

# How Will They Get Assistance?

In all program areas (e.g., hotline, shelter, legal):

- With clear policies and procedures.
- Signs, art, and posters that are multi-cultural and multi-lingual in common areas of your program.
- Voicemail messages, brochures, and publications in all of the common languages spoken in your community. Using culturally relative imagery reinforces this.
- Giving presentations and posting notices at schools and religious organizations.
- Building collaborative relations with community organizations.

# The goal: for everyone at your organization to know about language access procedures

This includes:

- Who speaks what languages within the organization
- How to find interpreters
- How billing and payment will happen for interpretation and translation services
- How to work effectively with in-person and telephone interpreters
- Identifying LEP individuals' unique issues
- Providing services to LEP individuals at the same quality level as English-speaking individuals
- Building collaborative relationships with the LEP community

# Who Will Help?

- Plan for who inside and outside your organization is the “go-to” person if advocates have questions or a procedure is not working.
- If you don’t know, ask your supervisor who you can go to with questions or ideas.

# How will LEP people know their rights and know to get assistance?

- Advocates can help people understand their rights so that they can ask for what they need
- Advocates can work to make sure systems know what they need to do
- Advocates can file a complaint with the U.S. Department of Justice Civil Rights Division (<http://www.justice.gov/crt/cor/complaint.php>)

# Who will review policies and procedures and update them? When? Will survivors help with this process?

- Ask your supervisor about your policies and procedures review process. Take survivors' feedback on how these procedures and policies are or are not working for them.
- If you are someone who helps update your policies and procedures, some things to consider include:
  - Current LEP populations in your service area, or the population encountered or affected
  - The cost involved in providing additional resources and writing it into the agency budget
  - Whether existing assistance is meeting the needs of LEP individuals
  - Whether staff understands the language access procedure and how to implement it
  - Whether identified sources for assistance are still available and viable