

# Department of Diversity Equity and Inclusion

## Language Access Plan



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## Introduction

The Department of Diversity, Equity, and Inclusion will spearhead efforts to diversify the County's workforce, review contracting and procurement procedures, develop and implement policies and strategies to combat all forms of bias and unequal treatment. The department will seek effective methods and techniques for recruitment, selection, placement, and promotion of racial and ethnic minorities, women, veterans, persons who identify as LGBTQ, and persons with disabilities.

The department will also review and monitor County contracting and procurement to ensure all entities doing business with the County are inclusive and diverse, supervise equal opportunity functions, oversee Minority/Women owned Business Enterprises (MWBE) selection procedures, and investigate internal complaints of discrimination, harassment, hostile work environment and unequal treatment.

The purpose of this Language Access Plan is to demonstrate the commitment of the Monroe County Department of Diversity Equity and inclusion to reduce or 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, also known as Limited English Proficient (LEP) individuals. The department of Diversity Equity and Inclusion will provide interpreting and translation services free of charge 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 at:

Jesus Paesch  
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## 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 Diversity Equity and Inclusion will take reasonable steps to provide language assistance to Limited English Proficient (LEP) individuals. The director of the department will allocate financially resources to address language access needs.

Department	Funds allocated for Language Access	Year
Monroe County Department of Diversity, Equity, & Inclusion	\$5,000	2022 & 2023

### Appointments & Events

Please complete a language access request form if you will attend an upcoming appointment and need a language access accommodation to participate fully. 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, a staff member will confirm your appointment 5-7 business days after the request is submitted. The department of Diversity, Equity, and Inclusion will use staff and vendors to provide in-person, virtual, or telephonic interpreting.

### **Translation of vital Documents**

Vital documents are required to be in English and Spanish. Reasonable accommodations will be made to translate vital documents into other languages when an LEP person requests. Vital documents are defined as applications, consent forms, complaint forms, correspondence, and notices pertaining to Equal Employment Opportunity (EEO), Monroe County American Disability Act (ADA), Minority and Women-Owned Business Enterprises (MWBE), and Language Access.

### **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, staff must request a quote by sending the material to the organization at [Contact@Atlanticainternational.com](mailto:Contact@Atlanticainternational.com)

#### **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](mailto:scheduling@slc-inc.com) and cc [berickson@cdrnys.org](mailto:berickson@cdrnys.org) and by calling (585) 546-7510.

#### **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](mailto:info@ospinamolina.com) or by calling 585-444-3308

#### **Language Today**

Language Today, is a professional translation agency that translates projects in multiple languages. The organization utilizes certified professional to translate documents for different industries. To translate documents with Language Today staff must email the file to [languageatoday@aol.com](mailto:languageatoday@aol.com) .

#### **Propio**

Propio is an interpreting organization that provides remote services in over 300 languages. The organization uses several standard and quality control processes to ensure interpreters deliver

high-quality services. The organization conducts quality screening of new hires and regularly monitors the quality of their services.

### **Telephonic Interpreting**

For Telephonic interpreting services, staff members will call the designated phone number received by the vendor Propio. A Monroe County staff member will briefly explain to the interpreter the context of the call and any relevant information that may be helpful to the conversation. The interpreter's role is to assist with communications and not provide additional dialog and advocacy.

### **Virtual & In person Interpreting Services**

To utilize Propio staff must open the Chrome browser for virtual interpreting and navigate to <https://propio-ls.com/propio-one/>. Staff members will provide the user code and Click on the language needed. Scroll to view more languages as necessary.

For virtual or in-person interpreting with Center for Disability Rights, staff will schedule an appointment by email is@cdmns.org or by phone (585) 286-2021.

Catholic Family Center provides in person interpreting services. To schedule an interpreter staff must email the organization at [ls@cfcrochester.org](mailto:ls@cfcrochester.org) or call (585) 546-7220 x7139

### **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 from the department understand their responsibility to provide meaningful and timely access to information and services for LEP persons.

Staff members who do not regularly interact with constituents must also be aware of and understand the Language Access Plan within the department. The 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 will receive a copy and training about the Language Access Plan. Training will include distribution and review of this plan, any instructional materials, and forms used during communication with LEP persons.

All staff are expected to abide by the following guidelines when interacting with LEP persons:

- ❖ Staff must remember to converse with the customer, not the interpreter. They will direct their words and eye contact toward the customer.
- ❖ Be patient. Providing service across a language barrier takes time.
- ❖ Avoid abbreviations, slang, jargon, and acronyms whenever possible. Use the most straightforward and precise language possible to describe internal concepts, policies, and processes.
- ❖ Speak slowly and in relatively short segments and pause so the interpreter can interpret.

- ❖ Ask customers to repeat important information to ensure understanding is understood.
- ❖ Be mindful not to patronize the customer and will not treat a Limited English Proficient customer with less respect than any other customer.
- ❖ Do not refuse to serve someone because they are uncomfortable or want to use the interpreting services.
- ❖ Always acknowledge the interpreter as a professional in communication. Respect their role and give the interpreter time to restructure their minds to present it in a culturally and linguistically manner.
- ❖ Staff will not hold the interpreter responsible for what the customer says or doesn't say. The interpreter is the medium, not the source, of the message.
- ❖ All Monroe County new hires will have access to the Language Access Plan for their department or division.

### **Monitoring and Updating of the Plan**

The Language Access Compliance Coordinator will evaluate and monitor the Language Access Plan for the Diversity Equity and Inclusion. 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. Your complaint will be given our full attention and will be addressed within 40 business days. You will be notified of the findings and all necessary resolutions.



## Department of Diversity Equity and Inclusion


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