



Language Access

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Language Access (LA)

- What is LA?: providing Limited English Proficient (LEP) individuals access to the same services provided to English speakers, in their language.
- Why do we need LA?: it's a critical component of any effort to improve communication and access to quality health care for patients, their family members, caregivers, and friends.
- Being able to access services such as education, legal services, health and mental health care



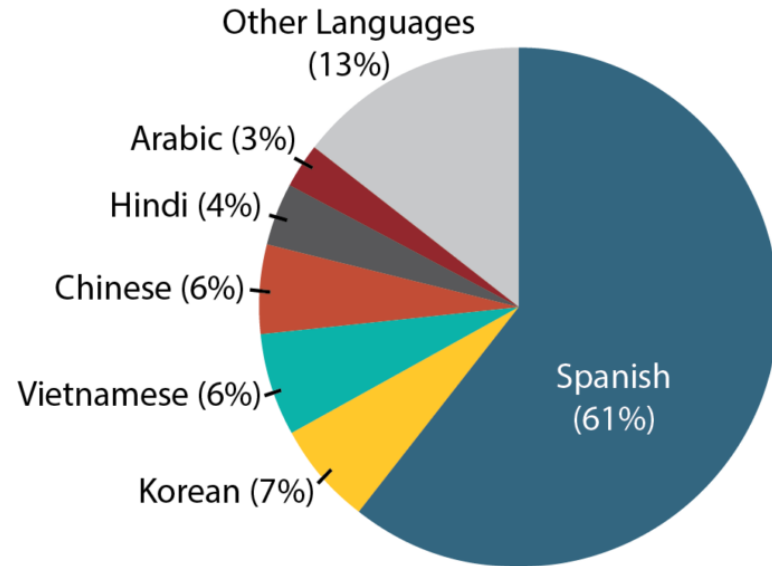
Most common Language Barriers in VA

- No translation for important documents on local and state levels
- No interpreting services offered in clinical settings
- Not enough bilingual staff interpreters
- Translations offered but not accurate enough
- Interpreting services offered without the right training for the interpreters



Some statistics

Languages Spoken By Limited English Proficiency Speakers in Virginia



Demographics: Over 1.3 million households (16.8%) speak language other than English and close to 40% of its foreign born population speak English less than “very well” or limited English proficient (LEP). (Migration Policy Institute, 2019).

Source: TCI Analysis of 2015-2019 ACS data retrieved from IPUMS-USA



Laws and Regulations surrounding LA

- **Title VI of the Civil Rights Act of 1964:** Prohibits discrimination based on national origin
- **Executive Order 13166:** Requires that agencies work to develop and put in place a system that ensures meaningful access to their LEP applicants.
- **VA State Board Policy 1023:** Requires that departments, state facilities and CSBs provide services for people in the public behavioral health and developmental services system regardless of their racial, ethnic, or cultural backgrounds.

Laws and Regulations surrounding LA

- **Culturally and Linguistically Appropriate Services (CLAS) Standards:** Talks about culturally competent care, language access services, and organizational supports for recipients of federal funds with the intention to advance the health equity, improve quality, and help end health care disparities.
- **American Disabilities Act (Title III):** Prohibits discrimination based on disability in public places like schools, daycare facilities, etc.
- **Affordable Care Act: Section 1557:** States that someone cannot be excluded from participating, be denied the benefits of, or be subjected to discrimination on the grounds prohibited under Title VI of the Civil Rights Act of 1964

What can be done to better LA?

- Understand your audience's language needs
 - Having an audit of your organization's staff and your clients/customers' background
 - Create a LA plan
- Translate any materials using translation software for more accuracy
 - Translations from qualified individuals who are also trained in transcreation and cultural nuances of the community
- Work with local leaders to understand language barriers
 - Get first hand testimonies from people who work with LEPs and understand their issues their difficulties
- Update your audience and staff on language access options and resources
 - Inform them about all language access options provided
- Accept feedback and listen to their needs by coming up with solutions

Resources

- <https://www.justice.gov/open/language-access>
- <https://nccc.georgetown.edu/resources/language.php>
- <https://www.migrationpolicy.org/programs/language%C2%A0access-translation-and-interpretation-policies-and-practices/frequently-asked>
- <https://www.migrationpolicy.org/programs/language-access-translation-and-interpretation-policies-and-practices>
- <https://www.dhs.gov/language-access>
- <https://thecommonwealthinstitute.org/the-half-sheet/virginia-needs-language-access/>
- “Understanding and Abiding by Title VI of the Civil Rights Act of 1964” – Department of Justice, <https://youtu.be/lw0mefqIZ5Y>
- The US Department of Justice: Overview of Title VI of the Civil Rights Act of 1964. <https://www.justice.gov/crt/fcs/TitleVI-Overview>
- Limited English Proficiency. <https://www.lep.gov/>
- Migration Policy Institute: Frequently Asked Questions on Legal Requirements to Provide Language Access Services. <https://www.migrationpolicy.org/programs/language%C2%A0access-translation-and-interpretation-policies-and-practices/frequently-asked#:~:text=The%20two%20main%20legal%20bases,requirement%20and%20outlines%20additional%20requirements.>
- The US Department of Justice: Executive Order 13166. <https://www.justice.gov/crt/executive-order-13166>
- The US Department of Justice, Civil Rights Division: Public Accommodations and Commercial Facilities (Title III). https://www.ada.gov/ada_title_III.htm
- The US Department of Health & Human Services: Section 1557 of the Patient Protection and Affordable Care Act. <https://www.hhs.gov/civil-rights/for-individuals/section-1557/index.html>

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