

2007 FEDERAL INTERAGENCY CONFERENCE ON LIMITED ENGLISH PROFICIENCY

MARCH 15 - 16, 2007

*A unique opportunity to share with and learn from leaders
in the field of providing language access, including federal, state, and local officials;
funding organizations; language service providers; and others.*

Conference Agenda

**The National Institutes of Health
Natcher Building #45
9000 Rockville Pike
Bethesda, Maryland 20892**

The Conference Committee of the Federal Interagency Working Group on Limited English Proficiency would like to thank its generous financial partners who provided funding for this Conference:

U.S. Department of Agriculture

Office of the Assistant Secretary for Civil Rights

U.S. Department of Health and Human Services

Health Resources and Services Administration, Office of Equal Opportunity and Civil Rights
Office of the Secretary, Office of Public Health Science, Office of Minority Health

U.S. Department of Justice

Civil Rights Division
Office of Justice Programs

U.S. Environmental Protection Agency

Equally important, the Conference Committee would like to thank the many agencies who agreed to sponsor sessions. The agencies listed by each title in this agenda took full responsibility for the development of their respective sessions, including funding all costs associated with the presentation of each topic and the distribution of all related materials. This Conference would not have been possible without the many contributions of the following:

Federal Multilingual Websites Committee

National Virtual Translation Center

U.S. Department of Agriculture

Office of the Assistant Secretary for Civil Rights

U.S. Department of Education

Office for Civil Rights

U.S. Department of Health and Human Services

Health Resources and Services Administration, Office of Equal Opportunity and Civil Rights
Office of the Secretary, Office for Civil Rights
Office of the Secretary, Office of Public Health Science, Office of Minority Health

U.S. Department of Housing and Urban Development

U.S. Department of Justice

Civil Rights Division, Coordination and Review Section
Office of Community Oriented Policing Services
Office of Justice Programs, Office for Civil Rights

U.S. Department of Labor

U.S. Department of Transportation

U.S. Department of the Treasury

Internal Revenue Service

U.S. Environmental Protection Agency

Office of Civil Rights

U.S. Equal Employment Opportunity Commission

U.S. Social Security Administration

Thursday, March 15th

8:15 - 9:00

Registration

Lower Lobby

9:00 - 9:45

Introductory Session

Auditorium

Welcome

***Loretta King**
Deputy Assistant Attorney General
Civil Rights Division
United States Department of Justice*

Opening Remarks

***Wan J. Kim**
Assistant Attorney General
Civil Rights Division
United States Department of Justice*

***Winston Wilkinson**
Director
Office for Civil Rights
United States Department of Health and Human Services*

***Dr. Garth N. Graham, M.D., M.P.H.**
Deputy Assistant Secretary for Minority Health
Office of Minority Health
United States Department of Health and Human Services*

***David F. Black**
Deputy Assistant Secretary for Enforcement
Office for Civil Rights
United States Department of Education*

***Maria C. Fuentes**
Senior Advisor to the Assistant Attorney General
for Policy Coordination
Office of Justice Programs
United States Department of Justice*

I. NUTS & BOLTS: TECHNICAL IMPLEMENTATION ISSUES

9:45 - 10:45

Using Data Sources to Identify LEP Populations Within a Service Area

Department of Transportation and Department of Labor

Auditorium

Panelists will discuss how to identify relevant LEP populations using both census and non-census information. The session will focus on the U.S. Census Bureau's newly available American Community Survey and will include examples of how various entities identify and characterize LEP persons for their activities.

10:45 - 11:00

Break

11:00 - 11:50

Partnering with Internal Stakeholders to Provide Service to LEP Customers

Social Security Administration

Auditorium

The focus of this workshop will be on how internal stakeholders develop effective programs designed to assist LEP individuals. Specifically, SSA will discuss its "customer service approach" by focusing on: 1) Telephone Interpreter Services; 2) Translation Services; 3) Online Multi-Language Gateway; 4) Multi-lingual and Multi-cultural Recruitment Efforts; 5) Outreach and collaboration with LEP communities throughout the U.S. via its public affairs staff located in its Baltimore headquarters, ten regional offices, and 1300 field offices.

LEP on a Shoe-String: How one small, modestly funded federal agency, the Equal Employment Opportunity Commission, addresses its LEP obligations

Equal Employment Opportunity Commission

Rooms F1-F2

In this session, the Deputy Director of the Commission's Los Angeles Office will discuss how the EEOC generally and her office specifically meet their LEP obligations; and the EEOC's Director of Field Management Programs will discuss the Commission's National Contact Center's use of translation services and the information on different LEP communities obtained by the Center.

11:50 - 12:50

Taking Advantage of Technology: Developing and Managing Multilingual Government Websites

Federal Multilingual Websites Committee

Auditorium

Representatives from several government agencies who are responsible for developing and managing websites in languages other than English will share their experiences, challenges, lessons learned, and best practices in specific areas such as the development of a multilingual strategy; the buy-in process; the development of appropriate and culturally relevant content; translation and adaptation issues; and outreach and marketing.

12:50 - 2:00

Lunch Program: Promising Practices in Technology

Department of Housing and Urban Development

The presentations during lunch will focus on promising practices in technology other than websites; and cost-effective methods of utilizing technology to ensure efficient provision of language services will be explored. Each participant will have an opportunity to hear an overview of information shared at a recent roundtable on language assistance technologies. Each participant will also have an opportunity to attend one of four different breakout sessions on a variety of different topics. Details pertaining to the logistics of this lunch program will be provided at the beginning of the lunch session.

II. IMPLEMENTING an EFFECTIVE LEP PROGRAM

2:05 - 3:05

Community Outreach to LEP Communities: Successful Strategies and Perspectives from Community Leaders, Grant Recipients, and Researchers

Department of Justice, Office of Justice Programs, Office for Civil Rights

Auditorium

This panel will feature useful strategies from a variety of different types of organizations that have all gathered information, developed partnerships, or created programs to better determine and address the needs of various LEP communities. The panelists will also discuss how they assisted the LEP communities they work with to gain better access to services from recipients of federal funding.

Participación Pública - Meetings, Notices, and Getting the Word Out!

Environmental Protection Agency

Rooms F1-F2

This session will present some of the many ways that the United States Environmental Protection Agency "gets the word out" to limited English proficient communities. Some of the best practices at EPA will be discussed; from preparing public notices and conducting meetings, to developing brochures and writing fact sheets. Participants will then have a chance to play an exciting game about public participation.

3:05- 4:05

Working with Interpreters and Ensuring Quality
Department of Education

Auditorium

This panel discussion will focus on promising practices for working with interpreters and specific populations, such as children, parents, patients, and victims of abuse, and the need to ensure confidentiality as well as accuracy when dealing with sensitive information and highly technical/specialized terms.

4:05 - 4:15

Break

4:15 - 5:30

Putting All the Pieces Together: Identifying Languages Spoken and Promising Practices for Overcoming Language Barriers

Department of Justice, Office of Community Oriented Policing Services

Auditorium

Participants will learn how to obtain an accurate demographic picture of the population through available sources and information that can be mined to determine language needs. Once language needs are identified, the next step is implementing quality language assistance services. Participants will hear about overcoming language barriers and initiatives that focus on bridging the growing language gap.

Friday, March 16th

III. CROSS-CUTTING ISSUES and COLLABORATIVE SOLUTIONS

8:30 - 9:30

A Tale of Two Cities: Cross-Cutting Strategies for Serving LEP Communities in Philadelphia, Pennsylvania and Aurora, Colorado

Department of Justice, Office of Justice Programs, Office for Civil Rights

Auditorium

This session will feature innovative, cross-cutting strategies for providing services to LEP communities, focusing on local initiatives in Philadelphia, Pennsylvania and Aurora, Colorado.

9:30 - 10:30

The Advantages of Pooling Resources When Funding is Scarce – Language Banks

Department of Justice, Civil Rights Division, Coordination and Review Section

Auditorium

This session will cover the advantages of pooling scarce resources and collaborating with other providers within a jurisdiction to develop quality language assistance programs in a cost-effective manner. It will also challenge the audience to consider that regardless of funding issues, bilingual competency should not be sacrificed or overlooked when creating language assistance programs. Two jurisdictions that are exploring and implementing interpreter language banks - the District of Columbia and Alaska – will be featured as examples of successful collaborative efforts.

10:30 - 10:45

Break

10:45 - 11:30

The Use of Collateral Duty Volunteers in Delivering LEP Services

Department of Agriculture, Office of the Assistant Secretary for Civil Rights

Auditorium

This session will examine the use of employee volunteers as interpreters and translators while remaining mindful of confidentiality requirements, quality assurance considerations, training needs, and ethical considerations. The session will also address how to set up a volunteer employee program using the Chicago Federal Executive Board's employee language bank as a model.

11:30 - 1:00

LUNCH PROGRAM: Cross-Cutting Issues and Collaborative Solutions

Department of Justice, Civil Rights Division, Coordination and Review Section

During lunch, participants will gather in small groups for a guided discussion on a variety of cross-cutting issues and collaborative solutions. They will share their experiences and thoughts on the creation of centralized organizational structures and resource sharing, including LEP coordinators, language banks, coordinated outreach, and their future plans. Additional details pertaining to the lunch session will be distributed at the beginning of the session.

IV. PROMISING PRACTICES for ADDRESSING CROSS-CUTTING ISSUES

1:00 - 2:00

The Importance of LEP Planning in Meeting the Challenges Associated with Responding to Disasters

National Virtual Translation Center

Auditorium

This session will cover emergency preparedness issues for disasters as well as for immediate and more routine needs. Panelists from government and non-government organizations will present ideas on how to create a working structure that will enable participating government organizations to take advantage of human resources, make use of vetting standards, and address the possible creation of new policies to make the process work.

2:00 - 3:15

LEP Strategies for Success at the State, Local, and Federal Levels

Department of Health and Human Services, Office of the Secretary: Office for Civil Rights and Office of Public Health and Science, Office of Minority Health

Auditorium

This session will feature representatives from state, county, and city governments that have successfully implemented cross-cutting, jurisdiction-wide LEP policy. Workshop participants will discuss strategies for formulating LEP policy that contributes to ensuring meaningful access for LEP persons to important services provided at all levels of government.

3:15 - 3:30

Break

3:30 - 4:30

Integrating Financial, Health, and Educational Literacy Practices to Improve Access for LEP Individuals

*Department of Education; Department of Health and Human Services; and
Department of Treasury, Internal Revenue Service*

Auditorium

Limited English Proficiency (LEP) is profoundly impacted by culture and health literacy. This session will discuss the myriad of ways that educational, training, health, and social service programs address language and literacy barriers in a culturally and linguistically appropriate manner by highlighting some of the federal government's innovative LEP and Health Literacy activities.

4:30 - 5:00

Conclusion

*Merrily A. Friedlander, Chief
Coordination and Review Section
Civil Rights Division
Department of Justice*