

What is Language Access?



Purpose and Objectives

- **What is language access? Key Concepts.**
 - **Definitions**
 - **Legal Basis**
 - **Lived Experience**
- **Understanding the English learner experience**
 - **Guided discussion**



Mary Jayne is the Founder and Director of Global Wordsmiths, Adjunct Faculty Lecturer of Global Communication and Applied Translation at Carnegie Mellon University, and co-chair of the Pennsylvania Immigration and Citizenship Coalition Board of Directors. She studied public service at the University of Pittsburgh and language translation & interpretation at the Universidad Autónoma Nacional de México in Mexico City, and brings fifteen years of field experience as a Spanish language translator, simultaneous interpreter and a language service industry executive to her current position at Global Wordsmiths. She is driven and passionate, and dedicated to advancing a culture of language accessibility in Western Pennsylvania.

Definitions to Remember

- Effective Communication
- Limited English Proficient (LEP) Individuals
- Meaningful Access
- Bilingual Helper
- Qualified Translator or Interpreter
- Vital Document

So, what is Language Access?

Language access is achieved when individuals with Limited English Proficiency (LEP) can communicate effectively with your program staff and participate in your programs and activities.



Language Access is Social Justice, Equity & Integration

Education



Financial



Food



Medical



- Mental Health Services
- Public Safety Services
- Housing
- Emergency Medical Care
- Maternal Healthcare
- Preventative Healthcare
- Education
- Public Utilities
- Public Transportation

- Financial Services
- Libraries and Cultural Institutions
- Professional Services
- Daily Navigation
- Communicating with community
- Shopping/ Meeting Basic Needs
- Government Announcements

- Public Benefits
- Social Services
- Resources and Connections
- Scheduling/ Phone
- Community norms
- Law enforcement
- Drivers Licensing
- Home ownership

Language Access Resources

- In-Person Interpretation (Consecutive, Simultaneous)
- Written Translation
- Video Remote Interpretation (VRI)
- Over-the-Phone Interpretation

Language Access is the Law

Source: United States Department of Health and Human Services

Title VI of the Civil Rights Act of 1964

- Prohibits discrimination on the basis of race, color or national origin in any program or activity that receives federal funding assistance

Executive Order 13166

- Holds federal agencies to the same standard as recipients and requires that federal agencies work to ensure that recipients of federal funding provide meaningful access to English Learners.

Section 1557 of the Affordable Care Act

- Prohibits discrimination on the basis of race, color, national origin, sex, age or disability in health programs or activities, any part of which receive federal funding.



Everyone Deserves to Be Understood.

- Fear
- Isolation
- Anger
- Dehumanized
- Stupid
- Ashamed
- Embarrassed
- Frustrated
- Alone
- Stigmatized
- “Less than”
- “Other”
- Anxiety
- Depression
- Lost
- Self-conscious
- Misunderstood
- Worried
- Unwelcome
- Unwanted
- Belittled
- Incapable
- Resignation
- Withdrawn
- Exhausted
- Hard
- Hopeless
- Powerless
- Invisible
- Unworthy



**LANGUAGE
RIGHTS** *are* **CIVIL
RIGHTS!**