



Organizational Language Justice Protocols Assessment Internal + Systemic Advocacy

Internal

Language Data	YES	NO	Notes/Follow-Up
1. From the people who we are currently serving , we know how many use non-dominant languages (signed/spoken) and what those languages are.			
2. From the eligible population we could/should be serving , given the demographics of our service area, we know how many use non-dominant languages and what those languages are.			
Protocols	YES	NO	Notes/Follow-Up
1. We have a written policy and protocols to inform clients, staff, other organizations, and funders that we foster equitable communication in our services and that we have a responsibility to ensure meaningful access and provide language services free of charge at every point of contact.			
2. We have clear protocols explaining who is eligible to use our organization's <u>interpreting</u> resources, when to use them, and how to access them. Describe below: _____ _____			
3. We have clear protocols explaining who is eligible to use our organization's <u>translation</u> resources, when to use them, and how to access them. Describe below: _____ _____			

4. It is clearly established in our protocols that all staff must have access to our language resources and do not require excessive administrative approvals.			
5. In our policies and protocols, we have identified a language justice coordinator within the organization to oversee our organization’s policy, protocols, practices and resources, for troubleshooting, to ensure staff training, and to monitor implementation of the policy.			
Identifying and Documenting Language Preference	YES	NO	Notes/Follow-Up
1. We have specific protocols to identify language preferences for: <ul style="list-style-type: none"> a. Walk-ins b. Telephonic interactions c. Outreach and educational programs Describe below: <hr/> <hr/>			
2. We have means of recording the preferred language of each client in our files. <ul style="list-style-type: none"> a. Electronically (client database) b. Paper files (intake form) c. Tracking language data (tabulation) 			
Informing the Public	YES	NO	Notes/Follow-Up
1. We inform our clients and our potential clients that we can communicate with them in their preferred language via multilingual staff, translated materials and interpreting support.			
2. We post signs at our front desk, in our waiting room, on our door, in our front window, or anywhere else appropriate to inform potential clients that we provide language assistance.			
3. We state in our outreach and education materials that we provide free interpreting services.			



4. We place translated taglines about interpreting services in our materials, in languages spoken in our service area.			
5. Our community outreach and trainings are announced in the languages used in our service area.			
6. Our website provides the same information in the languages used in our service area than it does in English.			
7. Our telephone message and call tree are available in languages used in our service area in addition to English.			
8. Our presentations are multilingual based on our eligible populations. We use simultaneous interpreting to foster equitable and effective communication.			
9. We develop or collaborate with other groups/organizations to develop audiovisual outreach or educational resources for languages that do not have a written form in our service area.			
10. We use plain language in our outreach and educational materials, as well as in our communication with clients.			
Bilingual/Multilingual Staff and In-language Support	YES	NO	Notes/Follow-Up
1. We assess staff members to be able to provide direct services in-language. Describe below: _____ _____			
2. We value and fairly compensate bilingual/multilingual staff for their language skills and provide professional development opportunities for them to continue.			

3. We have a staff directory that includes the staff members' name, extension and languages assessed to use in the professional context.			
4. Bilingual/Multilingual staff should have a choice on whether they want to support the organization with language interpreting or not.			
Interpreting Support and Working with Interpreters	YES	NO	Notes/Follow-Up
1. We keep track of staff members who have been assessed, trained, and are qualified to support other staff with language interpreting signed or spoken (interpreter staff).			
2. Interpreter staff have received training in interpreting skills, role and protocols, interpreter code of ethics, glossary development, and in the vocabulary and specialized terminology in the language in which they interpret and in English.			
3. Interpreter staff are compensated fairly for their work. Their workload is reduced without consequences based on the time spent interpreting.			
4. All our organization's staff have been trained on how to work with interpreters, the role and function of interpreters, and the ethics of interpreting.			
5. We provide capacity building opportunities on how to work with interpreters to all new staff during the onboarding process.			
6. We keep glossaries with relevant and specific subject matter terminology used by our organization's programs.			
7. Our staff know who to contact for staff interpreting and under what circumstances.			
8. We have additional interpreting resources for languages not available among staff.			
9. We have assessed interpreter agencies and contractors to ensure quality of interpreting support.			

<p>10. We have resources for remote interpreting (over-the-phone, video remote interpreting, video relay services and remote simultaneous interpreting). The number to contact is: _____ The access code is: _____</p>			
<p>11. We have resources for in-person interpreting. The number to contact is: _____ The access code is: _____</p>			
<p>12. We only work with community volunteers who have received training, have been assessed in their interpreting skills, interpreters' protocols and standards, and understand and abide by interpreter ethics.</p>			
<p>13. We avoid using family members, friends, children, or other untrained persons to interpret.</p>			
<p>14. [For legal services organizations] When representing clients in court or administrative proceedings and an interpreter is provided by a court or administrative agency, we have our own interpreter present if the attorney representing the client does not use the same language as the client, to facilitate attorney-client communications.</p>			
Written Resources	YES	NO	Notes/Follow-Up
<p>1. We understand that translating and interpreting are different tasks and require different skills.</p>			
<p>2. We provide quality translation resources. Describe below: _____ _____</p>			

3. We have staff who can translate documents into English and/or to a second language accurately and in a way our clients will understand (translator staff).			
4. Translator staff have received skills development training.			
5. Translator staff are compensated fairly for their work. Their workload is reduced without consequences based on the time spent translating.			
6. We have access to additional translation support. Describe below: _____			
7. We have established organizational <i>translation protocols</i> (how to request translations, who is responsible, etc.) and a <i>style guide</i> (document describing stylistic instructions for use in translation of content into another language).			
8. Our translations are reviewed by professional translators, culturally specific partner organizations, or trained/skilled staff to ensure quality and accuracy.			
9. We aim at translating beyond the “vital” documents” threshold, which may include our website, applications, consent forms, letters regarding participation in our organization’s programs/activities, notices that pertain to reduction, denial, or termination of services/benefits, and the right to appeal.			
10. We translate documents into the languages that our clients can read and understand.			
11. We do not use or rely on machine translation, such as Google Translate, without human review by a qualified translator.			



Training	YES	NO	Notes/Follow-Up
1. We have designated a person to arrange/provide training for all staff about our organization's language justice plan, how to identify and document language preference, our language resources, and how to effectively ensure equitable communication among clients and staff.			
2. We train every staff member, intern, and volunteer who will have contact with clients who use non-dominant languages.			
3. We make our policy, protocols, policies and contact information for interpreting and translation resources easily accessible.			
Monitoring	YES	NO	Notes/Follow-Up
1. We review annually, or more often as needed, the demographics of our service area, our client data (numbers and languages), our language justice plan, how we inform the public, our language resources, and our training to ensure we are meeting the needs of our organization and the people we serve.			

Systemic Advocacy*

Systemic Advocacy	YES	NO	Notes/Follow-Up
1. We examine, promote, and incorporate language rights into our organization’s needs assessments and advocacy priorities.			
2. We address systemic national origin discrimination through various advocacy activities, such as policy work, administrative complaints, and litigation.			
3. We provide community education and information to our client communities on their language rights and how to enforce them.			
4. We advocate on behalf of our clients to obtain quality language services, interpreters, and translations in court hearings, administrative and other types of proceedings, as well as from other government entities and systems from which they seek services, benefits, or relief.			
5. We interact regularly with government agencies to address enforcement and implementation of language rights. This can include regular “task force” type meetings to provide community input and concerns; responding to requests for public comments on language access plans, guidance, policies, and regulations; and filing complaints regarding language services.			
6. We engage with our local ethnic media outlets to bring attention to our advocacy work and discuss the importance of language rights in our diverse communities.			
7. We build relationships with partner organizations serving non-dominant language users to collaborate, increase capacity and accountability, and raise awareness around language rights.			

* This section applies mostly to legal nonprofits but other organizations may consider some of these principles as well.

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Adapted from: City of Philadelphia, Language Access Checklist for Agencies and Organizations.