

- Community-based organizations
- Community leaders
- Faith-based organizations

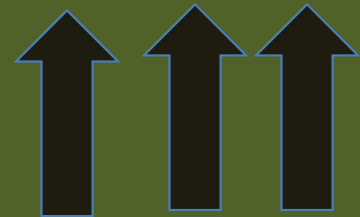
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How:

- Align Systems
- Build Capacity
- Collaborate
- Communicate
(Two Way)

=

Why:



**Community
Resilience
+
EQUITY**

Communication – Multiple Strategies



- One Way Communication
 - Ethnic Media
- Two Way Communication
 - Community Communication Network
 - Language Hubs
 - Public Health Reserve Corps

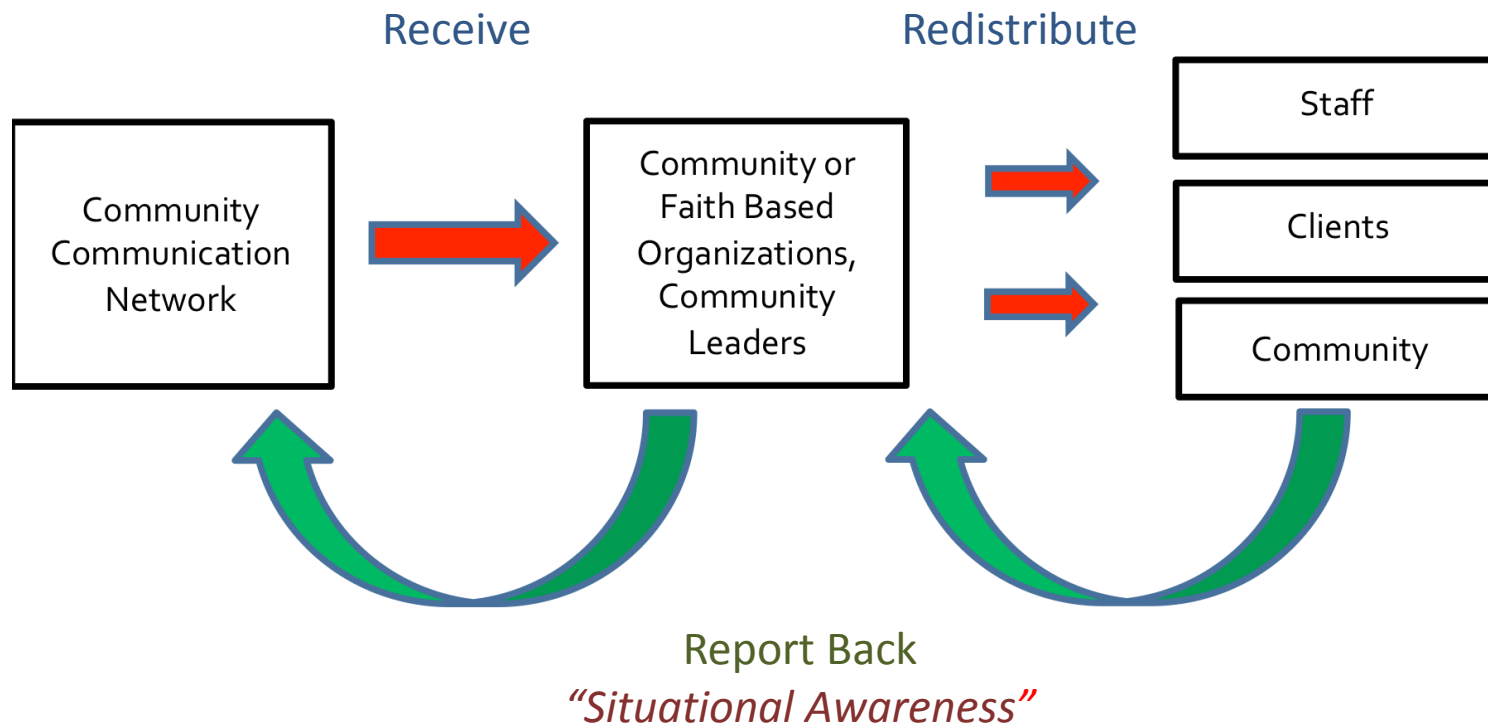
One Way Mechanisms

- Ethnic Media
- Campaigns

The collage consists of three distinct elements:

- Top Left: Vietnamese Newspaper Clipping**
 The clipping is from "NGƯỜI VIỆT TÂY BẮC" (Northwest Vietnamese News). It features a photo of three men and a headline about a meeting with city officials. The text discusses the needs of the Vietnamese community in Seattle and the role of the Red Cross and other organizations in providing support.
- Top Right: Community Meeting Photo**
 A group of people, including several men and women, are gathered around a table, looking at a laptop screen. They appear to be engaged in a collaborative discussion or meeting.
- Bottom: Winter Storm Preparedness Flyer**
 The flyer is titled "為冬季風暴做好準備" (Prepare for Winter Storm) and "TAKE WINTER BY STORM". It provides a checklist of actions to take before, during, and after a storm. Key points include:
 - Before the storm:** Check weather forecasts, secure loose items, fill up gas tanks, and ensure your car is in good condition.
 - During the storm:** Stay indoors, avoid driving, and use alternative communication methods if power is out.
 - After the storm:** Check for damage, report outages, and seek assistance if needed.

Two Way: Community Communication Network



Language Hubs



Somali Health Board



Vietnamese Emergency
Communication Partnership



Chinese Emergency
Communication
Council

Use of “Intell” - Equity Liaison



Relationships and Partnerships



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