



# Language Access Plan

For Individuals with Limited English  
Proficiency

Effective October 2023

(Revised in July 2024)

# Table of Contents

Introduction.....	2
Agency Vision and Mission.....	4
What is a Language Access Plan?.....	4
Limited English Proficiency Individual.....	4
Difference Between Interpretation and Translation.....	4
Language Access Needs.....	5
Points of Contact and Interaction.....	6
Language Services.....	6
Language Notices.....	7
Training.....	8
Language Access Complaint Form.....	8
Evaluation.....	9
Appendix A: Language Access Complaint Form.....	10
Appendix B: Language Access Policy Acknowledgement.....	11
Appendix C: Language Access List of Resources.....	12

## INTRODUCTION

The Health Department established its Language Access Policy in the spring of 2016 to eliminate language barriers to agency services. Agency personnel are required to follow this policy when providing services to, or interacting with, LEP clients. The agency’s Publications and Language Access unit implements and enforces the Language Access Policy, which is consistent with the Civil Rights Act of 1964, Executive Order 120 and Local Law 30.

Communication and language barriers are one of the factors that impact all individuals’ health care outcomes. Individuals with Limited English Proficiency (LEP) are more likely to not engage in preventative health care services, miss scheduled appointments, not adhere to medical treatments, and delay medical care for serious health conditions.<sup>1</sup>

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<sup>1</sup> <http://content.healthaffairs.org/content/24/2/435.full>

Organizations that receive federal funding such as Medicaid, Medicare Parts A, C, and D are required to take the necessary steps to provide meaningful access to their programs services for individuals with LEP. <sup>1</sup>

Ibero is committed to providing the highest quality of services possible to the individuals that seek our services and recognizes the importance of having a language access plan to serve as a guide to the staff members as they serve individuals that face language barriers. The same commitment extends to meeting language access needs of Ibero employees as needed. By familiarizing themselves with this language access plan Ibero employees will become aware of what to do when a program participant or an Ibero employee, with limited English proficiency, needs assistance.

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## **AGENCY VISION AND MISSION**

### **VISION**

Ibero will advance social progress and inclusion for Latinos in New York State by the end of the decade.

### **MISSION**

Ibero, a dual language multi service agency that uplifts, empowers, and advocates for Latinos and the underserved.

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<sup>1</sup>Title VI of the Civil Rights Act of 1964 and Section 1557 of the Affordable Care Act and implementing regulations (Title VI and Section 1557 respectively). See <https://www.hhs.gov/civil-rights/forindividuals/special-topics/need-families/civil-rightsrequirements/index.html> and <https://www.hhs.gov/civil-rights/for-individuals/section-1557/index.html> respectively.

## WHAT IS A LANGUAGE ACCESS PLAN (LAP)?

A LAP is a document that explains how to provide services to individuals who are non-English speakers or have Limited English Proficiency (LEP). It includes language access resources that Ibero has secured to meet all language communication barriers including visual languages such as American Sign Language (ASL)

## LIMITED ENGLISH PROFICIENCY INDIVIDUAL (LEP)

LEP individuals do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English are considered limited English proficient. This is commonly referred to as "LEP." An individual may possess sufficient English language skills to function in one setting but may not feel comfortable doing so in another.

These individuals may be entitled to language assistance (interpretation, translation) with respect to a particular type of service, benefit, or encounter.

## DIFFERENCE BETWEEN INTERPRETATION AND TRANSLATION

Interpretation is to orally convey the meaning of one spoken language into another language. The interpretation happens in real time, on the spot.

Translation conveys the message from one language into another over a period of time rather than instantly. Translations are more accurate than interpretations.

## LANGUAGE ACCESS NEEDS

Over 5.7 million people living in New York report speaking a language other than English. Of these, 2.5 million report speaking English less than well. Based on the 2020 American Community Survey, the top 12 most common languages among Limited English Proficient New Yorkers are: Spanish, Chinese, Russian, Yiddish, Bengali, Korean, Haitian Creole, Italian, Arabic, Polish, French, and Urdu.

**Source:** U.S. Census Bureau, Table B16001, 2020 5-year estimate. American Community Survey

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.

<b>Most Common Languages in Monroe County</b>	
<b>Languages</b>	<b>Estimated LEP Individuals</b>
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%

**POINTS OF CONTACT AND INTERACION**

Program participants with LEP need effective language services at different points of contact within Ibero, such as when they: call or check in at a reception desk, contact their assigned worker, call to receive services information, fill out paperwork, document a grievance, navigate the agency locations, receive written correspondence, or attend program related activities including employee meetings with staff and/or programs supervisors. Other levels of interaction include community outreach, handouts and brochures, agency website, virtual meetings, public service radio, hotlines, etc.

The interactions at each point of contact will be conducted in the language that the participant prefers and in a manner that aligns with the cultural and education needs of the participant. Therefore, avoiding the use of jargon or unfamiliar terms.

A Language identification Card is available at each of Ibero's buildings' reception desks to assist individuals to identify the language that they speak.

Ibero is committed to ensure that the verbal and non-verbal communication between individuals and employees and its programs services are linguistically accessible, appropriate, and culturally sensitive.

## **LANGUAGE SERVICES**

### **Ibero will provide:**

- Interpretation services in English, Spanish and ASL at a minimum.
- Translation services in English and Spanish.
- Spanish Proficiency Assessment

### **Interpretation Services**

Interpreters provide verbal interpretation and may be dedicated staff interpreters, contracted interpreters, qualified bilingual staff, or telephonic and video-remote interpreters. The document [Terminology of Health Care Interpreting: A Glossary of Terms](#) provides definitions of the various types of interpreters.

Since language fluency does not guarantee language competency, Ibero highly discourages the use of bilingual friends or family members to interpret for program participants. As a best practice Ibero is committed to hire fully bilingual and bicultural individuals for positions that require direct communication with participants. When in doubt of the language competency of a position applicant, the applicant will be evaluated to determine his/her language competency.

Ibero Spanish language interpreters are required to have at minimum a certificate of completion of a nationally recognized 48-hour certificate program as a medical / community interpreter.

To meet language needs of individuals that use ASL to communicate as their native language contact,

### **In the Rochester Area**

Interpretek Rochester

75 Highpower Road, Rochester, NY 14623

### **In the Capitol Region and Southern Tier NY**

Interpretek Rome

Phone: 315-356-1600 | [www.interpretek.com](http://www.interpretek.com)

To meet language needs other than Spanish and ASL, the following language translation services are available:

- **E-Z Translation Services Inc.**

627 Meigs St # 1 Rochester, NY 14620

Phone: 585-241-9282 Cell Ph: 585-319-9020 Emergency

Contact (After Hours): 585-469-4255 <https://e-ztranslation.com/>

- **Tellmorr International Translation Services, LLC**

48 Mt Hope Ave, Rochester, NY 14620

Phone: (585) 232-5133

<https://tellmorrinternational.com/>

- **Interpreters and Translators, Inc.**

232 Williams Street E, Glastonbury, CT 06033

Phone:(855-275-0788)

(860) 647-0686

Direct Line: (860) 430-4047

[www.ititranslates.com](http://www.ititranslates.com)

Ibero Client ID# 705681

The Ibero employees are trained on how to access interpreter services outside of the Spanish interpreter services provided by Ibero's own interpreters.

### **Translation Services**

Translation focuses on written communication. It is important to ensure that documents are translated accurately and effectively with attention to the cultural expression variations associated with the dominant cultural groups.

The following materials are translated into the Spanish language and will be made available to program participants.

- Application forms
- Intake forms
- Release of Information or Consent forms
- Program Brochures
- Grievance or Complaint forms
- Participants Rights and Responsibilities
- Communication Letters
- Website

## **LANGUAGE NOTICES**

Language notices about the availability of language assistance for individuals with LEP are posted at reception desks and in areas where programs participants and employees interact.

Posted language assistance notices indicate that the language assistance is provided at not cost to the participant.

Language notices are included in Ibero's website and social media tools.

## **TRAINING**

Training about Ibero's Language Access Plan is provided to new employees during the onboarding orientation and to existing employees that interacts directly with program participants.

The training focuses on the following:

- The importance of providing language access services.
- Effective communication with individuals with LEP.
- Ibero's policies and procedures related to language access services.
- What types of language access services are available for participants and how to access those services.
- What types of translated information is available to participants and where to find it.

## **LANGUAGE ACCESS COMPLAINT FORM**

Ibero is committed to creating a cultural environment where verbal and non-verbal communication is accessible, appropriate, and culturally sensitive to gain better understanding and positive relationships with individuals and communities.

Complaints may be made directly to Continual Care ([impowr.net](http://impowr.net))



The Sr. Director of OPWDD Services & Supports will receive, address, and seek solutions to 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 relief or corrective action, and name of any person or group assisting in filling out the complaint.

Please see Appendix A for a copy of the Language Access Services complaint form.

## EVALUATION

This Language Access Plan will be evaluated and monitored periodically to ensure that it continues to work effectively for Ibero policies and procedures.

This plan evaluation will include:

- Ibero's responses to complaints or suggestions by individuals with LEP.
- Community members and employees regarding the language assistance services provided.
- Maintaining current information on community demographics and needs.
- Surveying staff members about their use of the language access plan.
- Determining if the language services provided meet the community needs.
- Conducting surveys of Ibero program participants about their experiences using the language access services.
- Assess language service needs among Ibero employees.



### Appendix A: Language Access Complaint Form

Individual's Name: \_\_\_\_\_

Date: \_\_\_\_\_

Phone: \_\_\_\_\_ Time of the incident \_\_\_\_\_ Date of the incident \_\_\_\_\_

Where the incident occurred? \_\_\_\_\_

Name of the person assisting to complete this form \_\_\_\_\_

Please Describe the Incident:

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I certify that this statement is true to the best of my knowledge.

Signature: \_\_\_\_\_  
(Person making the complaint)

Date: \_\_\_\_\_

Please submit this form via email at [katie.fuller@iaal.org](mailto:katie.fuller@iaal.org) or mail to 124 Evergreen Street, Rochester, NY 14605.



**Appendix B:**

**Ibero Language Access Plan Acknowledgement**



- **E-Z Translation Services Inc.**

627 Meigs St # 1 Rochester, NY 14620

Phone: 585-241-9282 Cell Ph: 585-319-9020 Emergency

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Phone: (860) 647-0686

Direct Line: (860) 430-4047

[www.ititranslates.com](http://www.ititranslates.com)

Ibero employees are to consult with their immediate supervisor for approval prior to contacting language translation services outside of Ibero's Language Services.