

Eau Claire Area Hmong Mutual Assistance Association, Inc.

Language Access Plan

I. Introduction

The Eau Claire Area Hmong Mutual Assistance Association, Inc. (“ECAHMAA” or “Agency”) has prepared this Language Access Plan (“LAP” or “Plan”), which defines the actions to be taken by Agency to ensure meaningful access to agency services, programs and activities on the part of persons who have limited English proficiency. The Agency will review and update, on a biannual basis, this LAP in order to ensure continued responsiveness to community needs and compliance according to Title VI of the Civil Rights Act of 1964, Executive Order 13166 and the Americans with Disability Act (ADA).

III. Purpose

The purpose of this plan is to ensure clients of the Agency meaningful access to services, programs and activities although they may be limited in their English language proficiency.

The Agency is committed to this Language Access Plan as the appropriate response to meeting our clients’ needs. The Plan is consistent with the requirements of Title VI of the Civil Rights Act of 1964, Executive Order 13166 and the Americans with Disability Act (ADA).

Consistent with the guidance of Title VI of the Civil Rights Act of 1964, Executive Order 13166 and the Americans with Disability Act (ADA), a Limited English Proficient (“LEP”) person is someone who is not able to speak, read, write or understand the English language at a level that allows him/her to interact effectively with Agency staff. A client maintains the right to self-identify as a LEP person.

III. Agency Description

ECAHMAA strives to assist our communities and our cultures to become socially, educationally and economically empowered by: promoting leadership and educational advancement, enhancing economic development and self-sufficiency, strengthening the health and wellbeing of families, and promoting and preserving traditional culture, customs and rituals. We provide employment and housing assistance, rice pantry, family strengthening services, youth mentorship groups, social support and educational groups for elders, domestic violence advocacy,

advocacy with the courts and legal system, and translation and interpretation services for clients and local organizations and businesses.

IV. Language Access Plan:

Approach: The Agency Language Access Plan shall be fully implemented subject to the availability of fiscal resources to implement said language access plan. This Language Access Plan represents Agency administrative blueprint to provide meaningful access to Agency services, programs and activities on the part of LEP individuals. This Language Access Plan outlines the tasks Agency will undertake to meet this objective.

Language Access Plan:

(1) Agency Language Access Coordinator:

Pa Thao, Executive Director
423 Wisconsin Street
Eau Claire, WI 54703

(2) Agency Language Access Needs Assessment:

- a. Identification and Assessment of Limited English Proficiency (LEP) Communities: The LEP population in our county is identified by reviewing data from the US Census Bureau, which is updated every ten years. Changes in the LEP population will be monitoring using mid-census estimates and projections from the American Community Survey (ACS). Other data may be used such as from the Department of Education, the Migration Policy Institute or other local and state agencies.
- b. Language Makeup of Client Population
 - 1. Out of the total county population, the number of individuals who speaks a language other than English at home is 5,367 or 6.
 - 2. Top three (or more) languages spoken by LEP individuals.

Ethnic	Population	LEP	Percentage LEP
Asian/Pacific Islander	2,749	829	30.2%
Hmong (ECASD only)	1,029	278	27.2%
Spanish	1261	566	44.9%

- c. Responsibility to Provide Language Assistance Services: The ECAHMAA will ensure signage to the public on the availability of free language services to clients (individuals and not business entities) seeking services with ECAHMAA programs. The Agency will provide interpretation and/or translation to other service providers for an established fee as certification are available (see attachment a for fee schedule).

(3) Language Resources Assessment:

- a. Existing staff are linguistically, culturally, and technically able to deliver services in Hmong and/or to serve as interpreters. For LEP clients in need of language services beyond English and Hmong will be directed to other community resources available in the needed language (see attachment b for a list of culturally specific services available in the Eau Claire area).

(4) Language Service Protocols:

- a. Clients seeking language services will be provided with in-person and phone interpretation for agency related services. In a crisis situation, where both an advocate and interpreter are needed, the Agency will provide the needed staff from their respective programs to assist the clients and providers. Free language services will not be provided to other agencies in need of language service. Should another agency wish to utilize ECAHMAA's language services, fees will apply. See attachment A for detailed fee schedule.
- b. In the event that a client speaks a language other than Hmong or English, we will identify needed language services using "Your Right to an Interpreter" poster and refer the client to the appropriate agency or service.
- c. Request for a fee-for-service Interpreter can be made on the ECAHMAA's website or by calling the Agency's office or the 24 Hr. phone line (if after hours) to schedule an interpreter. Refer to Attachment A

(5) Vital Document Translation:

- a. ECAHMAA will translate documents for organizations as requested. Refer to Attachment A for fee schedule. For individual clients, written documents will be orally interpreted in house.

(7) Staff Training:

- a. ECAHMAA staff members are native Hmong speakers and are bilingual and bicultural, so basic language training is not provided. Medical and legal terminology training is provided to fulltime staff and on-call Interpreters as needed.

(8) Notice to Public:

- a. Signs describing language services are posted in the office. Clients may also obtain information about language services by calling ECAHMAA or visiting the website.

(9) Agency Monitoring:

- a. Should a client have a complaint about language services provided, he or she can obtain a grievance report from a staff member.

President of the Board

Date

Secretary

Date

Language Access Complaint Procedure

(To be included as an attachment to LAP)

You may file a complaint with the Agency Language Access Coordinator if you believe you have been denied the benefits of this Plan. You must file your complaint within 6 months of the alleged denial. You must file a written complaint. To file a complaint with the Language Access Coordinator, submit the written complaint to:

Pa Thao,
Executive Director
423 Wisconsin Street
Eau Claire, WI 54703
PH. 715.832.8420
FX. 715.832.0612
admin@ecahmaa.org

To file a complaint with the State of Wisconsin Office LEP Coordinator, please submit the written complaint to the attention of:

Atty. Carmel A. Capati
Wisconsin Court Interpreter Program Manager
Director of State Courts Office of Court Operations
110 E. Main Street, Suite 410
Madison, WI 53703
PH. [608.266.8635](tel:608.266.8635)
FX. [608.267.0911](tel:608.267.0911)
carmel.capati@wicourts.gov

Attachment A: Interpretation/Translation Fee Schedule

Face to Face Interpretations:

Regular Appointments Scheduled (2 weeks+ in advance notice):
Monday-Friday 8am-5pm (\$45/hr)

Appointments schedule after business hours (5pm-8am), during weekends and holidays (\$50/hr)

Urgent Appointments Schedule During Regular Business Hours (less than 2 weeks of advance notice):
Monday-Friday 5pm-8am (\$50/hr)

Urgent appointments schedule after business hours (5pm-8am), during weekends and holidays (\$60/hr.)

Emergency appointments provided during regular business hours (less than 48 hours of notice):
Monday-Friday 5pm-8am (\$60/hr)

Emergency appointments provided after business hours (5pm-8am), during weekends and holidays (\$65/hr)

Day Appointments:

Half-Day: Maximum of 4 hours when scheduled 3 + weeks in advance (\$160)

Whole-Day: Maximum of 8 hours when scheduled 3 + weeks in advance (\$350)

Telephone Interpretation:

Monday-Friday 8am-5pm (\$45/hr)

Monday-Friday 5pm-8am, Sat, Sun, Holidays (\$50/hr)

Charge by units at 15 minutes per unit. 1 unit minimum per phone interpretation.

There is a \$0.51 per mile round trip mileage reimbursement charge for services provided outside of our office at the location of the appointment.

Translation services are provided for the written translation of documents from English to Hmong or from Hmong to English.

Materials translated from English to Hmong is \$.45/word

Materials translated from Hmong to English is \$.40/word