**INSTRUCTIONS:**
- Write from right to left
- Fill in all the blanks
- For dates, use the Muslim calendar, which begins July 16, A.D. 622
- Do not answer number 7 unless you have a green-and-white card
- Complete this task in 3 minutes

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**Census Information (2010) showed:***
- Foreign Born - 19.4%
- White – 69.8%
- Non-Hispanic White Persons - 44.8%
- Persons of Hispanic/Latino Origin - 28.2%
- Black/Afr. American - 21.8%
- Asian – 5.3%
- American Indian/Alaska Native – 0.6%
- Native Hawaiian/Other PI – 0.2%
- 33% speak a language other than English at home

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**What is Linguistic Competence?**

- The capacity of an organization and its personnel to communicate effectively, and convey information in a manner that is easily understood by diverse audiences including:
  - persons of limited English proficiency,
  - those who have low literacy skills or are not literate
  - individuals with disabilities, and
  - those who are deaf or hard of hearing.

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**Legal Obligation to Provide Access**

- Entities receiving assistance from the federal government must take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access to the programs, services, and information those entities provide.

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**Who must comply?**

- All programs and operations of entities that receive assistance from the federal must comply including:
  - State agencies
  - Local agencies (including schools)
  - Private and nonprofit entities
  - Sub-recipients (entities that receive federal funding from one of the recipients listed above)
What is the legal authority?

- For recipients of federal financial assistance, the legal authority is Title VI of the 1964 Civil Rights Act
- For recipients of federal financial assistance and federal agencies, the legal authority is Executive Order 13166

Informed Consent

- Informed consent requires written information to be translated & oral information to be interpreted into the family's language
- Notice of rights must be in family's language

Executive Order 13166: Improving Access to Services for Persons with Limited English Proficiency

- The Order covers all federal & federally assisted programs & activities.
- Federal agencies must:
  - publish guidance on how their recipients can provide access to LEP persons & improve the language accessibility of their own programs.
  - Break down language barriers by implementing consistent standards of language assistance across federal agencies and amongst all recipients of federal financial assistance.

Four Factor Analysis

- Recipients of federal financial assistance (grants, contracts, Medicaid/Medicare Service Providers etc.) have an obligation to reduce language barriers that can preclude meaningful access by LEP persons to important government services.
ENHANCED ‘CLAS’ STANDARDS

- “Culturally and Linguistically Appropriate Standards” in Health Care
- Developed by Office of Minority Health
- Voluntary
- First federal standards for care released in 2000
- Revised in 2013

ENHANCED ‘CLAS’ STANDARDS

Focuses on the development of CLS in 3 primary areas:
- Governance, Leadership & Workforce
- Communication and Language Assistance
- Engagement, Continuous Improvement & Accountability

ENHANCED CLAS STANDARDS

Communication and Language Assistance

5. Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.

6. Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.

ENHANCED CLAS STANDARDS

Communication and Language Assistance:

7. Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.

8. Provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area.

Wraparound Orange Proficiency Scale

- The proficiency scale has 4 main levels (Novice, Intermediate, Advanced and Superior).
- The first three levels are each subdivided into 3 sub-levels (Low, Mid and High).
- The ACTFL scale provides a great deal of definition, especially at the lower levels of proficiency usually achieved in foreign language learning.

Wraparound Orange Language Proficiency Testing

- Staff who self-identified as bilingual were tested
  - Spanish
  - Haitian Creole
- Not everyone who self-identified as bilingual was deemed proficient
Wraparound Orange Language Proficiency Testing

- Tested Bilingual staff for Proficiency
  - Oral Proficiency Interview (OPI) testing done by Language Testing International
  - Valid and reliable test that measures how well a person speaks a language.
  - Live 20-30 minute conversation, taking place over the phone, between a trained, certified ACTFL tester and the candidate.

Wraparound Orange Interpreter Training

- Individuals with demonstrated proficiency were trained as interpreters
  - 40 hour Interpreter Training
  - Curriculum Used was – “The Community Interpreter”
  - Attendance to entire training, Skills demonstration and a Minimum Score of 80 on the post-training examination was required to successful completion

Wraparound Orange Language Services Company

- Contracted with a Language Services Company for:
  - Document Translation
  - Telephonic Interpreting

High-Risk Strategies

- Untrained bilingual staff
- Untrained contract or volunteer interpreters.
- Family or friends.
- Children. (DO NOT USE CHILDREN)

Friends, Family Should Not Interpret

- The use of friends and family members to assist with interpretation may have a negative impact on care.
- Possible:
  - Breach of Confidentiality
  - Reluctance of the patient to reveal personal information, even information critical to his/her health
  - Incompetent interpretation due to lack of familiarity with medical/behavioral health terminology.
  - Miscommunication during health decision-making or follow-up instructions

Lessons Learned

- Not all language services companies are created equal
  - Careful selection is important
  - Lowest bid may not be the best approach
  - Sometimes they get it all wrong
  - A well developed plan should be in place to guide meaningful language access
  - Ongoing Staff Training is Essential
Working to support community partners in their efforts to infuse Cultural and Linguistic Competence into Service Provision

- CLC Fact Cards Developed by committee and disseminated to staff at all contracted & partner agencies
- The largest provider of Behavioral Health Services in the region (a partner agency that receives technical assistance from Wraparound Orange) recently secured funds to translate all their vital documents and include them into the Electronic Medical Records System

Wraparound Orange has facilitated the completion of Language Access Plans in all contracted organizations
- Some local efforts have rolled up to National Bodies to which contracted Organizations report
- Ongoing inter-organizational meetings to discuss best practices and share lessons learned and strategies to overcome hurdles.