

2008 FEDERAL INTERAGENCY CONFERENCE ON LIMITED ENGLISH PROFICIENCY

SEPTEMBER 3, 2008

An opportunity to share with and learn from leaders in the field of providing language access, including federal, state, and local officials, recipients, and nonprofits, with plenary sessions on emergency planning and recovery, as well as workshops on a number of timely subjects

CONFERENCE AGENDA

The National Institutes of Health
Natcher Building #45
9000 Rockville Pike
Bethesda, Maryland 20892

2008 FEDERAL INTERAGENCY CONFERENCE ON
LIMITED ENGLISH PROFICIENCY

September 3, 2008

The National Institutes of Health

Sponsored by the Conference Committee of the
Federal Interagency Working Group on Limited English Proficiency

The Conference Committee of the Federal Interagency Working Group on Limited English Proficiency would like to thank its generous financial partners who provided funding for this Conference:

National Institutes of Health

Office of the Director, Office of Research Services

U.S. Department of Health and Human Services

Office of the Secretary, Office of Minority Health

U.S. Department of the Interior

U.S. Geological Survey

U.S. Department of Justice

Civil Rights Division, Coordination and Review Section

U.S. Department of Labor

Civil Rights Center

U.S. Environmental Protection Agency

Office of Civil Rights

U.S. Social Security Administration

In addition, the Conference Committee would like to thank the many agencies that sponsored sessions. The agencies listed by each title in this agenda took full responsibility for the development of their respective sessions, including funding all costs associated with the presentation of each topic and the distribution of all related materials. This Conference would not have been possible without the many contributions of the following:

Federal Multilingual Website Committee

**National Aeronautics and Space
Administration**

**U.S. Department of Health and Human
Services**

Health Resources and Services
Administration, Office of Equal
Opportunity and Civil Rights;
Office of the Secretary, Office for Civil
Rights;
Office of the Secretary, Office of Public
Health Science, Office of Minority
Health

U.S. Department of the Interior

U.S. Geological Survey

U.S. Department of Justice

Civil Rights Division, Coordination and
Review Section

U.S. Department of Labor

Civil Rights Center;
Occupational Safety and Health
Administration

U.S. Department of Transportation

Departmental Office of Civil Rights

U.S. Environmental Protection Agency

Office of Civil Rights

**U.S. Equal Employment Opportunity
Commission**

U.S. Social Security Administration

I. REGISTRATION & MORNING REFRESHMENTS

**8:15 - 8:45
Lower Level**

II. INTRODUCTORY SESSION

**8:45 - 9:40
Main Auditorium**

Welcome

Loretta King

*Deputy Assistant Attorney General
Civil Rights Division
United States Department of Justice*

Opening Remarks

Grace Chung Becker

*Acting Assistant Attorney General
Civil Rights Division
United States Department of Justice*

Dr. Garth N. Graham, M.D., M.P.H.

*Deputy Assistant Secretary for Minority Health
Office of Minority Health
United States Department of Health and Human Services*

Winston Wilkinson

*Director
Office for Civil Rights
United States Department of Health and Human Services*

Ramón Suñis-Fernández, Esq.

*Director
Civil Rights Center
United States Department of Labor*

Robert E. Doyle

*Deputy Director
United States Geological Survey
United States Department of Interior*

Break

9:40 - 9:50

**III. OPENING PLENARY SESSIONS:
The Importance of Addressing LEP Issues in Times of Crisis**

***Preparation for a Potential Emergency: LEP Partnerships for
Public Information Dissemination***

**9:50 - 10:40
Main Auditorium**

Numerous federal agencies have entered partnerships with public and private entities to convert federal research and other resources into meaningful information about emergency preparedness for public use in multiple languages. This panel will offer demonstrations and discussion regarding ideas for disseminating information to the public based on the work of those partnerships. The panel will include federal agencies and current partners from the public and private sectors. Examples of such successful partnerships will be presented by the U.S. Geological Survey; American Red Cross; U.S. Department of Health and Human Services, Office of Minority Health; and U.S. Department of Homeland Security. (Organizer: U.S. Department of Interior, U.S. Geological Survey. Panelists: U.S. Department of Interior, U.S. Geological Survey; U.S. Department of Health and Human Services, Office of Minority Health; U.S. Department of Homeland Security; and American Red Cross)

***Response to and Recovery from an Emergency: Strategies for
Meaningful Communication with LEP Populations***

**10:40 - 11:30
Main Auditorium**

The successful handling of the period following emergency situations requires careful planning. This panel consists of federal agencies that have developed tools to increase the level of emergency response and recovery for various providers. The discussion will focus on the variety of resources and tools developed to address the needs of LEP individuals in the context of a disaster. (Organizer: U.S. Environmental Protection Agency, Office of Civil Rights. Panelists: U.S. Department of Homeland Security, Federal Emergency Management Agency, Office of Equal Rights; Asian American Justice Center; and U.S. Department of Labor, Occupational Safety and Health Administration)

IV. LUNCH

11:30 - 12:30

NIH has a cafeteria with seating. In addition, you may enjoy your lunch in the following session rooms: **E1/E2, F1/F2, G1/G2, C1/C2**. Please note that no food or drink is allowed in the Main Auditorium, Balcony A or B, or Room D.

***Lunchtime Video: “Breaking Down the Language Barrier: Translating
Limited English Proficiency Policy into Practice”***

F1/F2

During lunch we will show the video “Breaking Down the Language Barrier: Translating Limited English Proficiency Policy into Practice.” The video, produced jointly by the U.S. Department of Justice, the U.S. Department of Health and Human Services, and the Food and Nutrition Service of the U.S. Department of Agriculture, serves as a training tool to educate recipients of federal financial assistance of their obligation to take reasonable steps to provide LEP individuals with the language assistance necessary to participate in the recipient’s programs and activities. The DVD will be available at the exhibit table sponsored by the U.S. Department of Justice, Coordination and Review Section. The DVD includes the video in English, Spanish, and Vietnamese, as well as in English with subtitles in Chinese and Korean. *Food and drink are permitted in room F1/F2.*

Demonstrations

Room D

Feel free to visit the computer-based demonstrations from the U.S. Department of Health and Human Services, Health Resources and Services Administration (a training module on working with interpreters in a health care setting); the U.S. Social Security Administration (SSA's multilingual website); and the Migration Policy Institute (a language portal). These will be available throughout the day. *Food and drink are not permitted in Room D.*

**V. CONCURRENT WORKSHOP SESSIONS:
Nuts and Bolts of an Effective LEP Plan**

12:40 - 1:40

Language Access at Federal Agencies: Emerging Trends and Lessons Learned from the Survey of LEP Strategies used by Federal Government Agencies
(This session will be repeated at 3:35 in Balcony A)

Balcony A

In 2006, the Federally Conducted Committee of the Federal Interagency Working Group on LEP carried out the first-ever survey on the manner in which federal agencies provide language access. Survey responses revealed dramatic variations across the federal government with respect to addressing the LEP needs of agency constituents. While some agencies engaged in innovative and cutting-edge LEP access efforts, others were in different stages of development. Moreover, survey responses revealed certain federal components with significant LEP contact prioritized language access, but other components with equal or greater LEP contact were not as proactive. This breakout session will examine lessons learned on the part of federal agencies, and present emerging trends to enable federal agencies to enhance meaningful access for LEP populations. Join us for a session through which we can share ideas for improving LEP access to federal government services. Although the information in this session would certainly be helpful to recipients of federal financial assistance, this session is designed especially for federal government agencies. (Organizers: U.S. Equal Employment Opportunity Commission; National Aeronautics and Space Administration; and U.S. Department of Justice, Coordination and Review Section. Panelists: Equal Employment Opportunity Commission; National Aeronautics and Space Administration; U.S. Environmental Protection Agency, Office of Civil Rights; and U.S. Department of Justice, Civil Rights Division, Voting Section.)

Drafting an Effective LEP Plan

Main Auditorium

(This session will be repeated at 3:35 in room C1/C2)

Community advocates and legal counsel to jurisdictions with language access plans in place will comprise the panel for a lively discussion. The focus will be on the role stakeholders can play in creating an effective language access plan. Invited panelists will outline the nuts and bolts of progressive language access plans they have developed in their respective jurisdictions, and advocates will describe their role in developing plans. (Organizer: U.S. Department of Justice, Coordination and Review Section. Panelists: Northwest Justice Project; U.S. Department of Justice, Coordination and Review Section (panelist formerly of the Pennsylvania Language Access Project); and City of Philadelphia Office of the Managing Director)

**V. CONCURRENT WORKSHOP SESSIONS (cont.):
Nuts and Bolts of an Effective LEP Plan**

12:40 - 1:40

Finding and Retrieving Data for LEP Plans

F1/F2

(This session will be repeated at 3:35 in room F1/F2)

Development of an effective LEP plan requires information about where LEP communities live and the languages they speak, among other things. The panel will explain how to electronically access, search, and organize Census data for use in LEP plans. As part of that discussion, panelists will point out the limitations of the data, and the differences among various types of Census data. In addition, the session will include suggestions for LEP-related demographic data from sources other than the Census. (Organizers: U.S. Department of Transportation, Office of Civil Rights; U.S. Environmental Protection Agency, Office of Civil Rights; and U.S. Department of Justice, Coordination and Review Section. Panelists: U.S. Census Bureau; New Jersey Institute of Technology, Department of Civil and Environmental Engineering)

Implementation of an Effective Language Access Services Plan

E1/E2

(This session will be repeated at 3:35 in room E1/E2)

This workshop is designed to present agencies with an interactive tool for implementing an effective language access services plan modeled on features of the Office of Minority Health's Health Care Language Services Implementation Guide. Through the use of multiple learning strategies, including interactive discussion, small group work, completion of planning documents and much more, participants will have an opportunity to learn and take away concrete things that they can immediately work on to implement their language access services plan. (Organizer: U.S. Department of Health and Human Services, Office of Minority Health. Panelists: U.S. Department of Health and Human Services, Office of Minority Health; SRA International, Inc.)

Monitoring the Quality and Effectiveness of Language Access Services

G1/G2

(This session will be repeated at 3:35 in room G1/G2)

The focus of this workshop will be on the elements of an equal opportunity monitoring review and how to determine the quality and effectiveness of language access services at the state level. Through small group discussions while completing an interactive activity, participants in this session will have an opportunity to learn and demonstrate their knowledge of the elements. (Organizer & panelists: U.S. Department of Labor, Civil Rights Center)

Screening with Facilitation: "Childhood in Translation"

Balcony B

(This screening with facilitation will be repeated at 3:35 in Balcony B and also without facilitation during the Networking Opportunity at 1:45.)

There will be a screening of "Childhood in Translation," a 30-minute multi-part documentary video project funded by the Annie E. Casey Foundation and the California Endowment about how language barriers adversely and profoundly affect recent immigrants and their children. Deanna Jang from the Asian & Pacific Islander Health Forum will facilitate a discussion regarding how government agencies, nonprofits, and others might use these video modules for training, education, and engagement around language access issues. The filmmaker, Robert Winn, will be present.

VI. NETWORKING OPPORTUNITY — Building Future Alliances **1:40 - 2:20**

Attendees are encouraged to use this time to meet one another, share ideas, and plan for future collaborations. Please feel free to take advantage of the session rooms and the atrium. Alternatively, you may wish to use this time to attend a viewing of the film “Childhood in Translation” in the Main Auditorium or to visit the computer-based demonstrations in Room D.

“Childhood in Translation” **Main Auditorium**

See the description in the 12:40 round of concurrent workshop sessions. During this showing, filmmaker Robert Winn will introduce the film. It will begin at 1:45.

VII. CONCURRENT WORKSHOP SESSIONS: **2:25 - 3:25**
New and Promising Resources at the Federal, State, and Local Level

***Does your Website Speak your Audience's Language?
Promising Practices in Multilingual Government Sites*** **F1/F2**

This session consists of a panel of key people from different agencies, at the federal and local levels, who are responsible for developing and managing culturally-relevant sites in languages other than English as well as working to improve their quality across the government. These individuals will share their experiences, challenges, lessons-learned, best practices, and award winning strategies. (Organizers: U.S. General Services Administration, Federal Multilingual Websites Committee and U.S. Social Security Administration. Panelists: GobiernoUSA.gov in U.S. General Services Administration; Montgomery County (Maryland) Public Schools; and U.S. Social Security Administration)

The Advantages of Collaborative Solutions **G1/G2**

National, local and state officials from the Occupational Safety and Health Administration (OSHA) will provide an overview of the agency’s LEP outreach and training. This covers industry-based initiatives benefitting Spanish-speaking employers and employees, including those in the construction industry. OSHA representatives will highlight the agency’s Spanish-language safety and health resources (e.g., webpages, publications, electronic assistance tools, QuickCards, public service announcements, and fact sheets). In addition, panelists will discuss the agency’s outreach to the Hispanic community through OSHA’s cooperative programs and participation in health and safety fairs, teaching training programs, and work with the Mexican Embassy. (Organizer: U.S. Department of Labor, Occupational Safety and Health Administration. Panelists: U.S. Department of Labor, Occupational Safety and Health Administration; Consulate General of Mexico.)

**VII. CONCURRENT WORKSHOP SESSIONS (cont.):
New and Promising Resources at the Federal, State, and Local Level**

2:25 - 3:25

***Partnering with National and State Associations
to Launch LEP Initiatives: A Case Study***

E1/E2

Has your agency ever considered partnering with national and state associations – umbrella organizations that house many recipients – to launch an LEP initiative? Our panel will explore how to develop and implement such collaborative ventures by examining the U.S. Department of Health and Human Services Office for Civil Rights (HHS OCR)’s “Effective Communication in Hospitals Initiative.” Panelists include hospital association executives who have worked closely with HHS OCR in developing such partnerships, along with HHS OCR investigators responsible for spearheading efforts to engage state hospital associations. HHS OCR staff will also discuss lessons learned – what works and what doesn’t – in ensuring that these national and state collaborations become effective tools to promote voluntary compliance. The utility of developing initiatives that cover the interpreter services needs of both LEP persons and deaf/hard of hearing persons will also be addressed. (Organizer: U.S. Department of Health and Human Services, Office for Civil Rights. Panelists: U.S. Department of Health and Human Services, Office for Civil Rights; American Hospital Association; and Kentucky Hospital Association).

Building a Results-Based Case for Language Access Services

Balcony A

How often are these questions posed to you: Does providing a language access service result in better outcomes? If so, how do you measure it? This workshop provides participants with some answers to these questions. It will focus on how language access services make a meaningful difference — within a variety of contexts either through the delivery of health care services or the distribution of justice. Panelists from a variety of perspectives will share how to capture quantitative and qualitative results to make the case for language access services. (Organizer: U.S. Department of Health and Human Services, Health Resources and Services Administration. Panelists: U.S. Department of Health and Human Services, Health Resources and Services Administration; Vera Institute of Justice; and Migration Policy Institute)

State and Local Language Access Laws 101

C1/C2

State and local practitioners from Washington, DC, Hawaii, and San Francisco responsible for developing and implementing state and local language access laws will discuss the value of such laws, how they differ, and what inspired their passage. Panelists will also provide a brief introduction to challenges and promising practices in implementation. This session will be a primer for those interested in better understanding language access laws, what they cover, what they cost, and how various jurisdictions have structured implementation. Audience members will learn the value of a coordinated strategy for ensuring language access across agencies. More detailed information about the challenges and promising practices in implementation will be provided in the session on the Nitty Gritty of Implementing Cross-Cutting Language Access Laws. (Organizer: U.S. Department of Justice, Coordination and Review Section. Panelists: District of Columbia Language Access Program; State of Hawaii Department of Health; State of Hawaii Department of Labor; San Francisco Office of Language Services; and District of Columbia Language Access Coalition)

VII. CONCURRENT WORKSHOP SESSIONS (cont.) **2:25 - 3:25**
New and Promising Resources at the Federal, State, and Local Level

Lessons Learned Through Time and Commitment to Language Access **Main Auditorium**

In this workshop, the Social Security Administration will share its lessons learned, best practices, and overall experience in setting up a successful LEP plan. In February 1995, five years prior to the signing of the Executive Order 13166 by the President, Social Security chartered the LEP Inter-Component workgroup, which is responsible for Social Security LEP activities. Since then, the workgroup has established a proactive LEP plan, and obtained the assistance, cooperation and buy-in of agency management, operational components, and other internal stakeholders, which has allowed SSA to overcome challenges, and be successful. (Organizer & panelists: U.S. Social Security Administration)

Break & Afternoon Refreshments **3:25 - 3:35**

VIII. CONCURRENT WORKSHOP SESSIONS **3:35 - 4:35**

The Nitty Gritty of Implementing Cross-Cutting Language Access Laws **Main Auditorium**

This session is designed to allow for deeper discussion of the challenges and promising practices experienced in implementing cross-cutting language access laws. Panelists from Washington, DC, San Francisco, and Hawaii will discuss some of the cutting-edge challenges, opportunities, and promising practices in the provision of language access. (Organizer: U.S. Department of Justice, Coordination and Review Section. Panelists: District of Columbia Language Access Program; State of Hawaii Department of Health; State of Hawaii Department of Labor; and City of San Francisco Office of Language Services; District of Columbia Language Access Coalition)

Language Access at Federal Agencies: Emerging Trends and Lessons Learned from the Survey of LEP Strategies used by Federal Government Agencies **Balcony A**

See the description in the 12:40 round of concurrent workshop sessions above.

Drafting an Effective LEP Plan **C1/C2**

See the description in the 12:40 round of concurrent workshop sessions above.

Finding and Retrieving Data for LEP Plans **F1/F2**

See the description in the 12:40 round of concurrent workshop sessions above.

Implementation of an Effective Language Access Services Plan **E1/E2**

See the description in the 12:40 round of concurrent workshop sessions above.

Monitoring the Quality and Effectiveness of Language Access Services **G1/G2**

See the description in the 12:40 round of concurrent workshop sessions above.

VIII. CONCURRENT WORKSHOP SESSIONS (cont.):

3:35 - 4:35

Screening with Facilitation: "Childhood in Translation"

Balcony B

See the description in the 12:40 round of concurrent workshop sessions above. Sunil Mansukhani from the District of Columbia Access to Justice Commission will be facilitating this screening. The filmmaker, Robert Winn, will be present.

IX. CLOSING REMARKS

4:45 - 5:00

Main Auditorium

Merrily Friedlander
Section Chief
Coordination and Review Section
Civil Rights Division
United States Department of Justice