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National Center on Immigrant Integration Policy

Language Access Teleconference/Webinar I: October 16, 2008

***Topic I: Qualifications and Use
of Multilingual Staff***

***Topic II: Citywide Language Access
by Executive Order***



Logistics for Call

- **Problem with webinar interface?**
Please call 202.266.1929
- **Documents sent out prior to call**
- **Presenters will accept questions**
 - Chat questions accepted throughout presentation
 - Voice questions accepted during Q&A portion



Agenda for Call

- Introduction to the National Center on Immigrant Integration Policy's work on language access
- Topic I: Qualifications and Use of Multilingual Staff
- Topic II: Citywide Language Access by Executive Order



About MPI

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

MPI Program Areas:

- U.S. Immigration Policy
- The National Center on Immigrant Integration Policy
- Borders, Security and Migration
- Migration & Development
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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](#)

What is the Language Portal?

The *Language Portal* is a searchable digital library of close to 600 resources relating to the use of language access services in social services and public safety agencies. (And within the next few months, we will be adding language access services in health care and education.) Geared towards government administrators who want to make their services accessible to limited English proficient (LEP) individuals, the *Portal* provides relevant documents and guidance so agency staff can avoid recreating the wheel when providing translation and interpretation services.

The *Portal* allows users to download and share legal guidelines, service models, master contracts for service providers, hourly translation and interpretation rates for different languages in key areas of the United States, pay differentials for multilingual staff, and sample translated documents. Our hope is the *Portal* becomes the place for sharing best practices. [Click here](#) to launch a search of the *Language Portal*.

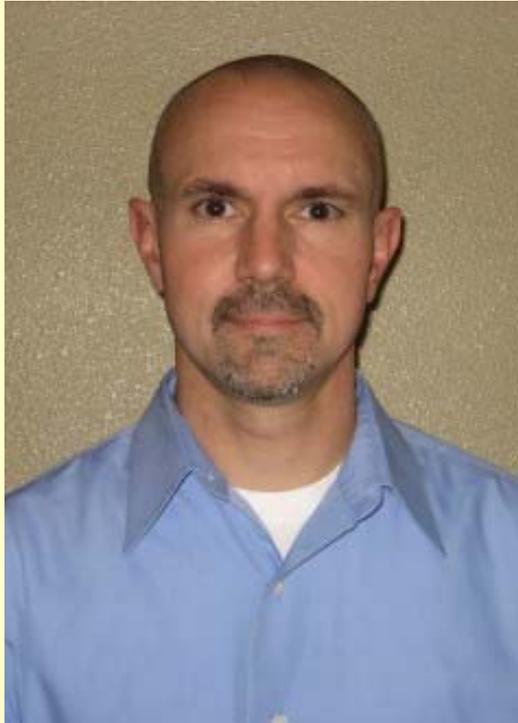
What Are Language Access Services?

Hot Topics in Translation/Interpretation Service Provision

- ▶ **Pay Differentials for Bilingual Employees**
- ▶ **Pricing Schedules**
 - ▶ Translation
 - ▶ Interpretation

Featuring a New Film for Practitioners and Policymakers





Jason Reed is the Limited English Proficiency (LEP) Program Manager for the Economic Services Administration within the Washington State Department of Social and Health Services (DSHS).

Jason's current responsibilities include developing and implementing language access policies and procedures, writing and oversight of the interpreter/translation service contracts for the Department, and training staff on the Department's language access program.

Jason has 15 years of experience working with language access issues for DSHS. His previous responsibilities have included working as a Spanish language translator and managing the Department's language testing and certification program.

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Are Bilingual Employees Right for My Organization?

•Factors to consider:

- Caseload and Frequency of Contact

- Benefits

 - Availability of Service

 - Quality of Service

 - Cost of Service

- Availability of qualified staff. Availability of FTEs.

How Should Bilingual Employees be Utilized?

- Will employee provide services directly to customers or will the employee function as a 3rd party interpreter and/or translator?
- Will the employee use written language skills, oral language skills or both?

Note: Answers to these questions will provide a framework for how to assess the employee's bilingual skills.

Assessment of Bilingual Skills – Establishing a Standard

• Informal – *Examples*

- ❑ Résumé review
- ❑ Interview Panel

• Formal –

❑ Overview of DSHS testing program outlined in the *Professional Language Certification Examination Manual (Handout)*

- Test Development
- Test Validation
- Test Scheduling
- Testing Locations
- Test Proctoring
- Testing Exercises
- Evaluation of Tests
- Score Reporting
- Testing Database

Assessment of Bilingual Skills – Test Development

- Review job description, conduct desk audits, review program materials.
- Test the skills you need
 - Direct services or 3rd party
 - Written skills and/or oral skills
- Position specific terminology
(*Testing Cluster Table*)

Assessment of Bilingual Skills – Testing Exercises/Training

- The *Bilingual Employee Test Information* document provides information about how the DSHS bilingual employee test is organized.

(Handout)

- Training

- Make pre/post testing training available.

Caseload Assignment – Connecting LEP Client to Bilingual Worker

- Every client is assigned a Primary Language Code in the automated eligibility system.
- Each worker has a profile, in the eligibility system, that describes the kinds of cases the employee can work.
- The employee's profile includes the languages (English and any non-English language{s}) the worker is authorized to serve.
- The eligibility system automatically assigns LEP clients to an authorized bilingual employee who provides services in their language.

Incentive Pay/Assignment Pay

•Options

- Same flat monthly rate for all bilingual employees (e.g., \$40/month).
- Pay per encounter.
- Salary Increase (DSHS model, employees must meet eligibility and testing requirements to use their bilingual skills and be compensated...equivalent to 5% increase in salary).

Note: In Washington State, pay has been negotiated with labor unions and is not intended for additional workload.

Bilingual Employee Policy

- *Draft* **DSHS Policy** (*Handout*)

- **Purpose is to establish requirements for the hiring, use, and compensation of bilingual employees. DSHS policy describes the following:**

- Worker Eligibility
- Hiring process
- Testing requirements
- Role of the bilingual employee



Chung-Wha Hong is Executive Director of the New York Immigration Coalition, an umbrella advocacy organization made up of over 200 groups throughout the state that work with immigrant and refugee communities. As the coordinating body for organizations that serve one of the largest and most diverse newcomer populations in the United States, the NYIC has become a leading advocate for immigrant communities on the local, state, and national levels.

The NYIC's membership includes grassroots community organizations, not-for-profit health and human services organizations, religious and academic institutions, labor unions, and legal, social, and economic justice organizations. With its multi-ethnic, multi-racial, and multi-sector base, the NYIC provides both a forum for immigrant groups to share their concerns and a vehicle for collective action to address these concerns.

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Since 1979, **Mark Lewis** has worked both in government and in the advocacy community seeking to address inequities in our society. Mark worked in New York State government, beginning as a housing specialist for the state social services agency, and eventually becoming a Deputy Commissioner for Policy Development where he was responsible for intergovernmental relations, public information, and homeless and AIDS programs. Mark also was the Refugee Coordinator for New York State and worked with the New York Immigration Coalition as their Albany lobbyist and policy consultant on educational issues. In his current position, Mark is responsible for language access policy, coordinating SIJS services and improving child welfare services to New York's diverse immigrant population.

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**If you have questions or comments
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topics, please contact:**

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