

Department of Communications

Language Access Plan



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Introduction

The Monroe County Communications Department serves as the central source of county information for its employees, the general public and the media. The department is responsible for a number of county communications functions such as media relations, social marketing, public information activities, emergency response, graphic coordination and special events planning.

Serving as the vital link between local government and the people it serves, the Communications Department's goal is to effectively communicate and promote government policies and programs. In turn, it listens and responds to the needs of its customers—thus building trust.

The purpose of this Language Access Plan is to demonstrate the commitment of the department to reduce and eliminate language access barriers. This Language Access Plan establishes guidelines for the department to follow when developing and implementing reasonable accommodations for individuals with limited ability to read, speak, write, or understand English. The department will provide interpreter and translation services free to its constituents upon request. Staff will be educated about this language access plan with specific operation details to address language accessibility.

This Language Access Plan is intended to comply with Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000, et seq., as well as its implementing regulations set forth at 45 c.f.r. Part 80, Title I of the Americans with Disabilities Act (ADA).

Questions regarding this policy and its implementation should be directed to the Monroe County Language Access Compliance Coordinator:

Jesus Paesch
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50 West Main Street
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(585)-753-2408
languageaccess@monroecounty.gov

ASSESSING LIMITED ENGLISH PROFICIENT POPULATION LANGUAGE NEEDS

According to the United States Census Bureau the most common languages spoken by Limited English Proficient (LEP) individuals served by Monroe County, or potentially served, are listed below.

Most Common Languages in Monroe County	
Languages	Estimated LEP Individuals
Spanish	41.90%
Italian	6.70%
Arabic	5.48%
Nepali, Marathi, or other Indic Languages	5.02%
Chinese (Including Mandarin, Cantonese)	4.35%
Russian	3.65%
French (Including Cajun)	3.24%
Other Languages of Asia	2.72%
Vietnamese	2.54%

Source: U.S. Census Bureau

Process Implementation

The Department of Communications will take reasonable steps to provide language assistance to Limited English Proficient (LEP) individuals. The Director of the department will allocate financial resources that will only be used for language access and ensure that staff has the resources necessary to provide meaningful language access.

Department	Funds allocated for Language Access	Year
Monroe County Department of Communications	\$60,000 as needed	2022-2023

Special Events & Appointments

If you attend an upcoming appointment and need a language access accommodation to participate fully, please fill out a language access request form. The department can arrange reasonable accommodations for assistance in a language other than English with advance notice of at least fourteen business days.

To submit a language access request, go to the Monroe county language access website at <https://www.monroecounty.gov/dei-language>. After submitting your request, Monroe County personnel will confirm your appointment 5-7 business days after the request is submitted.

The department will use staff and vendors to provide in-person, virtual, or telephonic interpreting.

Vendors

Atlantica International Group Inc.

Atlantica International Group Inc. was founded in 1999. The organization specializes in providing translation and interpreting services in English and Spanish. The organization offers services in multiple industries, including education, healthcare, legal/judiciary, and business. The organization is committed to delivering all services consistently, timely, professionally, and accurately in compliance with all professional standards and code of ethics

To utilize Atlantica International Group to translate documents or in person interpreting, staff must request a quote by sending the material to the organization at Contact@Atlanticainternational.com or by calling 585-281-2110.

**For emergent press releases or in person interpreting in Spanish staff should call Atlantica International at 585-281-2110.

Center for Disability Rights

Center for Disability Rights is an organization that provides professional American Sign Language (ASL) interpreting services. The organization is committed to ensuring that qualified interpreters have extensive training to translate the spoken or signed message into a different language, read lips, and evaluate the language needs of a deaf person.

For virtual or in-person interpreting with Center for Disability Rights, staff will schedule an appointment by emailing scheduling@slc-inc.com and cc berickson@cmdnys.org and by calling (585) 546-7510.

**To schedule a last-minute American Sign Language (ASL) interpreter for a press conference, staff should text the scheduler at 518-860-7651. The texts – must include the time/date/location/topic/name of the speakers. Monroe County staff will receive a text notification along with an email confirming that the interpreter will be present.

Catholic Charities Family and Community Resources

Catholic Charities Family and Community Resources is a non for profit organization that offers to interpret and translate services to the Rochester community, helping organizations communicate with Limited English Proficiency (LEP) clients. Catholic Family Center is committed in delivering services in a way that is culturally and linguistically sensitive. The organization has interpreters that can communicate in over 20 languages, specializing in the dialects of several local refugee populations.

To schedule an interpreter staff must email the organization at ls@cfcrochester.org or call (585) 546-7220 x7139

Ospina & Molina Language Resources

Ospina & Molina Language Resources is a company that provides interpreting and translating services in Spanish. The organization provides in person and remote services in Monroe County.

For translation or interpreting with Ospina & Molina Language Resources staff can request a quote at info@ospinamolina.com or by calling 585-444-3308

Language Line Solutions

Language Line Solution is a private organization that provides language services in over 200 languages. Language Line uses several industry-standard quality assurance measures, including rigorous screening and evaluation of its new hires and regular live monitoring of its interpreters by internal quality assurance teams.

To request a translation quote with Language Line, staff must email files and requests to Translation@LLTS.com, cc JBove@LLTS.com

- ❖ Send source (original/native) files when available
- ❖ Specify what language (s) you need the document translated to?
- ❖ If Chinese, do you want traditional or simplified?
- ❖ Do you have a rush requirement?
- ❖ If the file is too large or you have a privacy requirement, request a secure upload link.

Emergency Situations

The Director of the Department of Communications shall establish protocols for securing the services of qualified and certified American Sign Language interpreters at all emergency press conferences. “Emergency situation” shall mean disaster, rioting, catastrophe, severe weather, flooding, or similar event whether or not a state of emergency has been officially declared, including a “Public Disaster,” as defined in Section 21-2 of the Monroe County Administrative Code and a “Disaster,” as defined in Section 20(2) of the New York State Executive Law. “Press conference” shall mean a meeting organized by a County official, employee, or other representatives of the County with one or more journalists and other representatives of the media, to officially distribute information to the media and answer questions. Monroe County will also provide information in Spanish via an interpreter or a press release.

**To schedule a last-minute American Sign Language (ASL) interpreter for a press conference, Monroe County staff must text the scheduler at 518-860-7651. The texts – must include the time/date/location/topic/name of the speakers and email of person requesting the service. You will receive a text notification along with an email confirming that the interpreter will be present. This number is also available for after hours.

**For emergent in person interpreting in Spanish staff should call Atlantica International at 585-281-2110.

Monroe County staff can also contact Catholic Charities Family and Community Resources to schedule an interpreter ls@cfcrochester.org or call (585) 546-7220 x7139.

Vital & Emergent Press Releases

Vital Press Releases are required to be in English and Spanish. Reasonable accommodations will be made to translate vital press releases in other languages when applicable. Vital press releases pertain to the general health, welfare or safety of the public.

** For last minute press releases staff will utilize Atlantica International Group to translate the press release. Staff must request a quote by sending the material to the organization at Contact@Atlanticainternational.com and by calling 585-281-2110.

Staff roles and Responsibilities

Ensuring staff is adequately trained is crucial for effectively implementing the Language Access Plan. It is essential that all staff members, especially those having contact with the public, understand their responsibility to provide meaningful and timely access to information and services for LEP persons.

Staff members who do not regularly interact with the public must also be aware of and understand the Language Access Plan. The Departmental Language Access Plan will be available to all staff members upon either the implementation or adjustment of the Plan. Additionally, all newly-hired staff members must receive training about this language access plan. Training will include, distribution and review of this Plan, any instructional materials, and forms used during communication with LEP persons.

Monitoring and Updating of the Plan

The Language Access Compliance Coordinator will work closely with the Language Access liaison of the Department of Communication to evaluate and monitor the Language Access Plan. The evaluation ensures that the scope and nature of language services reflect updated information.

Periodic inspections will examine the following issues:

- Changes in the demographics of Limited English Proficient persons in Monroe County
- Review the data of interpreting and translation services provided
- An assessment of the existing language assistance services meets the needs of LEP individuals

Complaint Procedure

We believe in a transparent process to serve the community. Thus, stakeholders have the right to file a complaint if they believe they have not been provided with adequate language access services.

An example of why stakeholders may want to submit a complaint is when the person feels that they have not been provided with adequate language access, for example, when a language access request was not fulfilled or if a stakeholder experienced difficulties communicating with the interpreter.

Complaints may be made directly to the Language Access Compliance Coordinator. The Language Access Compliance Coordinator will be responsible for receiving, addressing, and

resolving all complaints. Complaints are accepted in writing or verbally. The complaint should include the following information: name of the person filing the complaint, nature of the complaint, name of persons responsible for the alleged incident, requested solution or corrective action, and name of any person or group assisting in filling the complaint.

To file a complaint, you must visit the Monroe County Diversity Equity and Inclusion website at <https://www.monroecounty.gov/dei-language> or by calling 585-753-2408.

Once a complaint has been submitted, the Language Access Compliance Coordinator will confirm within 5-7 business days that the complaint has been received. The complaint will be reviewed, and an investigation will be conducted. The complainant will receive full attention and will be addressed within 40 business days. The complainant will be notified of the findings and all necessary resolutions.

Department of Communications

Language Access Plan

Language Access Plan authorized by:

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Interim Director, Diversity, Equity, and Inclusion
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