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National Center on Immigrant Integration Policy

Is This Working?

Assessment and Evaluation Methods Used to Build and Assess Language Access Services in Social Services Agencies

Office of Language Access (OLA)

2nd Annual Hawaii Conference on Language Access

September 28, 2009



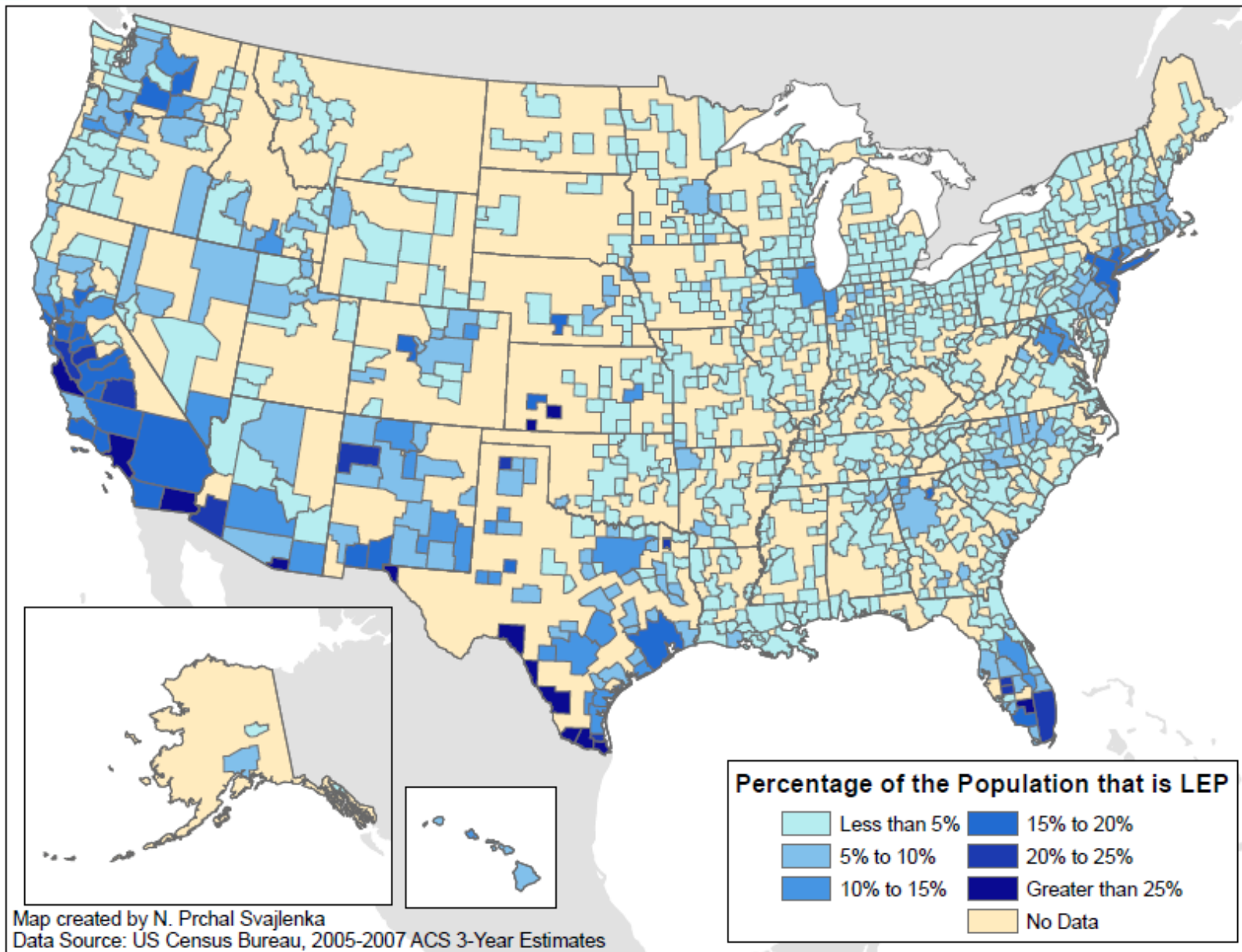
About MPI

Independent, nonpartisan, nonprofit, think tank dedicated to the study of the movement of people worldwide

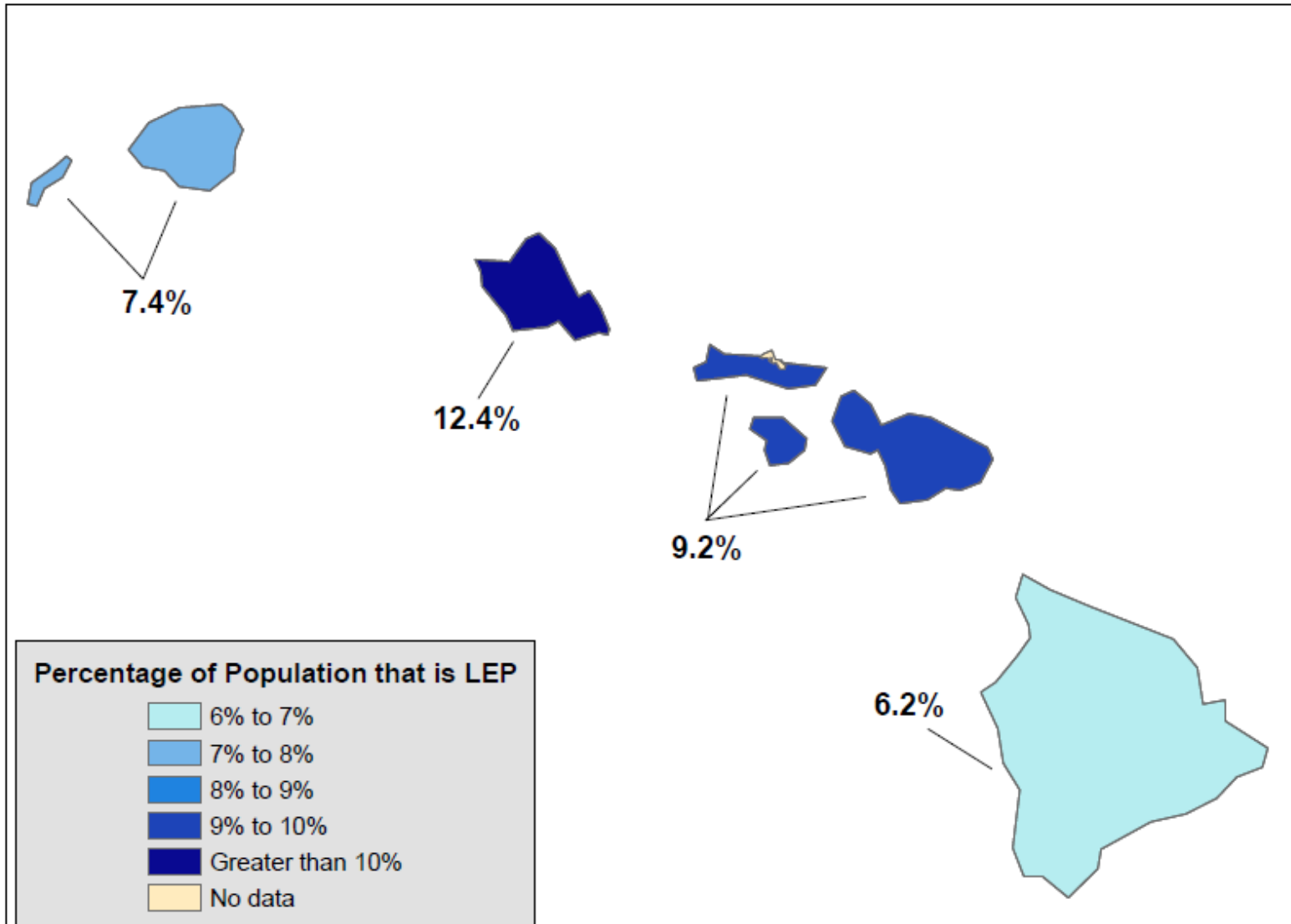
MPI Program Areas:

- U.S. Immigration Policy
- National Center on Immigrant Integration Policy
- Borders, Security and Migration
- Labor Markets Initiative
- Migration & Development
- Transatlantic Task Force on Immigration and Integration

LEP Population Nationwide



LEP Population in Hawaii



Map created by N. Prchal Svajlenka
Data Source: US Census Bureau, 2005-2007 ACS 3-Year Estimates



NATIONAL CENTER ON IMMIGRANT INTEGRATION POLICY

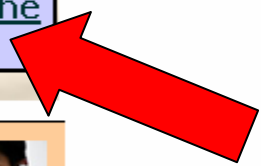
- About
- Press Room
- Publications
- Events
- Training
- Donate
- Search

- MPI Home
- Integration Center Home
- Data Hub
- Historical Trends
- Migration Information Source
- Search and Policy Areas
- Language & Literacy
- Children & Family Policy
- Citizenship & Engagement
- Education PreK - 12
- Employment & Workforce

**Language Portal:
A Translation and Interpretation
Digital Library**

Search our database to find resources used to provide services to Limited English Proficient (LEP) Individuals

[Click here to enter the database](#)



Practitioners' Corner: Advice and Insight from the Field

Tips for Ensuring Translation Quality
By Kleber Palma

Organizations working with limited English proficient (LEP) populations need to obtain proper translated materials in order to provide fair and accurate services. Many government agencies hire independent contractors in order to save time and money. However, discerning whether the services being contracted out are of an acceptable quality can be tricky. An outsider may know the targeted foreign languages your community needs, but not necessarily the terminology of the business being conducted. It can also be difficult for organizations to ensure that all documents translated by a contractor remain consistent with one another, since translation companies use a wide range of freelancers all over the world to do the actual work. Lastly, it goes without saying that avoiding gross errors and omissions is a strict requirement of all who provide this much needed service.

[Click here to read full article](#)



Language Access Webinars

[Listen](#) to past webinars where speakers discuss developments and challenges in the field of language access. Or register for our next webinar to be held on Friday, July 24, 2009 at 3pm EDT: **Is This Working? Assessment and Evaluation Methods Used to Build and Assess Language Access Services in Social Services Agencies**

Engagement
Education
PreK - 12
Employment &
Workforce
Social Impacts
General
Migration Policy
Governance
Health
Migration in
Other Countries
Public Benefits
Use
State & Local
Immigration
Regulation
Sign up to get
updates from the
center, the latest
data, and more
Print

State: ⓘ
All
Alabama
Alaska
Arizona
Arkansas
California

Language: ⓘ
All
Albanian
Amharic
Arabic
Armenian
Bengali

Service Delivery Type: ⓘ
All
Case Management
Contract (Translation/Interpretation)
Costs and Financing
Legal Decision
Needs Assessment

Subject Area: ⓘ
 Education
 Public Safety
 Court system
 Domestic violence
 Disaster planning
 Enforcement stops
 Fire
 Identification/translation of legal documents
 Other
 Social Services

May we suggest a few keywords to refine your search (this is optional)? ⓘ

None
Abuse
Academic support
Agreement
Application
Attendance
Behavior
Brochure
Certification
Child care

Search >

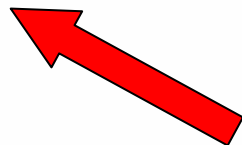


- Immigrants in the US
- Migration Information Source
- Search and Policy Areas
- Immigrant Language & Literacy
- Children & Family Policy
- Citizenship & Engagement
- Education PreK - 12
- Employment & Workforce
- Social Impacts
- General Migration Policy
- Governance
- Health
- Migration in Other Countries
- Public Benefits

Language Portal: A Translation and Interpretation Digital Library

[Language Portal Home](#) > [Search](#)

Your search for "Court system" and "Domestic violence" returned 50 records, 0 "Education" documents, 50 "Public Safety" documents, and 0 "Social Services" documents.



Public Safety Documents

Alaska

Title: Model Code of Professional Responsibility for Interpreters in the Judiciary
State: Alaska
Author: AK: Judges in Williamsburg, VA in 1993
Media Form: Online Resource, Handout
Service Delivery Type: Training/Certification
Language: English

Title: Oral Language Interpretation Services, Registration of Interest
State: Alaska
Author: AK: Alaska Court System
Media Form: Online Resource, Handout
Service Delivery Type: Contract (Translation/Interpretation)
Language: English

Arizona

Title: By-Laws
State: Arizona
Author: AZ: Arizona Court Interpreters Association
Media Form: Online Resource, Handout
Service Delivery Type: Service Protocol
Language: English

Title: Code of Ethics
State: Arizona
Author: AZ: Arizona Court Interpreters Association
Media Form: Online Resource, Handout



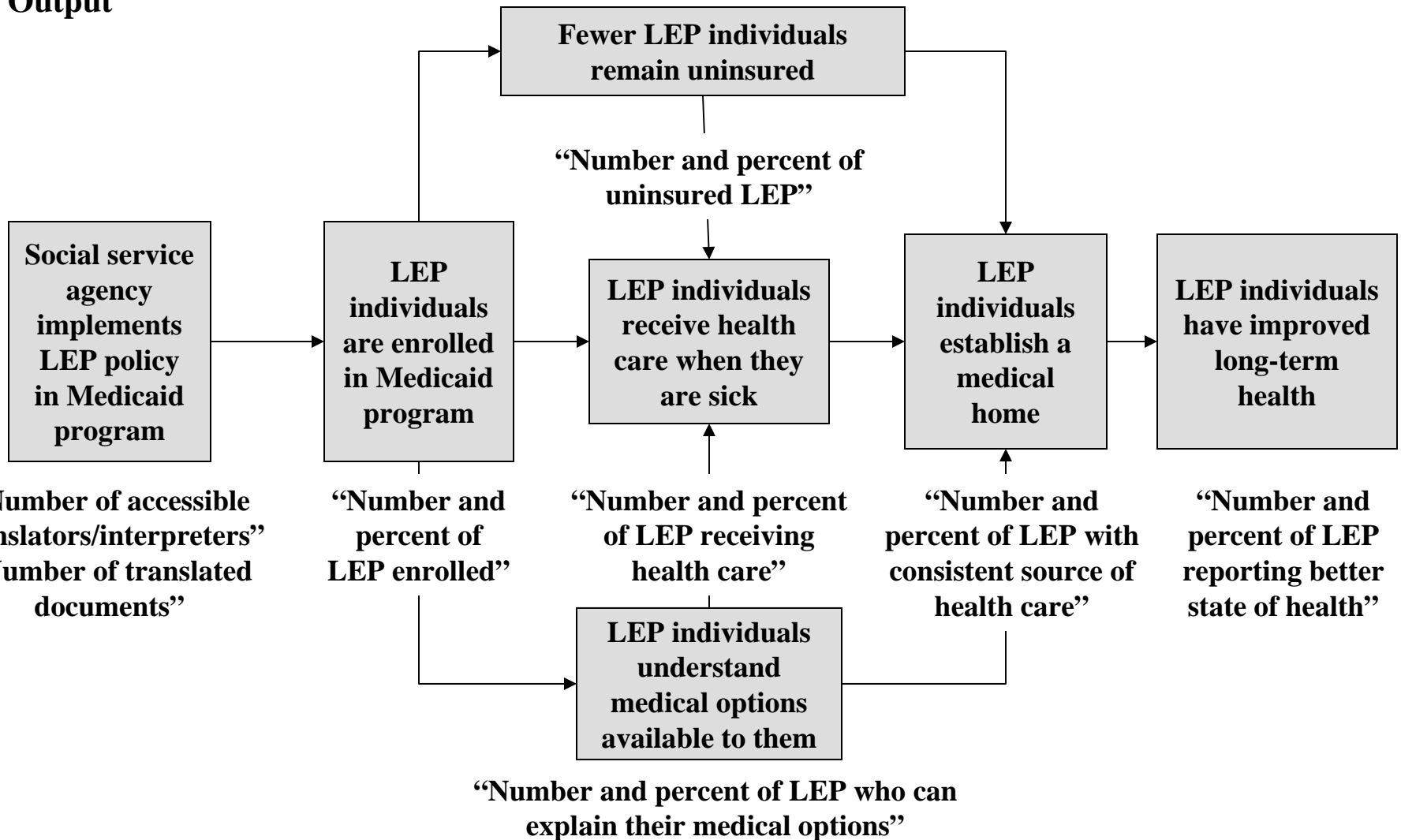
Why is it important to assess and evaluate language access programs?

- **To monitor implementation of language access program**
- **To monitor efficacy of language access program**
- **To ensure quality of program**
- **To maximize language access program resources**
- **To justify program's budget (accountability)**
- **To comply with state or local laws (in some locales)**

Focus on what you are measuring

Activity/
Output

← Intermediate Outcomes → ← End Outcomes →





Assessment and Evaluation

- ***Is Your Program Comprehensive?***
Self-Assessment Checklists for Language Access Programs
- ***Is Your Multilingual Staff Qualified?***
Certification and Training of Translators and Interpreters
- ***How Do LEP Individuals Interact with Your Agency?***
Program Monitoring from the LEP Perspective



Is Your Program Comprehensive?

Definition: Self-Assessment checklists are monitoring instruments that allow for a discrete number of answers, typically “Yes” or “No.”

- 1. Conducting Preliminary and Ongoing Assessment for Informed Planning***
- 2. Implementing a Language Access Plan***
- 3. Evaluating Your Language Access Plan***
- 4. Resolving Complaints***
- 5. Conducting Ongoing Outreach to LEP Residents***
- 6. Building External and Internal Support for Equal Access Policies***



Self-Assessment Checklist for Public Programs

Assessment Area	Yes	No	Comments
Resolving Complaints			
Establishing Complaint Procedures			
a. Has your agency developed procedures for investigating complaints alleging discrimination on the basis of national origin?			
b. Are complaint procedures translated and accessible to LEP clients?			
•Posted signs at intake areas			
•Resource areas			
•Client file			
•Written notices			
•Explained during orientation/intake			
•Other (specify)			
Conducting Ongoing Outreach to LEP Residents			
Has your agency established partnerships with community-based or advocacy organizations to increase LEP participation?			
Has your agency established partnerships with community-based or advocacy organizations to advertise bi/multilingual employment opportunities?			
Has your agency publicized its program through ethnic media?			



Wisconsin's Department of Health and Family Services Self-Assessment Checklist [excerpt]

We use the following methods of oral interpretation:

- Establish procedures for taking incoming calls from LEP persons. We have incorporated the procedures into our operation manuals. Yes No
- Staff received training on how to handle incoming calls. Yes No
- We hire bilingual staff. Yes No
- Use a language line for languages not often used in the service area. We use _____ language line.
- We have partner with community associations for paid or voluntary translation services. Yes No
- Other: _____

We have developed policies on confidentiality and code of ethics for our oral language interpreters.

- A confidentiality and code of ethics statement was sign by all oral language interpreters used and they are in file. Yes No
- Volunteer and/or paid Language interpreters have been trained on the confidentiality and codes of ethics on _____ Date



Is Your Program Accountable?

San Francisco's Human Services Agency's standing bilingual services committee provides language access oversight by:

- *Offering recommendations to management*
- *Providing direction for improving services*
- *Ensuring sufficient resources are in place to do ongoing maintenance work*
- *Guiding implementation at the program level*



Is Your Multilingual Staff Qualified?

Certification and Training of Translators and Interpreters: WA State's Department of Social and Health Services (DSHS) Agency-Wide Language Testing and Certification Program

- *Testing for bilingual staff and contracted interpreters*
- *Written and oral test administered in eight most common languages*
- *Consistency within agency and used by non-DSHS agencies*
- *Certification manual and test information available online*



How Do LEP Individuals Interact with Your Agency?

Program Monitoring from the LEP Perspective: City of New York's Customers Observing and Researching Experience (CORE)

- ***Quantitative score in five key customer service areas: (1) language access; (2) site and service accessibility; (3) queuing experience and service transparency; (4) facility conditions; and (5) staff customer service***
- ***Qualitative assessment in descriptive narrative***
- ***Language Access: 1.9 out of 4 point scale***

For more information, contact:

**Laureen D. Laglagaron
Policy Analyst**

**Migration Policy Institute
1400 16th Street, NW
Washington, DC 20036**

(202) 266-1940

www.migrationpolicy.org/languageportal

