

WI FACETS

Language Access, Cultural Competence and Disability Access Policy

Developed May 2011

WI FACETS ensures equitable access to and participation in its activities for all Wisconsin families, with special attention paid to ensuring access for the most underserved families due to poverty, disability, race, color, language, ethnicity, immigrant status or national origin, gender, or age. The mission of WI FACETS, as a private non-profit parent organization, is “to provide and broaden opportunities that enhance the quality of life for children and adults with disabilities and their families, with emphasis on support for underserved families in the community.” WI FACETS is committed to improving the lives and education of ALL children through a special emphasis on children with disabilities. WI FACETS affirms the right of all individuals, from all backgrounds and cultures, with or without disabilities, to an appropriate education and other needed services. We seek to make that right a reality by providing information, education, outreach, and support to and for families with children across the state of Wisconsin.”

WI FACETS has a long history of collaborating with schools, community, cultural and faith based organizations, hospitals, and local, state, and federal agencies to ensure that families throughout Wisconsin have access to our services. WI FACETS’ primary office is located in Milwaukee, the state’s largest urban area, with a second office located in Racine. Both offices are in areas with significant numbers of underserved families.

WI FACETS collaborates with many government and community-based agencies in communities with high concentrations of traditionally underrepresented families. WI FACETS strives to maintain a diverse staff that is representative of Wisconsin’s population and has the capacity to reach and engage families from all communities throughout the state. Parents are encouraged and supported to participate in WI FACETS activities regardless of race, color, national origin, gender, age, disability, religion, or language. WI FACETS’ one-to-one information assistance, key trainings and materials are available in Spanish, which is the primary language next to English spoken in the state. WI FACETS’ Spanish language trainings are conducted by one of our four native Spanish speaking staff. In addition, WI FACETS owns and utilizes an FM translation system that, when used with a skilled interpreter, provides simultaneous interpretation at WI FACETS workshops and conferences in whatever language is needed. All of WI FACETS activities are located in accessible buildings.

In Wisconsin, 438,692 individuals or 7.3% of the total state population speak a language other than English at home¹. **51.6% of these individuals speak Spanish.** Only 22% children in immigrant families live in linguistically isolated households, in which no one over the age of 13 speaks English exclusively or very well. Hmong is the group least likely to speak English fluently. There are 117 languages spoken in Wisconsin.

WI FACETS’ projects, such as the Parent Training and Information Center, WI Special Education Mediation System, and Child Find provide workshops in Spanish upon request and disseminate educational information for Latino parents in such language through exhibits and the Lending Library program. Each of these projects has an outreach program intended to partner with other Latino organizations in order to identify the most effective leaders to ensure that we effectively reach the Latino population statewide. The Child Find Project works with community-based organizations and churches and Title I schools mostly through workshops, staff training, and

¹ 2009 American Community Survey

exhibits. These institutions are very familiar with the language needs of the LEP state population, since most of their programs are designed for minorities and schools in improvement. The PTIC, in partnership with Latino organizations through out the state, provides workshops in Spanish as needed. The outreach efforts ensure that the leaders of Latino organizations are aware of WI FACETS services. To effectively reach Latino families who have children with disabilities, the PTIC attends festivals and other activities sponsored by community-based organizations, participates in Latino TV and radio stations to spread the word about our programs, and co-sponsors the Latino Forum, a conference conducted entirely in Spanish. The Promotora project partners with community-based health organizations to identify and reach with training Spanish-speaking families of children newly diagnosed with autism. By providing our translated materials at health fairs and exhibits we are also able to reach non English speaking families.

WI FACETS ensures access by conducting the following activities:

- Identifying and utilizing materials that are user-friendly for families with low-literacy; translating into multiple languages as needed and making materials available in varied formats; piloting them with diverse families to ensure understandability and usefulness; and, based on parent feedback, revising materials as appropriate;
- Conducting workshops in multiple languages including sign language as needed, monolingual workshops in Spanish, workshops using simultaneous translation, and advertising availability of interpretation services on all outreach materials;
- Conducting accessible activities with supports for participation by individuals with disabilities and low-income families;
- Hiring staff who are representative of the diverse communities we serve (consistent with our current hiring and staffing patterns which reflect Wisconsin's diversity), including staff who are bilingual and/or who have disabilities;
- Conducting cultural competence training for WI FACETS' staff, Board, and parent volunteers, to ensure skill in working with diverse families and informing them at least annually of WI FACETS' language, culture, and disability access policies;
- Working with community and faith-based organizations with experience and expertise in working with and serving diverse communities, including organizations such as Alianza Latina Community Parent Resource Center, El Centro, the Centers for Independent Living, Centro Legal, Hmong Community Center, and others;
- Employing multiple strategies (including surveys, focus groups, follow-up calls, etc.) to obtain input from diverse family members as well as recommendations regarding strategies to ensure that WI FACETS' services meet the needs of the full range of Wisconsin families who speak languages other than English, are racially or ethnically diverse, or who have disabilities themselves;
- Continually monitoring the impact of services, including the diversity of participants, to ensure that families and professionals who participate in WI FACETS' activities reflect the full diversity of Wisconsin, as well as to the extent to which various categories of participants indicate that project services are of high quality, useful, and meet their needs, and using information from surveys, focus groups, evaluations, and interviews to improve appropriateness and effectiveness of the project for diverse families and professionals;
- Targeting intensive services to families who are most underrepresented and in greatest need, and in geographic areas where underrepresented families live, taking into consideration that families who face barriers to equitable participation often require more intensive, focused, and targeted services to ensure they understand and can use information and skills;

- Conducting outreach about project services in ethnic media and via community and faith-based organizations that serve the most underrepresented families;
- Making information available in multiple formats and through multiple mechanisms, including the web, hard copies, resources at multiple reading levels, and workshops that can be varied to meet participant needs. (For example, conducting a basic rights in special education or an IDEA workshop over several sessions for families with limited literacy, limited English skills, or limited cognitive abilities; conducting workshops via teleconference or the web for parents with limited transportation, time, or physical disabilities that limit their travel);
- Conducting activities at multiple times convenient for families such as in the evening, during the weekday (for example, teleconferences during the lunch hour and evening after children's bedtime that fathers or mothers may find easier to participate in) or weekends (including Saturdays and Sundays to respect diverse religious beliefs and practices);
- Using research-based practices that have been proven effective with diverse populations;
- Providing WI FACETS' language, culture and disability policies to vendors and subcontractors and requesting that they adopt or follow these policies.

Throughout its activities and services, WI FACETS Parent Center will utilize the Spanish Language Glossary developed by SPAN/Region 1 Parent TA Center and the Multicultural Workgroup from the Parent Center Network.

Responsible Parties:

WI FACETS' Executive Co-Directors and Associate Director, under the direction of the WI FACETS Board of Directors, are responsible for implementation and monitoring of WI FACETS' language, culture, and disability access policies, including ensuring that staff of WI FACETS are aware of and compliant with these policies. WI FACETS' Website Team maintains responsibility for the website connections and access to web-based language translation programs to ensure that WI FACETS' website is accessible or links to resources in multiple languages. WI FACETS' Multicultural TA Specialist maintains the Spanish-translated version of the website. .

WI FACETS' Project Directors are responsible for ensuring that key products developed by their project are translated at least into Spanish at a minimum and for considering the need to translate those products into other languages. They also ensure that workshop and support materials are translated into needed languages and that workshops are available in multiple languages as requested.

LANGUAGE ACCESS PLAN OBJECTIVES & ACTIVITIES

OBJECTIVE 1: *To assess family language access needs and WI FACETS capacities on an ongoing basis.*

Activity 1.1: WI FACETS will collect Wisconsin data by language spoken each year by September 30. Collected data is reviewed by WI FACETS' Executive Co-Director and Administrative Team for planning, budgeting, and development and implementation of annual Language Access Plans.

Activity 1.2: WI FACETS will facilitate a cultural and linguistic competence self-assessment using the National Center for Cultural Competence's Cultural and Linguistic Competence Family Organization Self-Assessment tool every three years, involving the entire staff, to assess the knowledge base of staff around cultural and linguistic competence and the effectiveness of the Language Access Plan.

Activity 1.3: WI FACETS will solicit the feedback of Limited English Proficient (LEP) families regarding the effectiveness of its training, technical assistance for LEP families, and quality of interpretation services on an annual basis by employing multiple strategies (including surveys, focus groups, follow-up calls, etc.) to ensure that WI FACETS' services meet the needs of the target audience.

OBJECTIVE 2: *To translate vital documents into the LEP languages largely served by WI FACETS within 2 months of their development.*

A "vital document" is defined as outreach and educational materials published by WI FACETS that inform families about their rights or available training, technical assistance, and support services. This provision also applies to all contractors/vendors that WI FACETS funds to carry out direct services to our constituency.

Activity 2.1: WI FACETS will annually review all of its existing English language forms, outreach and educational materials, including fact sheets, resource guides, PowerPoint presentations, and other resources to identify documents that should be translated because they convey critical information. WI FACETS' Project Directors will assess the results and prioritize targets and timelines for translation.

Activity 2.2: WI FACETS will utilize its bilingual staff will contract with professional translators with expertise in written translation to translate materials. WI FACETS' bilingual staff will proof all translated documents. WI FACETS will establish an advisory committee that includes families to assess the quality of translation, provide effective quality controls, and involve LEP families in the process.

Activity 2.3: WI FACETS will make translated materials available to the public through multiple agency points of contact, including our website, staffing the WI FACETS' office with one bilingual staff at all times; provision of telephone technical assistance through our toll-free number; dissemination of materials through staff and volunteers across the state, through local support groups and community resources. WI FACETS will research quality recorded teleconferences and podcasts and create a bank of resources on its website, including archived WI FACETS' workshops.

Activity 2.4: WI FACETS will respond to correspondence written in a non-English language by soliciting assistance from Spanish-speaking staff and through collaboration with community-based

organizations for languages other than those spoken by WI FACETS' staff. WI FACETS will respond to all email correspondence from Spanish-speaking families using Spanish-speaking staff.

OBJECTIVE 3: To provide oral language services through a diverse bilingual workforce, partnerships with immigrant and community-based agencies, and contracting with private resources as needed.

“Oral language services” means the provision of oral information necessary to enable limited or non-English proficiency families to access or participate in programs or services offered by WI FACETS.

Activity 3.1: WI FACETS services will include placement of bilingual staff in public contact positions; the provision of experienced and trained staff who speak the language of origin; contracting with private interpreter services as needed; and using interpreters made available through community services organizations that are publicly funded for that purpose.

Activity 3.2: WI FACETS will include this provision in contracts/subcontracts with all contractors/vendors that WI FACETS funds to carry out services to its public.

Activity 3.3: WI FACETS will ensure that all staff are aware of its policy that use of family members as interpreters is prohibited unless all other mechanisms have been exhausted such as in the case of a very low incidence language, and then only with the consent of the parent. Use of children as interpreters is absolutely prohibited.

Activity 3.4: WI FACETS will have a minimum of one trained bilingual Multicultural Specialist that speaks Spanish who is available to speak to non-English speaking families and will prioritize hiring of bilingual staff particularly in all outreach positions. WI FACETS will work with community-based and immigrant-serving organizations to assist in communicating with non-English speaking families. WI FACETS will pay bilingual staff for utilization of their oral and written language translation skills.

Activity 3.5: WI FACETS will inform LEP families of the availability of language assistance via its website as well as a recorded message in Spanish on its answering machine attached to its toll-free number.

Activity 3.6: WI FACETS will inform LEP families that they may access simultaneous translation at WI FACETS workshops and will contract with qualified, trained interpreters to translate oral presentations simultaneously with the English language presentation using simultaneous translation equipment.

OBJECTIVE 4: To enhance the capacity of WI FACETS staff to effectively provide language access to and serve LEP families.

Activity 4.1: WI FACETS will conduct one linguistic or cultural competence professional development activity with WI FACETS staff each year. This professional development activity will include review of the policies and procedures for language assistance activities/resources, including use of WI FACETS' telephonic interpretation services, ways to request translation of WI FACETS' written materials, and access points for such written materials to share with families.

Activity 4.2: Designated WI FACETS' bilingual and lead program staff will work with the Advisory Committee noted above to assess progress and oversee implementation of the Language Assess Plan (LAP). The designated WI FACETS' staff will report bimonthly directly to the Executive Director

who will provide feedback annually to the WI FACETS' Board regarding WI FACETS' performance implementing the LAP and revisions to the plan for the following year.

OBJECTIVE 5: To conduct outreach activities that target LEP populations served or encountered by WI FACETS to inform them about services and programs offered by WI FACETS on an ongoing basis. These activities include providing LEP communities with information about WI FACETS' services and Language Access Policy.

Activity 5.1: WI FACETS will organize events in LEP communities including fairs, community meetings, and educational workshops in collaboration with community-based organizations.

Activity 5.2: WI FACETS will disseminate information through LEP media outlets including LEP TV, newspapers, and radio.

Activity 5.3: WI FACETS will routinely distribute flyers, brochures, and other printed materials in non-English languages, particularly Spanish, by making materials available at community-based organizations serving LEP families, such as immigrant organizations.

Activity 5.4: WI FACETS will identify and partner with immigrant and community-based organizations on key projects including co-hosting parent workshops focused on the rights of families.

Activity 5.5: WI FACETS will disseminate information about the rights of LEP families to have language access for services offered by government and other non-profit agencies.

Activity 5.6: WI FACETS will sponsor or participate in educational, informational, cultural and social events in LEP communities on an ongoing bases, including collaborating with the state immigrant advocacy organization in providing workshops to LEP families on their language access rights and advocacy strategies to secure language access.

**Certification of Language Access Plan Approval
for WI FACETS' Parent Center**

WI FACETS' Language Access Plan meets the standards and criteria outlined in the following checklist:

APPROVAL CHECKLIST

A successful Language Access Plan aligns the overall furnished information or rendered services, programs or activities to improvement objectives with the following three criteria. To qualify as an approved Language Access Plan for a specific covered entity, the plan must meet these criteria. It is critical that Language Access planning not be viewed or treated as a separate exercise. There must be strong connections between the proposed program, services, or activities of the covered entity and the plan improvements.

XX The plan establishes clear goals and a realistic strategy for the covered entity to provide public services, programs, and activities for the State residents with limited or non-English proficiency.

XX The plan provides for a sufficient budget to acquire and maintain the public services, programs, and activities that will be needed to implement the strategy for improved data collection, oral language services and written language services.

XX The plan includes an evaluation process that enables the Parent Center's Board, Executive Co-Directors, Associate Director, and Project Directors to track and monitor progress toward the specified goals and make mid-course corrections in response to new developments and opportunities as they arise.

Approved by:

WI FACETS Board President: _____ Date: _____

WI FACETS Executive Co-Director: _____ Date: _____

WI FACETS' PTI Co-Director: _____ Date: _____

WI FACETS

Language Access & Services to LEP Families Budget - 2011-12

Line item/category	Language Access	% of WI FACETS total Exp
Bilingual Staff Salary	72,246	11.9%
Bilingual Staff Fringe	15,894	13.3%
Facilities (rent) for Bilingual Staff	4,712	22%
Phone/Internet for Bilingual Staff	2,570	12.8%
Supplies for Bilingual Staff	1,440	12.5%
Printing of Bilingual materials	4,100	25.4%
Translation Services	1,000	100.00%
Postage for Bilingual materials	1,689	9.94%
Travel/Mileage for Bilingual Staff	5,700	12.8%
Meetings/Conferences/Workshops	3,500	8.57%
Total	\$112,851	10.05%

Note: 7.3 % of this state's residents do not speak English at home

WI FACETS' total 2011-2 budget is \$1.123,388