

# Welcome to...

## Building Bridges through Language Access Advocacy and Collaboration

Friday, April 4, 2014

Special Thanks to Our Sponsors:

Massachusetts  
Legal  
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# **Room Assignments**

**Building Bridges through Language Access Advocacy and Collaboration**

Friday, April 4, 2014

## **Registration (9:30-10am)**

Location: Medical School Lobby #1 (1<sup>st</sup> Floor)

## **State of Affairs in MA – Morning Plenary (10:10-11:15am)**

Location: Faculty Conference Room (1<sup>st</sup> Floor)

## **Short Break (11:15 - 11:25am)**

## **Workshops I (11:25am - 12:45pm)**

**Promoting and Protecting Equal Access to Public Housing for LEP Communities**

Location: Faculty Conference Room (1<sup>st</sup> Floor)

**Advocacy Strategies to Help Your LEP Clients Navigate Public Benefits**

Location: Room S7-105 (Elevators to 7th floor, room #105, follow signs)

**Addressing Health Disparities in LEP Communities through Language Access**

Location: Amphitheater III (Elevators to 6th or 7th floor and follow signs)

**Collaborative Efforts Can Increase Language Access in Family Law and Abuse Prevention Order Cases**

Location: Goff S2-309 B & C

## **Lunch and Networking (12:45pm – 1:30pm)**

Location: Medical School Lobby #1 (1<sup>st</sup> Floor)

## **Workshops II (1:30pm – 2:50pm)**

**Language Access on a Shoestring Budget: Making Your Program Accessible**

Location: Amphitheater III (Elevators to 6<sup>th</sup> or 7<sup>th</sup> floor and follow signs)

**Beyond Interpretation: Cultural Awareness when Working with LEP Populations**

Location: Goff S2-309 B & C

**Thriving in the Workplace as an Immigrant, Refugee or Person with Limited English Proficiency**

Location: Room S7-105 (Elevators to 7<sup>th</sup> floor, room #105, follow signs)

**Understanding Interpreter Role and Working with an Interpreter in a Variety of Settings**

Location: Faculty Conference Room (1<sup>st</sup> Floor)

## **Short Break (2:50 - 3pm)**

## **Building Community Collaborations – Afternoon Plenary (3pm – 4pm)**

Location: Faculty Conference Room (1st Floor)

## Building Bridges through Language Access Advocacy and Collaboration

Every day in Massachusetts limited English proficient (LEP) individuals face countless barriers when navigating the legal system and accessing needed public services. This conference seeks to raise awareness about the need for language access in our communities, provide tools and resources to meet the needs of these communities and build collaboration to eliminate barriers and promote change. This conference is for advocates from community based organizations, legal services and civil rights organizations. Speakers will highlight the current state of language access in Massachusetts in a variety of forums, language access legal obligations and much more. We hope to provide the necessary tools and resources for participants to leave this conference ready and equipped to further language access in their work.

### Mission

The Language Access Coalition seeks to protect the right of all members of our community to access justice and public services regardless of one's ability to read, write, speak or understand English. We are a group of Massachusetts advocates working to increase and improve language access in the courts, government agencies and our own organizations. We identify and work to remove systemic barriers facing limited English proficient individuals, through collaboration and advocacy.

## Thank You to Our Sponsors:

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MassLegalHelp

## LANGUAGE ACCESS COALITION

invites you to...

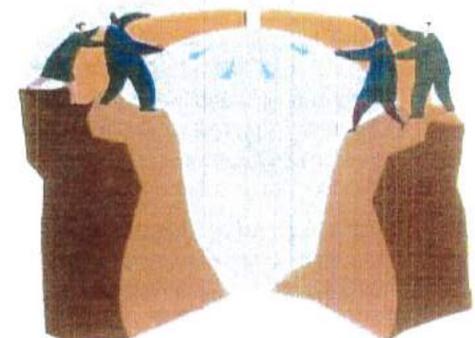
## Building Bridges through Language Access Advocacy and Collaboration

Friday, April 4, 2014

9:30 am - 4 pm

at

UMASS Medical School  
55 N Lake Avenue  
Worcester, MA 01655



# CONFERENCE SCHEDULE

- 9:30 – **Registration and Breakfast**  
10:00 Information Tables
- 10:00 – **Greetings and Opening Remarks**  
10:10
- 10:10 – **State of Affairs in MA**  
11:15 This plenary session will provide an overview of language access efforts and initiatives in various sectors across the state.
- Samuel Louis  
Department of Public Health  
Ronald Marlow  
Office of Access and Opportunity  
Edgar Moros  
Office of Court Interpreter Services, Trial Court  
Moriah Nelson  
Language Access Coalition  
Diane Randolph  
Office of Refugees and Immigrants  
Susan Schlotterbeck *- great speaker*  
Edward M. Kennedy Community Health Center
- 11:25 – **Workshops I**  
12:45
- 12:45 – **Lunch and Networking**  
1:30
- 1:30 – **Workshops II**  
2:50
- Building Community Collaborations**  
This plenary session will highlight collaborative efforts between legal services and community based organizations to meet the needs of LEP communities in a culturally and linguistically accessible way. Advocates from Boston and from the Long Island Language Advocates Coalition (LILAC) will discuss their collaborative efforts.
- 3:00 –  
4:00 Cynthia Mark, Asian Outreach Unit, GBLS  
Karen Chen, Chinese Progressive Association  
Cheryl Keshner, Empire Justice Center  
Martha Maffei, SEPA Mujer

## Workshops I

### Promoting and Protecting Equal Access to Public Housing for LEP Communities

Presenters will address protections for LEP individuals in public housing and enforcement of civil rights laws. Attendees will learn about available resources, troubleshoot problem situations and discuss advocacy strategies to promote systemic change in accessibility to housing authorities and programs.

Salomon Chiquiar-Rabinovich, Housing and Urban Development  
Faye B. Rachlin, Community Legal Aid  
Sandy Yeung, Asian Outreach Unit, Greater Boston Legal Services

### Advocacy Strategies to Help Your LEP Clients Navigate Public Benefits

Advocates will discuss the filing of local and national complaints to address barriers LEP clients face when accessing SNAP (food stamps), cash assistance, and other vital public benefits.

Presenters will address common problems, such as lack of translated notices and use of unqualified interpreters, and discuss strategies to help LEP clients successfully access these services.  
Steven Brown, American Civil Liberties Union of Rhode Island  
Naomi Meyer, Greater Boston Legal Services

### Addressing Health Disparities in LEP Communities through Language Access

Panelists will address LEP issues that arise when LEP individuals seek access to health care, including pharmacy and behavioral health services, Medicaid coverage, and other community services. Hear about efforts that advocates are making to increase equity and accessibility to health care for LEP communities.

Shena Elrington, New York Lawyers for the Public Interest  
Rachel Gershon, University of Massachusetts Medical School  
Medha Makhoul, Central West Justice Center  
Lisa Morris, Mass Area Health Education Center  
Valerie Zolezzi-Wyndham, Community Legal Aid

### Collaborative Efforts Can Increase Language Access in Family Law and Abuse Prevention Order Cases

Presenters will highlight national and local collaborative efforts to increase access to courts for survivors of domestic violence, members of diverse linguistic and cultural communities, people with low-literacy and unrepresented litigants. The goal of this workshop is to provide tools and inspire attendees to develop collaborative efforts to increase access to courts in their own regions.

Wendy Lau, Asian Pacific Islander Institute on Domestic Violence  
Caroline Robinson, MassLegalHelp.org  
Katia Santiago-Taylor, Greater Boston Rape Crisis Center  
Ellen Wilbur, Community Legal Services and Counseling Center  
Jeffrey Wolf, MassLegalHelp.org and CLSACC  
Ester Serra Luque, Transition House

## Workshops II

### Language Access on a Shoestring Budget: Making Your Program Accessible

Learn innovative ways of making your program culturally and linguistically accessible for LEP clients. Identify access barriers, technology tools, resources for training and strategies for prioritizing and implementing meaningful access to your services on a limited budget.

Moriah Nelson, Language Access Coalition  
Diane Randolph, Office of Refugees and Immigrants  
Rodrigo Monterrey, Department of Public Health

### Beyond Interpretation: Cultural Awareness when Working with LEP Populations

This interactive workshop will explore the cultural issues that arise when working with individuals from diverse linguistic communities. Participants will identify biases, address cultural miscommunications that create communication challenges, and develop multicultural awareness to build trust and better communicate with LEP clients.

Gwendolyn Hampton-VanSant, MultiCultural BRIDGE  
Eden-Reneé Hayes, MultiCultural BRIDGE  
Brenda Taveras, MultiCultural BRIDGE

### Thriving in the Workplace as an Immigrant, Refugee or Person with Limited English Proficiency

Presenters from a variety of organizations will discuss their work with immigrant and refugee communities. Participants will hear from programs that are encouraging active participation of workers in securing safe and equitable employment and providing opportunities to achieve economic self-sufficiency through job training and entrepreneurship.

Lisa Brennan, Lutheran Social Services  
Claudia Green, English for New Bostonians  
Thomas Smith, Justice at Work  
Maria Vertkin, Found in Translation

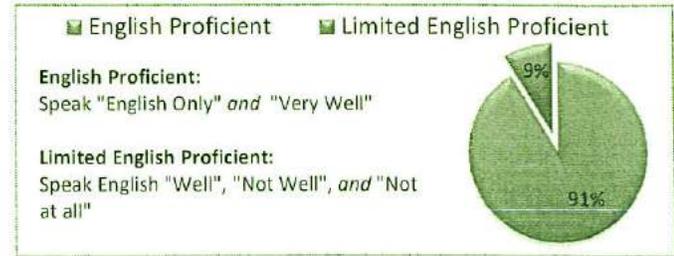
### Understanding Interpreter Role and Working with an Interpreter in a Variety of Settings

In this interactive session, presenters will discuss the role of interpreters in court, medical and community settings. Participants will develop strategies to communicate with LEP clients using telephone and in-person interpreters and troubleshoot problematic situations that can create a breakdown in communication when using an interpreter.

Nick Dagher, Arabic Interpreter and Translator  
Lionel Figueroa-Feher, Office of Court Interpreter Services  
Lisa Morris, Mass Area Health Education Center

# Massachusetts Statewide - Limited English Proficient Data with Poverty Overlay

| English Proficiency of Total Population |                  |         |
|---|------------------|---------|
| English Proficiency                     | Population       | Percent |
| English Proficient                      | 5,602,454        | 91.17%  |
| Limited English Proficient              | 542,851          | 8.83%   |
| <b>Total</b>                            | <b>6,145,305</b> |         |



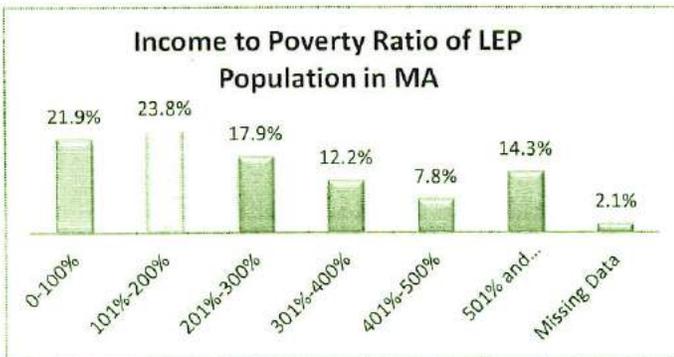
Language ability is based on the respondent's subjective assessment of their own fluency. Only includes individuals ages 5 and older.

| Income to Poverty Ratio of Total Population |                  |         |
|---|------------------|---------|
| Income to Poverty Ratio                     | Estimate         | Percent |
| 0-100%                                      | 628,980          | 10.2%   |
| 101%-200%                                   | 761,062          | 12.4%   |
| 201%-300%                                   | 794,965          | 12.9%   |
| 301%-400%                                   | 791,653          | 12.9%   |
| 401%-500%                                   | 709,294          | 11.5%   |
| 501% and Over                               | 2,240,174        | 36.5%   |
| Missing Data                                | 219,177          | 3.6%    |
| <b>Total</b>                                | <b>6,145,305</b> |         |



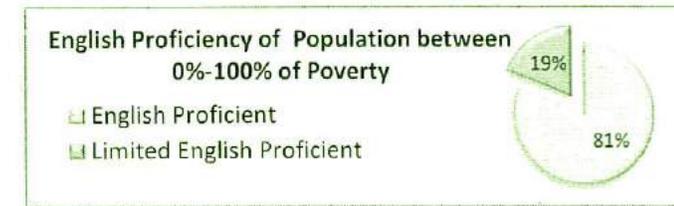
The above percentages are based on federal poverty guidelines. If a person's income is within 0-100%, then they live below the federal poverty line. According to this data, 10.2% of the people who live in Massachusetts live below the federal poverty line.

| Income to Poverty Ratio of LEP Population |                |         |
|---|----------------|---------|
| Income to Poverty Ratio                   | Estimate       | Percent |
| 0-100%                                    | 118,893        | 21.9%   |
| 101%-200%                                 | 129,008        | 23.8%   |
| 201%-300%                                 | 96,915         | 17.9%   |
| 301%-400%                                 | 66,437         | 12.2%   |
| 401%-500%                                 | 42,531         | 7.8%    |
| 501% and Over                             | 77,629         | 14.3%   |
| Missing Data                              | 11,438         | 2.1%    |
| <b>Total</b>                              | <b>542,851</b> |         |



The above chart shows number and percentage of LEP individuals in various income brackets based on the federal poverty guidelines. Compared to 10.2% of people in MA below the federal poverty line, 21.9% of LEP people in MA live below the federal poverty line. This shows that LEP individuals are twice as likely to live in poverty and be eligible for legal aid.

| English Proficiency of Population between 0-100% of Poverty |                |         |
|---|----------------|---------|
| English Proficiency   | Population     | Percent |
| English Proficient  | 510,087        | 81.1%   |
| Limited English Proficient                                  | 118,893        | 18.9%   |
| <b>Total</b>  | <b>628,980</b> |         |



18.9% of people who live in MA below 100% of the federal poverty line are LEP and financially eligible for services.

| English Proficiency of Population between 101%-200% of Poverty |                |         |
|--|----------------|---------|
| English Proficiency  | Population     | Percent |
| English Proficient   | 632,054        | 83.0%   |
| Limited English Proficient                                     | 129,008        | 17.0%   |
| <b>Total</b>   | <b>761,062</b> |         |



17.0% of people who live in MA between 101-200% of the federal poverty line are LEP.

| Language Spoken of LEP Population |                |         |
|-----------------------------------|----------------|---------|
| Language Spoken                   | Population     | Percent |
| Spanish                           | 209,910        | 38.7%   |
| Portuguese                        | 87,051         | 16.0%   |
| Chinese* (Cantonese and Mandarin) | 45,672         | 8.4%    |
| French Creole                     | 25,074         | 4.6%    |
| Vietnamese                        | 24,483         | 4.5%    |
| Russian                           | 18,029         | 3.3%    |
| French                            | 14,018         | 2.6%    |
| Italian                           | 11,986         | 2.2%    |
| Cambodian                         | 11,756         | 2.2%    |
| Arabic                            | 9,674          | 1.8%    |
| Korean                            | 8,695          | 1.6%    |
| Polish                            | 7,305          | 1.3%    |
| Greek                             | 6,945          | 1.3%    |
| Mandarin                          | 4,967          | 0.9%    |
| Albanian                          | 4,603          | 0.8%    |
| Hindi                             | 3,493          | 0.6%    |
| Japanese                          | 3,368          | 0.6%    |
| Kru, Ibo, Yoruba                  | 3,037          | 0.6%    |
| Tagalog                           | 3,004          | 0.6%    |
| Other**                           | 39,781         | 7.3%    |
| <b>Total</b>                      | <b>542,851</b> |         |

| Language Spoken of LEP Population Under 200% Of Poverty |                |         |
|---|----------------|---------|
| Language Spoken   | Population     | Percent |
| Spanish   | 122,837        | 49.6%   |
| Portuguese  | 32,181         | 13.0%   |
| Chinese* (Cantonese and Mandarin)                       | 16,954         | 6.8%    |
| Vietnamese  | 10,667         | 4.3%    |
| French Creole   | 9,973          | 4.0%    |
| Russian   | 7,731          | 3.1%    |
| Arabic  | 4,964          | 2.0%    |
| French  | 4,611          | 1.9%    |
| Cambodian   | 4,369          | 1.8%    |
| Korean  | 3,820          | 1.5%    |
| Italian   | 3,678          | 1.5%    |
| Greek   | 2,225          | 0.9%    |
| Mandarin  | 2,157          | 0.9%    |
| Polish  | 2,072          | 0.8%    |
| Albanian  | 1,402          | 0.6%    |
| Kru, Ibo, Yoruba  | 1,272          | 0.5%    |
| Cushite   | 1,269          | 0.5%    |
| Persian   | 889            | 0.4%    |
| Thai  | 807            | 0.3%    |
| Other**   | 14,023         | 5.7%    |
| <b>Total</b>  | <b>247,901</b> |         |

**Notes on Data Limitations:**

- 1) Due to data limitations, these figures are not exact and have a large margin of error. The data gives an accurate picture of general trends, but is not meant to be used for exact numbers or percentages.
- 2) Due to US Census definitions, "Chinese" includes both Mandarin and Cantonese speakers.\*
- 3) Due to data limitations, "Other" may include some languages listed above.\*\*
- 4) Due to geographic limitations, for the analysis we used the data by Public Use Microdata Areas (PUMA).

**Geography included:** this data set includes all PUMAs in Massachusetts.

**Link for Statewide Data and Data for Smaller Geographies by PUMAs:**

[www.masslegalservices.org/content/lep-data-income-ma-legal-services-service-areas](http://www.masslegalservices.org/content/lep-data-income-ma-legal-services-service-areas)

**Link for Maps of Data:**

[www.masslegalservices.org/content/maps-low-income-lep-speakers-massachusetts](http://www.masslegalservices.org/content/maps-low-income-lep-speakers-massachusetts)

# Language Access and the Law

Massachusetts Specific

## Title VI of Civil Rights Act of 1964

- “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participating in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

*Lau v. Nichols*, 414 U.S. 563 (1974), recognized that recipients of Federal funding have an affirmative responsibility under Title VI, to provide LEP persons with **meaningful opportunity** to participate in public programs.

- National Origin Discrimination is discrimination based on a person’s ancestry, including language.

**Court Interpreter Act (1978) 28 U.S. Code §1827**, requires the use of “certified or qualified interpreters in all judicial proceedings in the U.S.” including “persons who speak only or primarily a language other than the English language, in judicial proceedings instituted by the United States”.

- Guidelines issued for qualifications to be a certified interpreter as delineated by the court
- Court determines the reasonable fees to compensate the interpreters that comply with the “prevailing rate of compensation for comparable service in other governmental agencies.”

## *Alexander v. Sandoval*, 532 U.S. 275 (2001)

- US Supreme Court decision which held that there is no private right of action to enforce Title VI disparate impact regulations.
- Only the federal funding agency is able to enforce and challenge recipient violations of Title VI.

## Title III of Americans with Disabilities Act (ADA)

- “No individual shall be discriminated against on the basis of disability in any place of public accommodation.”
  - Individuals with disabilities are defined as persons who have (or history of regarded as having) a physical or mental impairment which substantially limits one or more major life activities (which include caring for one’s self, walking, seeing, hearing, speaking, breathing, working, performing manual tasks, and learning).
  - Covers all places of public accommodation (including law offices) and is not dependent upon federal funding, as is Title VI.
- Applies equally to LEP individuals with disabilities and individuals who are Deaf or Hard of Hearing (HOH).
- Places of public accommodation must provide auxiliary aids, at no additional cost, when necessary to ensure effective communication with individuals with disabilities.

## Executive Order 13166, signed in August 2000

- Federally conducted programs & agencies must issue plan to meet Title VI standards for serving LEP individuals. Federally funded programs & agencies must issue guidance for service to LEP persons by federal fund recipients.

This means that federally conducted and assisted programs:

- **Must:**
  - Provide meaningful and equal access to programs and services;
  - Without unreasonable delay; and
  - Without discrimination
- **Must NOT:**
  - Provide services more limited in scope or lower in quality thereby limiting participation;
  - Have unreasonable delays in delivery of services; or
  - Require LEP persons to provide their own interpreters or pay for interpreters

## Massachusetts

### **1946 M.G.L. c. 151B**

- Prohibits discrimination on race, color, religious creed, national origin, ancestry or sex

### **MA Emergency Room Interpreter Act (2000)** — Chapter 66 of the Acts of 2000, “An Act Requiring Competent Interpreter Services in the Delivery of Certain Acute Health Care Services”

- MA issues an act that requires hospitals to use interpreter services for LEP patients.
- The act stemmed from the DOJ’s letter requesting federal agencies to submit guidance on their LEP policies pursuant to Title VI of the Civil Rights Act of 1964.

### **Executive Order 478**, signed in January 2007

- All state agencies in the Executive Branch shall have non-discrimination, diversity, equal opportunity and affirmative action.

### **Office of Court Interpreters Standards and Procedures, G.L. c. 221C, § 7 (2009)**

- MA Office of Court Interpreter Services issues Standards and Procedures for use of interpreter in court that lists in detail, the procedures to follow in all aspects of the role as the courtroom interpreter including but not limited to: minimum requirements for certification, code of professional conduct, ethical standards, the interpreter oath and procedural instructions.

### **Department of Justice Letter to Chief Justices and State Court Administrators**, August 16, 2010

- The letter addresses DOJ’s primary concerns regarding language access in efforts to remind courts of their responsibilities and bring courts into full compliance with Title VI.
- Examples of particular concern to DOJ include: 1) Limiting the types of proceedings for which qualified interpreter services are provided by the court, 2) Charging interpreter costs to one or more parties, 3) Restricting language services to courtrooms, 4) Failing to ensure effective communication with court-appointed or supervised personnel.

### **Administration & Finance Bulletin #16: Language Access Policy and Implementation Guidance**

- Released to all Massachusetts State Agencies in the Executive Branch on August 1, 2010 by the Office of Access and Opportunity. It was updated and re-released on October 10, 2012.
- Gave guidance regarding language access issues and directed agencies to appoint a Language Access Coordinator and create a Language Access Plan for their agency.

### **Massachusetts Language Access Coalition**

The Language Access Coalition promotes the right of all members of our community to access justice and public services regardless of their ability to read, write, speak or understand English. We are a group of Massachusetts advocates working to improve language access in the courts, government agencies and our own organizations. We identify and work to remove systemic barriers facing limited English proficient individuals through collaboration and advocacy.

Resources on Language Access: [www.masslegalservices.org/languageaccess](http://www.masslegalservices.org/languageaccess)

If you have questions, contact:

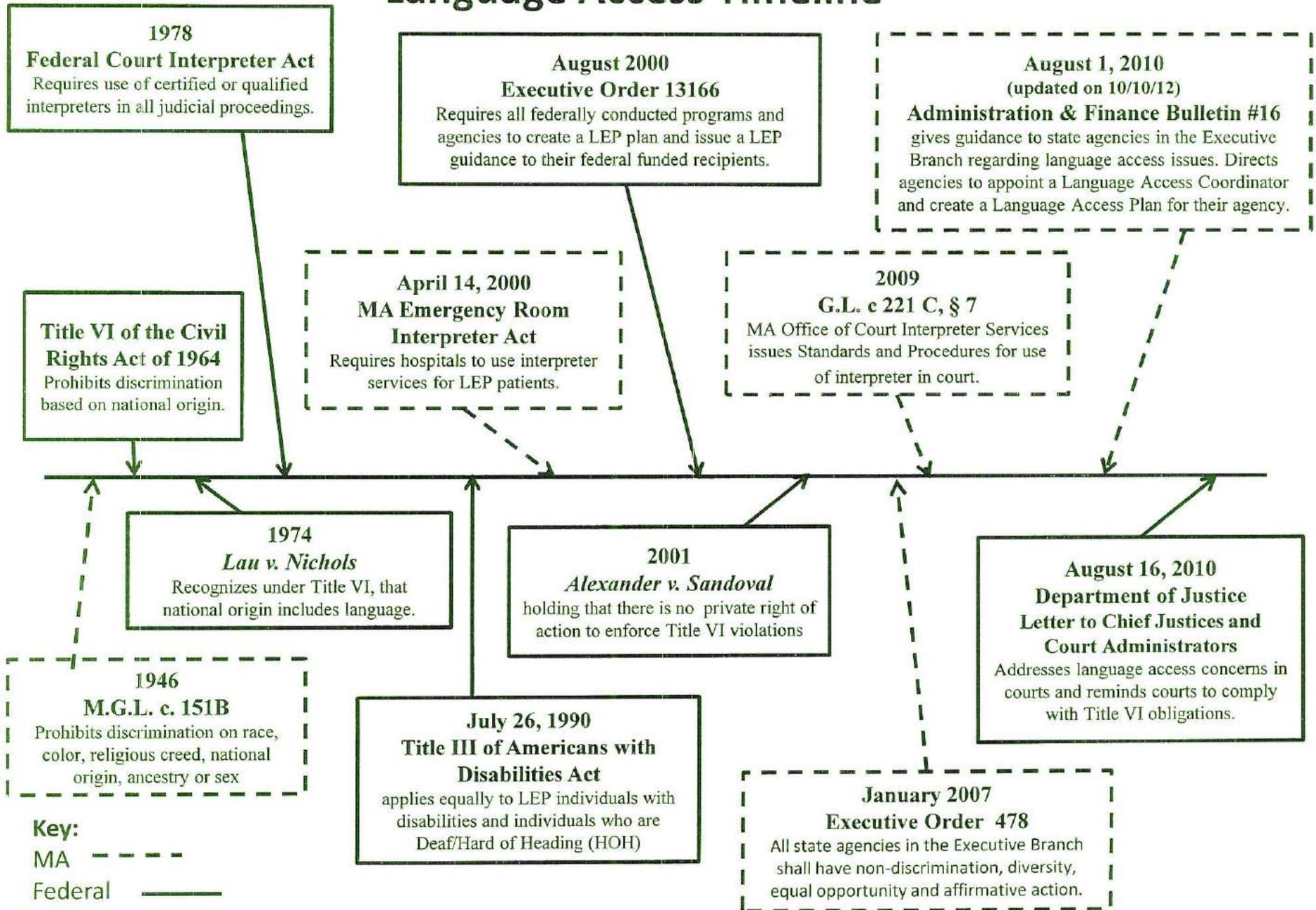
Moriah Nelson

Statewide Language Access Fellow

Volunteer Lawyers Project

[mnelson@vlpnet.org](mailto:mnelson@vlpnet.org) or 617-423-0648x138

# Language Access Timeline



# **SPEAKER BIOGRAPHIES**

**Building Bridges through Language Access Advocacy and Collaboration**

UMass Medical School Campus, Worcester, MA

April 4, 2014

## **State of Affairs in MA – Morning Plenary Session**

### **Samuel Louis, Health Care Interpreter Services Coordinator**

#### **Massachusetts Department of Public Health**

Samuel Louis currently works for the Massachusetts Department of Public Health, Office of Health Equity, in which capacity, he provides policies oversight and work with health care institutions to ensure meaningful access and improve delivery of service for all limited English proficient patient who seek care in Massachusetts. Additionally, Mr. Louis administers a number of health disparities programs that address diverse racial and ethnic health needs statewide and locally, improve delivery of service in health care, and afford job training to diversify the health care workforce. He is involved in a number of community initiatives focusing on youth and their families. Mr. Louis graduated from Boston College and holds a Masters of Public Health from Boston University School of Public Health with concentrations in Epidemiology/Biostatistics and Social and Behavioral Sciences.

### **Ronald Marlow, Assistant Secretary for Access and Opportunity**

#### **Commonwealth of Massachusetts**

Ronald Marlow serves as the Assistant Secretary for Access and Opportunity. In this role, he is responsible for creating and overseeing a coordinated, strategic approach to ensure non-discrimination and equal opportunity in all aspects of executive agency operations, including personnel functions, procurement activity, policymaking, and the delivery of and access to state services. Mr. Marlow is a founding member and President of the National Association of State Minority, Women and Disadvantaged Business Enterprise Program Directors (NASMWDD). He also serves on the Boards of the following organizations: the Massachusetts Growth Capital Corporation, the Massachusetts Housing Finance Agency, the Children's Investment Fund, the Greater New England Minority Supplier Development Council and the Center for Women Enterprise. Mr. Marlow also serves as: an Associate Member of the Standing Panel on Social Equity in Governance of the National Academy of Public Administration (NAPA); Chair of the New Americans Integration Institute Advisory Board; and, a member of the Massachusetts State Advisory Committee of the U.S. Commission on Civil Rights. He earned his graduate degree from Northeastern University and his bachelor's degree from The Pennsylvania State University.

### **Edgar Moros, Court Translation Specialist**

#### **Office of Court Interpreter Services, Massachusetts Trial Court**

Edgar Moros has been an active member of the American Translators Association since 1997. He is currently the Court Translation Specialist at the Massachusetts Trial Court. He is also the coordinator of the online translation certificate program at Adelphi University in New York, where he teaches three translation courses. He worked as a professor of Translation Studies at the Universidad de Los Andes in Mérida Venezuela from 1999 to 2013 and was the Director of the MS in Teaching/Learning Foreign Languages, and coordinator of the University's translation and interpreting service. He has also worked as a conference interpreter for several multinational corporations, the Venezuelan Ministry of Interior, and the Canadian and British Embassies in Caracas, Venezuela for dignitaries such as Nobel Peace Prize Nominee Izzeldin Abuelaish. Dr. Moros has worked as an in-house translator at AT&T Business Translations in North Carolina and International Language Engineering Corporation in Colorado, and as a freelance translator since 1994. He holds a BS and MA in Translation from Kent State University in Ohio and a PhD in Translation Studies from SUNY Binghamton, New York. He has translated over 200 technical manuals, *El Apando*, a novel by Mexican writer José Revueltas, and is the author of *Deconstructing Traditional Notions in Translation Studies*, published in 2011.

### **Moriah Nelson, Massachusetts Language Access Fellow**

#### **Volunteer Lawyers Project**

Moriah Nelson is the Massachusetts Language Access Fellow, a statewide position funded by the Massachusetts Legal Assistance Corporation and hosted by Volunteer Lawyers Project. Her main focus is to establish, enact and improve language access plans and services in legal services programs across the state. She also advocates for increased access to state agencies and courts for limited English proficient populations. Her interest in language access advocacy work began while serving as an AmeriCorps Legal Advocate with the Massachusetts Legal Assistance for Self-Sufficiency Program in family and housing law and during that year played an integral role in forming the statewide Language Access Coalition, which she now chairs. Ms. Nelson holds a B.A. in International Studies with minors in Urban Studies and Spanish from Loyola University Chicago.

## **Diane M. Randolph, Director of Community Building Unit**

### **[Massachusetts Office of Refugees and Immigrants](#)**

Diane M. Randolph has enjoyed a 15-year commitment to public service serving in a variety of governmental agencies between Boston and New York City with a focus on ensuring language access to historically underserved populations. Presently, Ms. Randolph is the Director of the Community Building Unit of the Massachusetts Office for Refugees and Immigrants where she manages five staff, has significant fiscal and programmatic oversight serving to support the resettlement and post resettlement social adjustment needs of approximately 2,000 refugees per year. Additionally, she serves as a Board Director for The Center for Hope and Healing (CHH) in Lowell, MA. CHH is dedicated to the healing and empowerment of survivors of rape and sexual assault through counseling, advocacy and education. Her overarching goal is to ensure limited English proficient survivors have culturally and linguistically appropriate services available to them at a time when they need it most. Ms. Randolph is the former Culturally and Linguistically Appropriate Services Coordinator for MA Department of Public Health in Boston, and the former Director of Cross Cultural Communications for the New York City Department of Health and Mental Hygiene in Manhattan, NY. She also served as a language interpreter at area hospitals between Boston and NYC. Her guiding purpose is to reduce barriers to personhood that are linked to perceived difference due to language, culture, place of origin and disability status. Ms. Randolph graduated from Simmons College with a BA in Africana/Latina Studies, an MS in Health Communication from Tufts School of Medicine, and an MFA in Creative Writing from Lesley University.

## **Sue Schlotterbeck, Director of Health Equity**

### **[Edward M. Kennedy Community Health Center](#)**

Sue Schlotterbeck is the Director of Health Equity at Edward M. Kennedy Community Health Center which is located in Worcester, Framingham and Milford. She provides organization-wide leadership in the development and implementation of services to address the cultural and language needs of patients at the Edward M. Kennedy Community Health Center, with the goal of reducing health care disparities and improving patient care. She works with a multidisciplinary team to implement the health center's culturally responsive care plan, coordinates refugee health programs and staff development for the community health worker team. Sue has a Masters Degree in Nutrition from Tufts University and a Certificate in Community Health and Community Health Center Management from Suffolk University. Ms. Schlotterbeck received the 2012 Massachusetts Department of Public Health's Commissioner's Leadership Award for exceptional leadership in promoting community and institutional transformation for health improvement.

## **Workshops I**

### **Promoting and Protecting Equal Access to Public Housing and LEP Communities**

## **Salomon Chiquiar-Rabinovich, Bilingual Equal Opportunity Specialist in the Office of Fair Housing and Equal Opportunity (FHEO)**

### **[U.S. Department of Housing and Urban Development](#)**

Salomon Chiquiar-Rabinovich is the Bilingual Equal Opportunity Specialist in FHEO. Prior to his current position, he served as Ombudsman for the H-2A Visa Program of the Office of Foreign Labor Certification of the U.S. Department of Labor, and immediately before that as the Regional Equal Employment Opportunity Specialist for New England and Puerto Rico for the U.S. Census Bureau. He practiced law in the Boston office of Seyfarth Shaw LLP (2002-09), and was a member of the International Labor and Employment Law Group of the firm. From 2007-08, he served as Co-chair of the International Immigration Law Practice Group of the *Ius Laboris*, an alliance of law firms specializing in Labor and Employment Law in 43 countries. Mr. Chiquiar-Rabinovich has played a leadership role in professional organizations advocating for the advancement of diversity and inclusion. He was the Regional President of the Hispanic National Bar Association ("HNBA") for New England (2007-08), and appointed National Co-Chair of the HNBA International Law Section in 2008. Mr. Chiquiar-Rabinovich is the President Elect of the Massachusetts Association of Hispanic Attorneys ("MAHA"). He served as President in 2006 of the New England-Latin America Business Council, and was a member of the Board of the Political Asylum and Immigration Representation Project (1999-2008). Prior to relocating to Boston in 1998, he practiced law in Puerto Rico as Special Counsel to the law firm McConnell Valdes, and Vice President of the International Division of McConnell Valdes Consulting. He served as Assistant Secretary of State, in charge of the Bureau of International Exchange and Technical Cooperation of the Government of Puerto Rico from 1993-95. Education: Georgetown University: J.D., (1989), M.S.F.S., and B.S.F.S. (1985) and Junior Fellow of Georgetown's Institute for the Study of Diplomacy (1988-1989).

## **Faye B. Rachlin, Staff Attorney**

### **[Community Legal Aid](#)**

Faye B. Rachlin has been a legal aid lawyer for over 25 years, specializing in eviction defense, protection of rent subsidies, and access to homeless shelter programs. Ms. Rachlin has extensive litigation experience, including winning several appeals in the Massachusetts Appeals Court and arguing two cases before the Supreme Judicial Court. In 2002, she received the Boston College Law School Judge David Nelson Public Interest Award in honor of her work in public service. In 2008, Ms. Rachlin was honored with the Massachusetts Bar Association's Legal Services Award, which is given each year to a lawyer who has made a particularly significant or meaningful contribution to the provision of low-income legal services. Ms. Rachlin has served on the Massachusetts Access to Justice Commission's Housing Court subcommittee, the statewide Tenancy Preservation Program Advisory Board, and several Housing Court bench-bar committees. She has conducted numerous trainings on landlord-tenant law and has published several articles on tenants' rights and the effects of criminal conduct in the housing context. Ms. Rachlin is fluent in Spanish and English.

## **Sandy Yeung, Staff Attorney**

### **[Greater Boston Legal Services \(GBLS\)' Asian Outreach Unit](#)**

Ms. Yeung has worked at GBLS since 2004. She received her B.A. in Political Science and Economics at Columbia University and her J.D. at Boston University School of Law in 2003.

For two years, under a Racial Justice Collaborative project, *Chinatown's Struggle for Justice - Turning Words into Action*, Sandy worked closely with the community organizers at the Chinese Progressive Association. The Project's goal was to provide technical, organizing, networking, research, and legal support to assist community members to overcome decades of structural exclusion on account of race, language barrier, citizenship and poverty. Sandy is now working on the Asian Battered Woman's Project, focusing on family law and immigration law.

She continues to work on issues relating to language access. Sandy is licensed to practice in Massachusetts. She is a member of the Asian American Lawyers of Massachusetts and American Immigration Lawyers Association.

## **[Advocacy Strategies to Help Your LEP Clients Navigate Public Benefits](#)**

## **Steven Brown, Executive Director**

### **[American Civil Liberties Union of Rhode Island](#)**

Steven Brown has served in the capacity of Executive Director for over twenty-five years. Before that, he served as executive director of the Iowa Civil Liberties Union. He also worked at the Philadelphia ACLU and at a chapter of the New York Civil Liberties Union. During Mr. Brown's tenure in Rhode Island, the ACLU of RI has filed over 500 lawsuits covering a broad range of civil liberties and constitutional issues, and has maintained an active lobbying presence at the State House. Under the organization's litigation program during that time, the courts have issued precedent-setting decisions in such areas as freedom of speech, separation of church and state, voting rights and non-discrimination. As testimony to the indivisibility of civil liberties, the varied clients the ACLU of RI has represented include: Planned Parenthood of Rhode Island, the R.I. State Right to Life Committee, the R.I. Women's Political Caucus, the R.I. State Rifle and Revolver Association, the R.I. Alliance for Gay and Lesbian Civil Rights, the Republican Town Committee of Johnston, the Urban League of Rhode Island, and Presidential candidate David Duke. In the legislative arena, the Affiliate has been most active in strengthening the state's laws against discrimination and intrusions on privacy. Mr. Brown holds a B.A. in Political Science from Vassar College.

## **Naomi Meyer, Senior Attorney**

### **[Welfare Law Unit at Greater Boston Legal Services](#)**

Naomi Meyer has worked at GBLS since 2002. She specializes in representing clients facing problems with immigrant eligibility and language access barriers to obtaining public benefits (primarily cash welfare, Food Stamps/SNAP, and subsidized child care), as well as systemic advocacy to address these issues throughout Massachusetts. Before coming to GBLS, she was a Fellow at Consumers Union in San Francisco, where she advocated for access to state-sponsored health insurance and patients' rights in managed care. Ms. Meyer holds a J.D. and a Masters of Public Policy from the University of California at Berkeley.

## **Addressing Health Disparities in LEP Communities through Language Access**

### **Shena M. Elrington, Director of the Health Justice (HJ) Program**

#### **[New York Lawyers for the Public Interest \(NYLPI\)](#)**

Shena Elrington works in collaboration with community groups on a number of campaigns to ensure that people from medically underserved neighborhoods in New York have access to quality healthcare. NYLPI is a nonprofit civil rights law firm committed to advancing health justice, environmental justice and disability rights through community lawyering and partnerships with the private bar. She joined NYLPI in the summer of 2010 as a staff attorney in the HJ Program. Prior to joining NYLPI, Ms. Elrington was a litigation associate at Simpson Thacher & Bartlett, LLP, where she worked on white-collar and anti-trust matters and provided pro bono representation to clients on a variety of family, criminal, and immigration law matters. Ms. Elrington graduated from Yale Law School in 2008, where she served as Vice-President of the Black Law Students Association (BLSA) and interned at the Rudd Center for Food Policy and Obesity. She graduated cum laude from Princeton University in 2004, with an A.B. in the Woodrow Wilson School of Public and International Affairs and a certificate in African-American studies.

### **Rachel Gershon, Senior Research Policy Analyst**

#### **[Center for Health Law and Economics \(CHLE\) at UMass Medical School](#)**

Rachel Gershon's work at the Center for Health Law and Economics (CHLE) focuses on improving access to quality health care for low-income individuals. Her areas of work include language access, health homes, accountable care, long-term services and supports, and payment reform. Ms. Gershon brings experience advising and representing individuals who receive public benefits, including Medicaid, Medicare, prescription assistance, Supplementary Security Income (SSI), and Social Security. She started her career in Washington State, where she implemented a volunteer prescription assistance program at CHOICE Regional Health Network as an Americorps VISTA. While in law school, Ms. Gershon worked on Medicaid access issues with the AARP Foundation Litigation as a Herbert Semmel Elder Law Fellow. As a Borchard Law and Aging fellow, she critiqued the SSI and Social Security appeals processes at the National Senior Citizens Law Center and represented SSI clients at the Whitman Walker Community Health Center. Ms. Gershon holds a law degree and a master's degree in public health from Harvard University, and a bachelor's degree in psychology from Whitworth University. She serves on the board of the Friday Night Supper Program, a Boston anti-hunger organization.

### **Medha D. Makhlof, Medical-Legal Partnership Staff Attorney**

#### **[Central West Justice Center of Community Legal Aid \(CLA\) in Worcester, MA](#)**

Before joining CLA in June 2013, Ms. Makhlof was in private practice in Boston, where she served as the Immigration Team Leader of her firm's pro bono medical-legal partnership clinic at the Dorchester House Multi-Service Center. Prior to that, she provided legal services to refugees and asylum seekers at organizations in Quito, Ecuador, and Boston. Ms. Makhlof received her J.D. from Yale Law School, where she was a Student Director of the Immigration Legal Services Clinic, and an Articles Editor for the Yale Journal of Health Policy, Law, and Ethics. She graduated from Brown University with a B.A. in Human Biology and Middle East Studies, and studied abroad at the American University in Cairo. She is highly proficient in Spanish, and speaks conversational Arabic and Hindi.

### **Lisa Morris, Director of Cross Cultural Initiatives**

#### **[MassAHEC Network at the UMass Medical School](#)**

Lisa Morris is currently working as the Director of Cross Cultural Initiatives for the MassAHEC Network at the University of Massachusetts Medical School. One of her key tasks is the coordination of the delivery of a Medical Interpreter Training Program in collaboration with the Executive Office of Health & Human Services. She began her training career in 1991 at Bristol Community College as a program coordinator and instructor. Since that time she has become an adjunct faculty member at Cape Cod Community College and Cambridge College. Ms. Morris serves as treasurer to the National Council on Interpreting in Healthcare and is an active member of the International Medical Interpreters Association. Ms. Morris has presented on the topic of medical interpreting and healthcare access on various occasions in the United States and in Canada. Education: Boston College: Bachelor of Arts, Romance Languages 1985, Lesley College: Master of Science, Training & Development, 1995.

### **Valerie Zolezzi-Wyndham, Managing Attorney**

#### **[Community Legal Aid \(Worcester\)](#)**

Valerie Zolezzi-Wyndham co-founded and directs Community Legal Aid's medical-legal partnership Family Advocates of Central Massachusetts. Prior to serving as managing attorney she served as Director of Training and Professional Development from 2007-2011. In this role, Ms. Zolezzi-Wyndham planned, provided and coordinated training and professional development for all staff. Valerie Zolezzi-Wyndham worked at Legal Assistance Corporation of Central Massachusetts for over 7 years before the program joined with Western Massachusetts Legal Services to form Community Legal Aid in 2011. In 2004, Ms. Zolezzi-Wyndham received the Innovations in Legal Services Award in recognition of her vision in creating the Family Advocates of Central

Massachusetts. From 2004-2007, she was the Regional Training Director at the Center for Legal Aid Education, a Boston-based organization that provides continuing education and training to equal justice attorneys and staff across the country. An immigrant from Mexico, she is fluent in Spanish and French. Ms. Zolezzi-Wyndham serves as Vice-Chair of the board of directors of the Edward M. Kennedy Community Health Center and as a board member of the Worcester County Food Bank.

## **Collaborative Efforts Can Increase Language Access in Family Law and Abuse Prevention Order Cases**

### **Wendy Lau, Project Coordinator of the Interpretation Technical Assistance and Resource Center (ITARC) [Asian Pacific Islander Institute on Domestic Violence](#)**

Wendy Lau is responsible for developing, coordinating and managing the Interpretation Technical Assistance & Resource Center, which provides technical assistance, trainings, guidelines, and strategies for direct service agencies to improve language access for domestic violence victims. During law school, she interned at the D.C. Language Access Coalition in Washington D.C. and the Asian American Legal Defense and Education Fund in New York City. Prior to law school, she was the Program Coordinator at the Asian Pacific American Legal Resource Center where she was responsible for managing the Legal Interpreter Project and provided insight in the creation of the nation's first community interpreter bank in Washington D.C. She also assisted in providing legal services to API victims of domestic violence. She received her B.A. in Economics from the University of Washington in Seattle, Washington and her J.D. from the Catholic University of America's Columbus School of Law in Washington, D.C.

### **Caroline Robinson, MassLegalHelp.org [Massachusetts Law Reform Institute](#)**

Caroline Robinson runs Massachusetts' legal information website for low-income and low-legally-literate folks. She is passionate about making sure that people can both get and understand the legal information they need. To this end she coordinates a team of attorney editors, translates articles into readable English, manages 6 translators, dives into technology when absolutely necessary, and probably speaks out for communicating clearly far more than absolutely necessary. In August, Massachusetts published first set of Online Document Assembly projects using A2J Author and HotDocs. The TIG funded project generates all the court forms low-income parents need in simple child support cases, including establishing, modifying, enforcing and answering any of these complaints.

Ms. Robinson is a member of the Massachusetts Access to Justice Commission's Working Group on Web and Technology, and two of the Trial Court's Access to Justice Task Forces - the Task Force on Forms and the Task Force on Self-Help Materials. Caroline graduated from Germantown Friends School, and Barnard College where she double majored in Ancient Greek and Latin, and earned a secondary school teaching certificate for New York State. After her 2 1/2 year term in the Peace Corps, she completed all requirements except the thesis for a Masters in Intercultural Management at the School for International Training - (now World Learning). Ms. Robinson lives on a farm in central New Hampshire and pinch-hits for NH, contributing to NHLegalAid.org whenever she can.

### **Katia Santiago-Taylor, Manager of Systems Advocacy [Boston Area Rape Crisis Center \(BARCC\)](#)**

Katia Santiago-Taylor has a bachelors in Legal Studies and a double minor in Political Science and Sociology from the University of Massachusetts, Amherst. She also has a master degree in Criminal Justice from Northeastern University. She is originally from Puerto Rico and speaks Spanish.

Ms. Santiago-Taylor joined the Boston Area Rape Crisis Center (BARCC) on February 2013, as the Manager of Systems Advocacy, overseeing BARCC's Medical Advocacy, Legal Advocacy, and Case Management Programs. Prior to joining BARCC, she was at the Massachusetts Office for Victim Assistance (MOVA), where she held several positions. She joined MOVA as the Victim Services Coordinator in February, 2007. As the Victim Services Coordinator, she provided Direct Services to Victims and Advocates, Outreach and Training, and participate in several Victim Service Initiatives. In August 2009 she became the SAFEPLAN Program Manager. The SAFEPLAN Program is a statewide court based domestic violence advocacy program. SAFEPLAN Advocates assist victims of domestic violence and sexual assault with protective orders.

In November 2010, she became the Director of the Victim and Community Services Team and as the director; she oversaw the direct victim services, crisis intervention, outreach and training, policy and legislation, and SAFEPLAN services at MOVA. She has been working in the Victim Services Field since 1999, first as a Victim Witness Advocate in the Middlesex County DA's Office, in Lowell District Court and at the Suffolk County DA's Office. During her tenure at the Suffolk County DA's Office she was a part of the Judicial Demonstration Project that created a model Domestic Violence Court at the Dorchester District Court, which required a great deal of work with interagency community collaborations and community-building. She also worked as an advocate in the Elders and Persons with Disabilities Unit working with vulnerable populations and taking the initiative to create and actively participate in community outreach & education and training initiatives.

Ms. Santiago-Taylor co-chaired the Multicultural Immigrant Coalition Against Violence, and serves on the Governor's Council to Address Sexual and Domestic Violence, and the Domestic and Sexual Violence Council. She is also on the Vice-Chair of the Board of Directors of the Garden of Peace.

### **Ester Serra Luque, Community Liaison**

#### **[Transition House](#)**

Ms. Serra Luque has held different positions at Transition House for the last 5 years supporting individuals and families who have experienced domestic violence. As the Community Liaison, Ester works in partnership with Cambridge Housing Authority and many other community organizations and service providers in the Cambridge area to reach out to individuals in situations of domestic violence and provide services such as safety planning, assistance with emergency housing search, court accompaniment or referrals to legal and medical providers. As part of this position, she also provides training and technical assistance on domestic violence related issues to Cambridge Housing Authority and other community partners. Ester speaks Spanish and French and works closely with immigrant survivors. Prior to her work at Transition House, she was a house manager for Trust House, a Transitional Living program for veteran women survivors of domestic violence and sexual abuse.

She also works as a court interpreter and is a member of the Boston Interpreters Collective, a grassroots collective that promotes multilingual justice by supporting community organizing with social justice oriented interpretation services and popular education workshops. She is also affiliated with the National Lawyers Guild and in that capacity she has conducted workshops on civil disobedience and served as a legal observer. Ms. Serra Luque holds a Master of Arts in Law and Diplomacy from Tufts University and a BA in Journalism from *Universitat Autònoma de Barcelona*. She worked as a reporter for ten years prior to moving to the U.S. in 2006 and, since then, she has conducted research on gender and violence in post-war Kosovo and El Salvador as well as in the U.S. She is also a community activist in Boston working mostly on issues of violence prevention, restorative justice and immigrants' and incarcerated people's rights.

### **Ellen Wilbur, Legal Director and Family Law Supervising Attorney**

#### **[Community Legal Services And Counseling Center \(CLSACC\) - Cambridge](#)**

Ellen Wilbur has held this position since 2002. She served as a family law staff attorney specializing in domestic violence at Southeastern Massachusetts Legal Assistance Corporation from 1992 to 2002. She is also a former Assistant General Counsel to the Massachusetts Department of Mental Health and a former staff attorney to the Mayor's Office of Human Rights in Boston. She is presently an associate member of the Massachusetts Coalition of Supervised Visitation and is a member of the Family Law Task Force, a coalition of legal services family law attorneys. She was on the planning committee for and is a member of the Cambridge Arlington and Belmont High Assessment Risk and Response Team (CABHART) core team, and the Somerville High Risk Team. She received her JD from Boston University in 1972.

### **Jeff Wolf, Consulting Attorney**

#### **[MassLegalHelp.org](#) and [Community Legal Services and Counseling Center \(CLSACC\)](#)**

Mr. Wolf has been a legal services consulting attorney since 2012. He consults for MassLegalHelp.org as senior editor for the Children and Families and Domestic Violence sections and for Community Legal Services & Counseling Center, a local legal aid program in Cambridge. From 2002 through 2011 he was a family law staff attorney at the Massachusetts Law Reform Institute (MLRI) in Boston, a legal services statewide back-up, support, and advocacy center for legal services programs. Prior to that, from 1975 to 2002, Mr. Wolf was legal director and a family law staff attorney at Community Legal Services & Counseling Center. He has written numerous community legal education family law and domestic violence articles for MassLegalHelp.org, a legal services public access website, and has done public policy advocacy on domestic violence and family law issues. He is a graduate of Boston University School of Law.

## **WORKSHOPS II**

### **Language Access on a Shoestring Budget: Making Your Program Accessible**

#### **Moriah Nelson, Language Access Fellow**

##### **[Volunteer Lawyers Project](#)**

Moriah Nelson is the Massachusetts Language Access Fellow, a statewide position funded by the Massachusetts Legal Assistance Corporation and hosted by Volunteer Lawyers Project. Her main focus is to establish, enact and improve language access plans and services in legal services programs across the state. She also advocates for increased access to state agencies and courts for limited English proficient populations. Her interest in language access advocacy work began while serving as an AmeriCorps Legal Advocate

with the Massachusetts Legal Assistance for Self-Sufficiency Program in family and housing law and during that year played an integral role in forming the statewide Language Access Coalition, which she now chairs. Ms. Nelson holds a B.A. in International Studies with minors in Urban Studies and Spanish from Loyola University Chicago.

### **Diane M. Randolph, Director of Community Building Unit**

#### **Massachusetts Office of Refugees and Immigrants**

Diane M. Randolph has enjoyed a 15-year commitment to public service serving in a variety of governmental agencies between Boston and New York City with a focus on ensuring language access to historically underserved populations. Presently, Ms. Randolph is the Director of the Community Building Unit of the Massachusetts Office for Refugees and Immigrants where she manages five staff, has significant fiscal and programmatic oversight serving to support the resettlement and post resettlement social adjustment needs of approximately 2,000 refugees per year. Additionally, she serves as a Board Director for The Center for Hope and Healing (CHH) in Lowell, MA. CHH is dedicated to the healing and empowerment of survivors of rape and sexual assault through counseling, advocacy and education. Her overarching goal is to ensure limited English proficient survivors have culturally and linguistically appropriate services available to them at a time when they need it most. Ms. Randolph is the former Culturally and Linguistically Appropriate Services Coordinator for MA Department of Public Health in Boston, and the former Director of Cross Cultural Communications for the New York City Department of Health and Mental Hygiene in Manhattan, NY. She also served as a language interpreter at area hospitals between Boston and NYC. Her guiding purpose is to reduce barriers to personhood that are linked to perceived difference due to language, culture, place of origin and disability status. Ms. Randolph graduated from Simmons College with a BA in Africana/Latina Studies, an MS in Health Communication from Tufts School of Medicine, and an MFA in Creative Writing from Lesley University.

### **Rodrigo Monterrey, Program Manager of Culturally and Linguistically Appropriate Services (CLAS)**

#### **Massachusetts Department of Public Health (MDPH)**

Rodrigo Monterrey leads a federally-funded program designed to identify and address health disparities through continuous quality improvement. The CLAS Initiative at MDPH proposes and informs strategies, assists in the design and implementation of department-wide initiatives, and fosters internal and external partnerships, all with the goal of increasing health equity. Rodrigo Monterrey has over thirteen years of experience working in various areas of public health, including HIV/AIDS, Emergency Preparedness and Substance Abuse. Prior to joining the Office of Health Equity, he was the Procurement Coordinator for the Bureau of Substance Abuse Services (BSAS) at MDPH, in charge of the RFR process for contracting vendors. While there, he was a key informant of the CLAS Initiative, serving on its Coordinating Committee and chairing various working groups since it began. He lectures across the State and the country on issues related to health equity. Rodrigo Monterrey is a proud graduate of Berklee College of Music, where he studied the bass, which he still occasionally plays. He is also the proud father of two teenage boys.

## **Beyond Interpretation: Cultural Awareness when Working with LEP Populations**

### **Gwendolyn Hampton-VanSant, Co-Founder and Executive Director**

#### **MultiCultural BRIDGE**

Gwendolyn Hampton-VanSant is co-founder of Multicultural BRIDGE (2007), a grassroots organization dedicated to promoting cultural competence and integration of diverse groups in Western Massachusetts. Graduating from Bard College at Simon's Rock in 1992, Ms. Hampton-VanSant began her life here in the Berkshires. Powered by her own life experiences as well as formal education, certifications and training, she advocates fervently and shares her personal and professional experiences with the community at large having met the challenges presented as an African-American woman, professional and mother. Her diverse family includes her own experience within her cultural identities and those of her children representing various dimensions of diversity (e.g. Type 1 Diabetes, Autism, LGBTQ, & biracial). Ms. Hampton-VanSant, diversity leader and trainer, bilingual certified interpreter, and community activist/organizer, designs curriculum for workplace language classes as well as highly customizable cultural competency, literacy & proficiency training & multicultural education curriculum for groups of all ages and professional, educational and socioeconomic backgrounds. She has worked with corporations, schools, colleges & universities, law enforcement, hospitals, teaching and leadership institutes and more.

As of February 2014, Ms. Hampton-VanSant is enrolled in Kripalu's Certificate in Positive Psychology ten month professional program with Dr. Tal Ben Shahar and Dr. Maria Sirois. Ms. Hampton-VanSant has been trained by the Leadership Institute for Political & Public Impact (Womens' Fund of Western Massachusetts LIPPI); National Coalition Building Institute (NCBI), Options Institute: International Training and Learning Center; Peoples Institute for Survival & Beyond; National Area Health Education Center (AHEC) & more. Most recently honored as an African American of Distinction and also honored by Governor Patrick (2010), Chamber of Commerce (2012), Women of Color Giving Circle (2009) and the Immigrant Community of the Berkshires (2011).

## **Eden-Reneé Hayes , Assistant Professor**

### **[Bard College](#)**

Eden Renee Hayes earned her bachelors degree from Wesleyan University with Departmental Honors and earned both her MS, PhD, from Tulane University. Dr. Hayes is currently an Assistant Professor at Bard College at Simon's Rock. Her research studies examine the intersecting identities of race, class, and gender. She has presented papers on her research at a number of national conferences including The American Psychological Association, The Association for Psychological Science, The Society of Personality and Social Psychology and The Society for the Psychological Study of Social Issues. In addition to her current position, Dr. Hayes is a statistics and methodology consultant.

Dr. Hayes is also on the board of directors for both A Better Chance, an organization assisting young scholars of color obtain quality educational opportunities, and for Multicultural BRIDGE, a program promoting cultural competency and diversity in Berkshire County. With Multicultural BRIDGE, Dr. Hayes assists in conducting cultural competency trainings for various groups and organizations, statistically analyzes the impact of trainings, and helps with event planning and coordination.

## **Brenda C. Taveras, Community Engagement Coordinator**

### **[MultiCultural BRIDGE](#)**

Brenda C. Taveras has over 10 years of clinical research and administrative expertise coordinating all operational components with pertinent clinical/regulatory/administrative personnel, research participants and affiliated government and private entities to ensure protocol compliance implementation and good clinical practice adherence. Ms. Taveras was born in the Dominican Republic and is first generation immigrant to the United States. She moved to NYC to seek and attain higher education, which afforded her a uniquely rich and diverse, bicultural and bilingual perspective. This experience enhanced and enabled her ever-ongoing pursuit of her passions for science, spirituality and thorough life enjoyment.

## **Thriving in the Workplace as an Immigrant, Refugee or Person with Limited English Proficiency**

## **Lisa Brennan, Program Manager of Services for New Americans**

### **[Lutheran Social Services of New England](#)**

Lisa Brennan holds a BS degree in Public Health and a Master's Degree in Theology and Social Policy from Harvard University. She began her work in the non-profit sector more than 25 years ago as a case manager for homeless teens. She has directed housing development programs in the United States and Africa, where she was the country Director for Habitat for Humanity International in Lesotho. There she created a home ownership program for women caring for children with HIV and AIDS where more than 200 women owned their homes - a first in the country where it is still illegal for a woman to own land. Ms. Brennan returned to the United States in 2006 where she continued her work in international development. She joined Lutheran Social Services in 2012 and she now directs refugee resettlement and case management, ESOL, and employment programs for refugees in Worcester County.

## **Claudia Green, Executive Director**

### **[English for New Bostonians](#)**

Claudia Green is Executive Director of English for New Bostonians (ENB), a city-wide public-private-community collaborative dedicated to increasing access to high-quality English language learning opportunities for adult immigrants in Boston. She oversees ENB's grantmaking, training and technical assistance to local programs and public awareness efforts including ENB's unique statewide English Works Campaign. Ms. Green's background is in workforce development and community economic development. She has conducted evaluations and best practice analyses of workforce programs for youth, and for incumbent and dislocated limited English proficient workers. She has served as Director of the Center for Community Economic Development/UMass Boston, and in workforce development posts at the community and municipal levels. Ms. Green holds a Masters' in City Planning from MIT.

## **Thomas Smith, Executive Director**

### **[Justice At Work](#)**

Thomas Smith graduated from Georgetown University Law Center in 2008 and is a member of the Massachusetts and Federal bars. From 2008-2010, as part of a Skadden Fellowship project, he supported Boston-area immigrant worker centers as an attorney with Greater Boston Legal Services' Employment Unit. In February of 2011, Mr. Smith founded Justice At Work, a legal services non-profit that provides workplace-related legal services to community based worker centers in order to support and encourage low-wage immigrant worker organizing that enables workers to directly impact conditions at work and in their communities. In his five years of legal practice, Mr. Smith has represented low-wage workers in wage and hour and unemployment benefits cases, as well as advising and referring them in discrimination, sexual harassment, vacation/leave, and workplace injury cases. He was awarded the Health Tech/Legal Champion of the Year award from the Massachusetts Coalition for Occupational Safety and Health's worker center in the

Fall of 2010. He is fluent in Spanish and Portuguese thanks to his extensive work, study, and travel in Latin America and his work with migrant communities in the United States.

### **Maria Vertkin, Founder and Executive Director**

#### **[Found in Translation](#)**

Maria Vertkin was born in Nizhniy Novgorod, Russia and lived in Kadima, Israel before immigrating to the United States. In addition to English, she speaks Russian, Hebrew, Spanish, and a little Portuguese. Ms. Vertkin studied Social Work at Regis College and began her career at the nonprofit Rediscovery. There she worked with adolescents transitioning out of foster care and led two pilot programs: a summer jobs program for at-risk youth and an innovative school-based program for homeless, unaccompanied high school students. She has also worked with survivors of domestic violence, was a mentor to girls at Big Sister of Greater Boston, a support group facilitator at Parents Helping Parents, a phone counselor on the state-wide Parental Stress Line, and translated for the grassroots media project Alive in Mexico to raise awareness of social justice issues in Mexico. For her service and dedication to the community, Ms. Vertkin has received several awards, including the 2009 Veronica Award from the Superstars Foundation, the 2010 Pearson Prize, the 2011 Women of Peace Award from the Women's Peacepower Foundation, the 2011 Kip Tiernan Social Justice Fellowship, which has enabled her to launch Found in Translation, and the 2013 Echoing Green Global Fellowship.

## **Understanding Interpreter Role and Working with an Interpreter in a Variety of Settings**

### **Leonor Figueroa-Feher, Program Manager for Training**

#### **[Office of Court Interpreter Services, Massachusetts Trial Court](#)**

Leonor Figueroa-Feher was born and raised in San Juan, Puerto Rico. She holds a Ph.D. in Arts and Sciences from Harvard University with concentration in Latin American Literature, and a BA from the University of Puerto Rico in Arts and Sciences with concentration in Comparative Literature. For over 12 years she has taught Spanish language and Latin American Literature courses in various universities in the Boston area. She was state-certified as a Spanish Court Interpreter in 1998 by the Office of Court Interpreter Services and Federally-certified in 2008 by the Administrative Office of the U.S Courts. In 2001, she designed, coordinated and taught the Spanish Court Interpreter Certificate Program in UMASS-Boston. She has presented a variety of workshops and educational sessions for the Massachusetts Medical Interpreters Association Conference, for the National Association for Judiciary Interpreters and Translators, for the Massachusetts Legal Assistance Corporation, for Connecticut's Judicial Branch's Interpreter Services office, and for the Massachusetts Trial Court. She collaborated in the drafting of the Standards & Procedures of the Office of Court Interpreter Services first promulgated in April 2003.

### **Lisa Morris, Director of Cross Cultural Initiatives**

#### **[MassAHEC Network at the UMass Medical School](#)**

Lisa Morris is currently working as the Director of Cross Cultural Initiatives for the MassAHEC Network at the University of Massachusetts Medical School. One of her key tasks is the coordination of the delivery of a Medical Interpreter Training Program in collaboration with the Executive Office of Health & Human Services. She began her training career in 1991 at Bristol Community College as a program coordinator and instructor. Since that time she has become an adjunct faculty member at Cape Cod Community College and Cambridge College. Ms. Morris serves as treasurer to the National Council on Interpreting in Healthcare and is an active member of the International Medical Interpreters Association. Ms. Morris has presented on the topic of medical interpreting and healthcare access on various occasions in the United States and in Canada. Education: Boston College: Bachelor of Arts, Romance Languages 1985, Lesley College: Master of Science, Training & Development, 1995.

### **Nick Dagher, Freelance Interpreter and Translator**

Nick Dagher was born and raised in Beirut, Lebanon. In his first years of schooling he was taught Arabic and French and then English from middle school. He emigrated to the US in 2004 and started translation and teaching Arabic during his spare time. In 2007, he was already doing phone interviews with refugees for the Department of Human and Health Services and the Office of Refugee Resettlement. In 2008, he was working full time using his language skills, mostly for government contractors. In 2011, he was in Iraq as an Arabic linguist providing language support for the US Army. In 2012 he started phone interpreting in addition to continuing translation. In 2013, he joined ATA (American Translators Association) and NETA (New England Translators Association). He also earned a certificate in Medical Interpretation and is planning to get the CCHI (Certification Commission for Healthcare Interpreters) certificate. At the moment he does

phone interpretation, in-person medical, community and court interpretation as well as translations for several agencies.

## **Building Community Collaborations**

### **Cynthia Mark, Managing Attorney of the Asian Outreach Unit**

#### **Greater Boston Legal Services**

Cynthia Mark specializes in the rights of low wage immigrant workers and limited-English-proficient persons. Ms. Mark graduated from Tufts University in 1986 and Northeastern University School of Law in 1994. She clerked for one year in with the Massachusetts Superior Court. Ms. Mark joined Greater Boston Legal Services as a Skadden Fellow and has advocated for the rights of thousands of immigrant workers over her legal career. Most recently, Ms. Mark successfully represented a class of over 300 former Super 88 workers who were not paid minimum wage or overtime. She was also instrumental in the enactment of Boston's bilingual ballots law in 2010 which primarily benefits elderly Chinese and Vietnamese speaking voters.

### **Karen Chen, Organizing Director**

#### **Chinese Progressive Association (CPA)**

Karen Chen is the Organizing Director with the Chinese Progressive Association (CPA). CPA is a grassroots community-based organization works for full equality and empowerment of the Chinese community in greater Boston area and beyond. Ms. Chen immigrated to the US when she was 10 years ago and became involved in the Chinese community through the CPA's youth program. Her inspiration for social justice work came from her experience as an immigrant and her parents' experience as low-wage workers in the restaurant and garment industry. Upon completing college, she became the Worker Rights organizer at the CPA, help Chinese workers to learn about and organize for our rights in the workplace. She also worked as a paralegal at the Asian Outreach Unit at the Greater Boston Legal Service and a Tenant Service Coordinator at the Castle Square Apartments, a five hundred unit low-income housing complex on the boarder of Boston's Chinatown and South End.

### **Cheryl Keshner, Senior Paralegal/Community Advocate**

#### **Empire Justice Center in the Long Island office**

Cheryl Keshner assists indigent people, particularly immigrants, in obtaining assistance from the Department of Social Services and other government agencies. She is active in advocating for the rights of people with limited English proficiency and has provided training and technical assistance to other advocates throughout the state. She is the founder and coordinator of the Long Island Language Advocates Coalition (LILAC), a coalition of individuals and organizations based on Long Island working to attain equal access to programs and services, such as healthcare, law enforcement, social services, education and justice through the courts, for persons who are limited English proficient. The coalition was successful in obtaining passage of executive orders in both Nassau and Suffolk counties mandating county agencies to provide comprehensive language access. Ms. Keshner was the recipient of the 2013 Suffolk County Civil Liberties Union Equality Award. Prior to joining the Empire Justice Center, she worked for fifteen years as a social worker with Nassau/Suffolk Law Services where she assisted numerous homeless individuals and families, challenged work rules disqualifications and provided representation at fair hearings, and engaged in community education regarding welfare reform. She has also worked as a community organizer with the NYC Commission on Human Rights. Ms. Keshner is fluent in Spanish and has an MSW from Hunter College School of Social Work.

### **Martha Maffei, Executive Director of Services for the Advancement of Women**

#### **SEPA Mujer**

Martha Maffei works with women at the grass roots level to develop leadership skills through the design of social programs and community organizing. The goal of SEPA Mujer is to empower women who have been discriminated against and teach to become their own advocates. Ms. Maffei designed and conducted a statistical study of the needs of Latina Immigrant Women on Long Island, which resulted in the implementation of SEPA Mujer's model program of leadership skills development though education and empowerment. The formation of this wonderful group has as its main objective bringing together the Latina immigrant community to create a common force and to advocate for human/civil rights and social justice. Ms. Maffei's leadership has been recognized in several occasions for her advocacy to the rights of Latina Immigrants in Long Island. She was born in Piura, Peru and came to the United States in, 2004 to work with a Peruvian research group at Texas A & M University for two years. Martha received her degree in social work from the Pontific Catholic University in Peru in 1996 where she developed a national program in Peru to increase urban and rural employment in her county.

# Working with Interpreters

## 10 Important Tips for Communicating with Clients with Limited English Proficiency (LEP)

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- 1. Offer an interpreter** even if your client speaks some English. Limited English clients (LEPs) may not know interpreters are available or may feel embarrassed to ask for one. They should not have to struggle with limited understanding.
- 2. Schedule additional time.** Communicating through an interpreter takes at least *twice* as long as the same conversation with a client who is fluent in English.
- 3. Introduce yourself and the interpreter** to the LEP client.
  - Check that the client and interpreter understand each other fully.
  - Explain that the interpreter's job is to interpret everything that is said by you and by the client, and not to offer her own opinion or advice.
- 4. Explain confidentiality rules** so the LEP client knows that the interpreter – like you – cannot share the client's information with anyone outside your agency.
- 5. Make sure the conversation is between you and the client**, not between the interpreter and the client.
  - Maintain eye contact with the LEP client.
  - Speak directly to her ("Do you have the document?"), instead of indirectly ("Ask her if she has the document.").
- 6. Speak clearly and pause for interpretation** after every sentence or two. Allow the interpreter to finish interpreting before speaking.
- 7. Check for understanding.** When explaining important concepts (required verification, program rules, etc.), ask the LEP client to repeat what you said in her own words. Do not just ask, "Do you understand?" A nod or "yes" may indicate deference to authority or a desire to continue the meeting, rather than actual understanding.
- 8. Speak in plain English** to avoid misinterpretation.
  - Explain any terms that are location- or agency-specific for more accurate interpretation (acronyms, program names, etc.). Remember that phone interpreters may be located in other states.
  - Minimize slang, idioms and metaphors.
  - Avoid compound questions.
- 9. Maintain control of the conversation.**
  - Make sure the interpreter does not answer for the LEP client.
  - Do not allow side conversations between the client and interpreter. Ask for full interpretation of everything that is said so that you don't miss important information.
  - Ask about interpretation that is longer or shorter than expected.
  - Record the name or ID number of telephone interpreters so you can report any problems with the interpretation. If needed, hang up and call back for a different interpreter.
- 10. Have the interpreter sight-translate important documents** that are in English, especially if the LEP client is asked to sign them. When possible, provide the documents to the interpreter before the meeting so that she can review them and ask about any specialized vocabulary.
  - Do *not* ask the interpreter to fill out forms or answer questions for the LEP client. Make sure that all questions are directed to you.
  - **If you are using a phone interpreter, explain the content of the documents** to the LEP client. Do not hang up with the interpreter until you have checked if the client has questions about the documents.



# Is your interpreter qualified?

Here are some questions you can ask:

1. Tell me about your education, training, and any credentials/degrees in either language.
2. Tell me about the languages you speak, and how well you speak them. (conversational, fluent, advanced fluency)
3. Tell me about your experience as an interpreter?
4. Can you interpret simultaneously? Consecutively? Sight translation?
5. Are you comfortable interpreting for someone from [country of person needing an interpreter]?
6. I will be talking to [person requiring interpretation] about [subject]. Are you familiar with the key and common terms in this area, such as [term 1] and [term 2]?
7. Are you familiar with the Code of Ethics and Professional Conduct for Interpreters? Please explain some of its main points.



If the interpreter *seems to be qualified* based on answers to the questions above, ask:

8. Have you ever been disqualified from interpreting?
9. Are you involved in any way with this case?  
For example:
  - Are you a potential witness or party in this case?
  - Have you worked with any of the lawyers, parties or witnesses in this case?
  - Is there any conflict of interest, such as [give example]?
10. Have you spoken with [person requiring your services]?
  - Do you understand him/her well?
  - Does s/he understand you?

## Code of Ethics

**Accurate:** When you interpret, use the first person ("I"). Say exactly what was said. Do not add, delete, simplify, or explain. If you are not sure of a term, say so. The court or lawyer will tell you what to do next.

**Impartial:** Remain uninvolved with all parties and the case.

**No advice:** Do not give advice or make suggestions, even if asked to do so.

**Performance:** Do not accept or continue a job that you cannot do well. Examples, if you can't hear, don't know the specialized terms, or do not understand a person's dialect.

**Confidential:** Do not repeat or talk about any case you interpret for.

**Professional:** If asked, give information about your training, credentials, and experience.

**Continuing Education:** Take classes and do activities to continuously improve your skills.



# **Long Island Language Advocates Coalition (L.I.L.A.C.)**

## **Mission Statement**

The Long Island Language Advocates Coalition (L.I.L.A.C.) is a coalition of individuals and organizations based on Long Island who are concerned about the unequal access to programs, such as health care, law enforcement, social services, education, and justice through the courts, by persons with limited English proficiency. We seek to assure that all our community members receive full and equal access to these programs and services. We aim to do this by highlighting the systemic issues that create barriers to meaningful access, advocating for the removal of these barriers, and educating on the advantages of systemic change.

## **History**

In the fall of 2010, advocates from community organizations on Long Island came together at Touro Law Center to explore common concerns regarding the lack of available services for people with limited English proficiency (LEP). We identified a number of government funded service providers who were not meeting their obligations under Title VI of the Civil Rights Act, including the police department, the Department of Social Services and the Suffolk County court system. We sent out inquiries to other organizations to see if they were observing similar problems. The response was tremendous. Advocates from all across Long Island came forward with similar stories about failures within the system to provide meaningful access to services for people who speak, read or write little or no English. Many had experienced difficulty accessing healthcare or domestic violence services. We decided that we wanted to take action to address these inequities. And so, the Long Island Language Advocates Coalition (LILAC) was born.

## **Committees**

### **Court Committee**

The mission of the LILAC Courts Committee is to champion the rights of LEP persons throughout the judicial system by ensuring that New York courts comply with Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. §2000d; any other applicable laws; and the United States Department of Justice requirements relating to language access, which include, but are not limited to proper signage, qualified interpretation, and translation services, in order to ensure that due process is provided to all persons regardless of their ability to read, speak, or write English.

### **Police Committee**

The Police Committee of LILAC concentrates on advocating and improving access and services for LEP people related to the police department. We focus on ensuring that adequate translation services are provided and being used, that police directives concerning LEP persons are being implemented and support efforts to increase the number of bilingual officers.

### **Social Services Committee**

The purpose of the Social Services Committee is to obtain meaningful access for LEP people to all programs and services, which are administered by the Department of Social Services. This includes benefits such as food stamps, Medicaid, public assistance, emergency services, and childcare. We seek to reduce the barriers which LEP people face when trying to access these services by documenting these problems, monitoring our local agency, and advising them regarding best practices so that they can make the necessary improvements.

### **Education Committee**

The mission of the Education Committee is to provide support and guidance with a holistic approach to educational organizations that serve LEP community members. In addition, the Educational Committee is willing to assist the educational organizations to implement cultural and linguistically appropriate services for the benefits of the community and the upcoming generations.

### **Health Committee**

The Health Committee under LILAC is concerned with the unequal access to LEP persons in the areas of hospitals, clinics and all medical concerns. The committee seeks to insure that the LEP population receives full and equal access to health systems that will improve their quality of life.

### Some of LILAC's Accomplishment

- LILAC members have been meeting on a monthly basis since 2010. Our membership continues to grow and includes advocates from a diversity of organizations in both Nassau and Suffolk counties.
- LILAC's Court committee submitted a Freedom of Information Request (FOIL) to the New York State Office of Court Administration regarding the use of in-person and telephone interpreters in the Suffolk County Family Court. After meeting with the Suffolk Courts Administrator, the Family Courts improved their signage, more staff training was provided, and the use of interpreter phone service increased.
- LILAC partnered with other organizations and successfully advocated in favor of the Safe RX Bill requiring labeling of prescription drugs in the patient's native and in an easy-to-understand language.
- LILAC's Social Services Committee has met with the commissioner and administration of the Suffolk County Department of Social Services on numerous occasions to discuss the adequacy of phone line services to LEP individuals. As a result, the agency reassigned bilingual workers to the Emergency Services Unit and HEAP Unit. Our recommendations also made the Department of Social Services improve their signage in their offices, translating documents, offering cultural diversity trainings, and develop an LEP task force.
- LILAC successfully advocated with the Town of Islip to improve translation of their Section 8 housing subsidy application and website. We also obtained a 30-day extension of the deadline to permit LEP applicants to apply for Section 8 vouchers while the application form was being properly translated.
- LILAC's Police Committee submitted a FOIL request to the Suffolk County Police Department regarding their translation and interpretation policies and also maintained an ongoing dialogue with them. Our advocacy resulted in improved signage, training, and the issuance of an updated LEP directive for the Suffolk County Police Department on February 4, 2011.
- On September 21, 2011, following the issuance of the Department of Justice recommendations, LILAC participated in a press conference at the Suffolk County Police Department Third Precinct urging the police to remove the barriers to equal justice for LEP people.
- On January 19, 2012, LILAC met with members of the Suffolk County Executive's Office to inform them of the problems LEP Suffolk County residents experienced when trying to access government-funded programs and services. We encouraged the County Executive to take immediate action to address these problems on a countywide level.
- On November 9, 2012, LILAC successfully held its first annual conference titled "Everyone is Talking about it: Raising Awareness about Language Access for a Better Long Island."
- On November 14, 2012, Suffolk County Executive Steve Bellone signed a Language Access Executive Order (10-2012) requiring county agencies to translate vital documents into the six most commonly used languages and provide interpretation for people who are LEP by November 14, 2013. LILAC has worked together with the County Executive's office and various organizations to ensure its enactment, to review the agency language access plans and to monitor its implementation.
- Since its inception, LILAC members have conducted trainings for educators, librarians, healthcare providers, community advocates and various service providers
- On July 15, 2013 and August 30, 2013, the Nassau County Executive Ed Mangano signed two Language Access Executive Orders (67 and 72) assuring translation and interpretation services to all LEP individuals in Nassau County. These two Language Access Executive Orders would not have been possible without the advocacy that LILAC and other organizations conducted to get these two orders enacted.
- On November 15, 2013, LILAC held its second language access conference, attracting 150 participants.
- Participating organizations include: Empire Justice Center, SEPA Mujer, VIBS Family Violence and Rape Crisis Services, Family Service League, LI Jobs with Justice, The Bonjour Club, CARECEN, Middle Country Public Library, The Early Years Institute, Southside Hospital, Sisters United in Health, National Association of Puerto Rican and Hispanic Social Workers, NY Civil Liberties Union, Neighbors in Support of Immigrants, LI Housing Services, LI Center for Independent Living, Make the Road NY, Nassau Childcare Council, Brighter Tomorrows and others!

**For further information, please visit our website: [www.longislandlanguageadvocates.org](http://www.longislandlanguageadvocates.org) or contact Cheryl Keshner, LILAC coordinator at (631) 650-2317, [ckeshner@empirejustice.org](mailto:ckeshner@empirejustice.org).**

# Building Bridges through Language Access Advocacy and Collaboration

## Evaluation Form

**1) Please circle the 1<sup>st</sup> workshop you attended.**

- a. Promoting and Protecting Equal Access to Public Housing for LEP Communities
- b. Advocacy Strategies to Help Your LEP Clients Navigate Public Benefits
- c. Addressing Health Disparities in LEP Communities through Language Access
- d. Collaborative Efforts Can Increase Language Access in Family Law and Abuse Prevention Order Cases

**1b) Please rate the workshop on a scale of 1 to 5 with 5 being the highest.**

1                      2                      3                      4                      5

**2) Please circle the 2nd workshop you attended.**

- a. Language Access on a Shoestring Budget: Making Your Program Accessible
- b. Beyond Interpretation: Cultural Awareness when Working with LEP Populations
- c. Thriving in the Workplace as an Immigrant, Refugee or Person with Limited English Proficiency
- d. Understanding Interpreter Role and Working with an Interpreter in a Variety of Settings

**2b) Please rate the workshop on a scale of 1 to 5 with 5 being the highest.**

1                      2                      3                      4                      5

**3) Suggestions for future conference or training topics on language access:**

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# Massachusetts Legal Assistance Corporation



## MLAC requests \$17 million for civil legal aid (0321-1600) in FY15<sup>1</sup>

FY14 appropriation: \$13 million  
Governor's FY15 recommendation: \$14 million

### A benefit for Massachusetts and its neediest residents

In FY13, with \$12 million in appropriated funds, legal aid organizations brought an estimated \$28 million in new revenue and cost savings to the Commonwealth, including \$11 million in new federal dollars.

“Legal aid fought for us. To put it simply, we had a champion.”

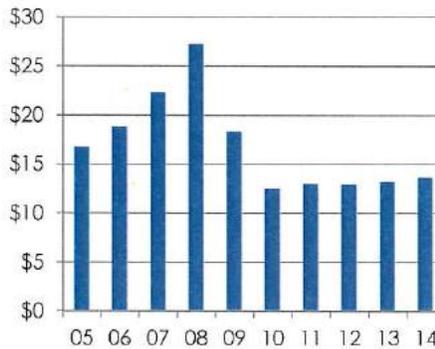
## The legal aid fiscal crisis

### 51%

Amount MLAC has been forced to cut grants to legal aid programs, from \$27m in FY08 to \$13m in FY13

### \$400,000

Approximate cut in grants to legal aid from the Massachusetts and Boston Bar Foundations in FY14 due to reductions in IOLTA revenue<sup>2</sup>



MLAC grants to legal aid programs by fiscal year, in millions<sup>3</sup>

### \$4 million

Additional revenue needed in FY15 to stabilize MLAC's grant-making capacity

### 85%

Expected drop in IOLTA revenue, MLAC's largest non-state funding source, from \$17m in FY08 to \$2.6m projected for FY14<sup>2</sup>

## Growing population, declining staff

### 974,277

Individuals in the Commonwealth eligible for civil legal aid, according to the Census Bureau, an increase of almost 170,000 since FY08. Eligibility for MLAC programs is 125% of the federal poverty level (\$29,813 per year or \$573 per week for a family of four).

### 38%

Civil legal aid attorneys lost since FY08, a drop of 63 full-time positions. Some MLAC-funded programs have cut salaries, closed offices and laid off more than half of their attorneys. These layoffs will increase in the next few years without additional revenue.

### >50%

People who seek help from a legal aid organization but are turned away due to a lack of resources. Their critical problems include housing stability, child custody conflicts, denial of unemployment insurance or healthcare coverage and domestic violence.

To learn more about the benefits of civil legal aid, visit [www.mlac.org](http://www.mlac.org) or contact:

Lonnie Powers, MLAC: 617-367-1414 | [lpowers@mlac.org](mailto:lpowers@mlac.org)

Elaine O'Reilly & Mary Ann Walsh, Governmental Strategies: 617-447-5174 | 617-447-3711

[eoireilly@governmentalstrategies.com](mailto:eoireilly@governmentalstrategies.com) | [mawalsh@governmentalstrategies.com](mailto:mawalsh@governmentalstrategies.com)

<sup>1</sup>The appropriation funds general support grants for civil legal aid programs and dedicated grants for assistance to victims of domestic violence, help with disability benefits and Medicare advocacy. For more information visit [www.mlac.org](http://www.mlac.org). <sup>2</sup>The Interest on Lawyers' Trust Accounts (IOLTA) program funds access to justice initiatives and civil legal aid programs in Massachusetts, including MLAC. For more information visit [www.maiolta.org](http://www.maiolta.org).

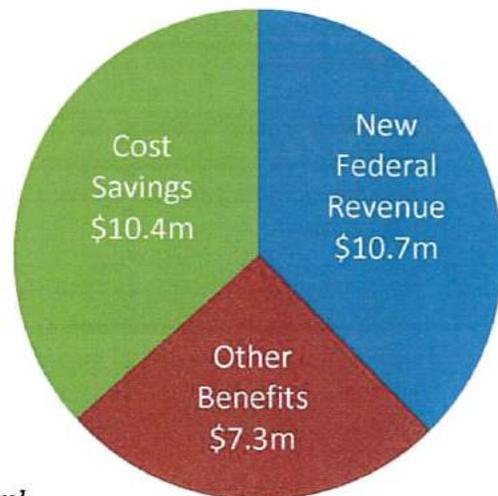
<sup>3</sup>FY14 grants are projected. FY13 and FY14 grants do not include a one-time, two-year \$6 million grant from the Massachusetts Attorney General to assist homeowners facing foreclosure who may not be income-eligible for legal aid.

## Massachusetts Legal Assistance Corporation

### **Economic Benefits of Civil Legal Aid:** How Legal Aid Boosted the Commonwealth's Economy in FY13

The work of legal aid programs funded by the Massachusetts Legal Assistance Corporation **brings millions of federal dollars into the Commonwealth** each year, wins millions more in financial support for low-income Massachusetts residents and saves the state the expense of costly social services.

In FY13, new revenue for civil legal aid clients and cost savings to the Commonwealth won by legal aid totaled an estimated **\$28.4 million**. Of this amount, **\$10.7 million was in the form of new federal revenue**. The state appropriation for MLAC in FY13 was \$13 million.



The full report is available at [www.mlac.org/research.html](http://www.mlac.org/research.html)

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#### **New Federal Revenue Brought into the Commonwealth: \$10.7 million**

- **SSI/SSDI: \$7.1 million**  
MLAC's Disability Benefits Project,\* with state funding of only \$1.2 million, yielded \$6,286,912 in first-year benefits to clients, \$489,759 in direct federal reimbursements to the Commonwealth and \$360,202 in attorneys' fees. Lifetime benefits will be much higher as the average recipient receives benefits for 9.7 years.
- **Federal Unemployment Benefits: \$2.4 million**  
Successful representation by MLAC-funded programs in unemployment insurance appeals brought \$2,408,554 in federal extended unemployment benefits to almost 400 low-income Massachusetts workers.
- **Medicare: \$272,986**  
Legal assistance by advocates from MLAC's Medicare Advocacy Project\*\* resulted in Massachusetts residents being approved for \$272,986 of previously denied Medicare coverage.
- **Children's Autism: \$500,000**  
Systemic advocacy by the MLAC-funded Massachusetts Advocates for Children resulted in a \$1 million expansion of a federal Medicaid waiver under which the state will be reimbursed 50% for children's autism services.
- **Federal Tax Appeals: \$384,865**  
Clients represented in federal tax appeals by one MLAC-funded program received \$384,865 in federal tax credits and refunds.

\*DBP services are provided by the following programs: Boston College Legal Assistance Bureau, Center for Public Representation, Community Legal Aid, Community Legal Services and Counseling Center, Disability Law Center, Greater Boston Legal Services, MetroWest Legal Services, Neighborhood Legal Services and South Coastal Counties Legal Services.

\*\*MAP services are provided by Community Legal Aid, Greater Boston Legal Services and South Coastal Counties Legal Services.

**Other Benefits Won for Low-Income Residents: \$7.3 million**

- **Employer-Funded Unemployment Insurance: \$1.8 million**  
Low-income workers represented by MLAC-funded programs in Unemployment Insurance appeals won \$2,676,240 in employer-funded UI benefits.
- **Housing Stabilization: \$3.2 million**  
MLAC-funded programs delayed or prevented eviction in 1,587 cases in FY13, with tenants receiving an average of at least \$2,000 in debt relief, damages and moving expenses.
- **Child Support Orders: \$2.4 million**  
MLAC-funded programs won at least 375 child support orders in FY13, with an average payment level of approximately \$141 per week. This amounts to income of approximately \$2,535,572 per year for low-income custodial parents and their children. Child support orders also save the state money by reducing dependence on TAFDC.

**Potential Savings for the Commonwealth: \$10.4 million**

- **Preventing Homelessness: \$6.6 million**  
MLAC estimates an additional cost savings to the Commonwealth of \$4,564,056 from legal assistance that kept low-income families in their homes and out of the costly emergency shelter system. In addition, an estimated \$2,036,580 was saved in potential medical costs by keeping clients from losing their homes.
- **Domestic Violence Prevention: \$3.8 million**  
MLAC estimates that its Battered Women's Legal Assistance Project\* saved the Commonwealth \$3,829,800 in medical and court costs by preventing further assaults on clients.

*\*BWLAP services are provided by Community Legal Aid, Community Legal Services and Counseling Center, Greater Boston Legal Services, Massachusetts Law Reform Institute, Merrimack Valley Legal Services, MetroWest Legal Services and South Coastal Counties Legal Services.*



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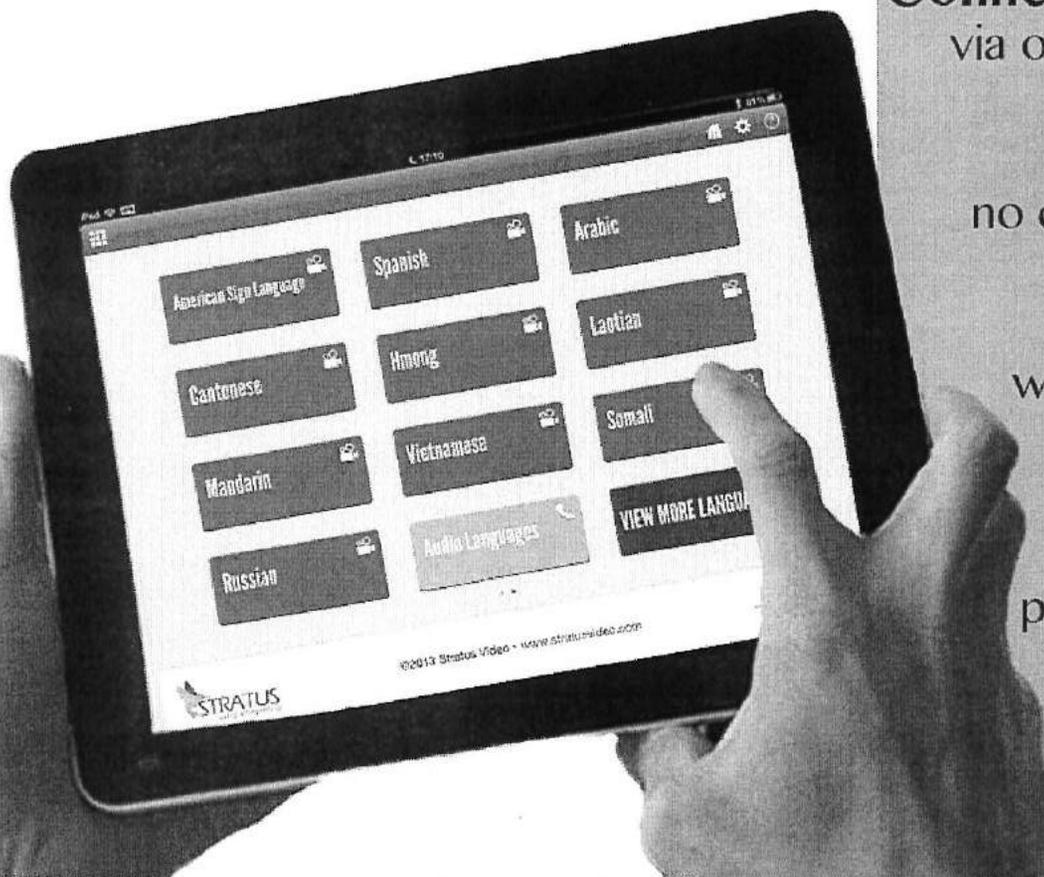
# On Demand Interpreting

**Connect to a live interpreter in 30 seconds**  
via our redundant, HIPAA compliant network.

**Touch one button to connect**  
no codes or additional verification needed.

**Use on any device, anywhere**  
works on iPad, Android, Windows, Mac,  
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**Save money**  
pay for what you use when you use it,  
no license or cancellation fees.



**Massachusetts clients who have used Optimal Phone Interpreters in the past 30 days:**

|  |  |
|--|--|
| Acclaim Home Health Care               | Mercy Medical Center: Springfield          |
| AIG – Boston                           | Merrimack Valley Northshore Legal Services |
| All Care VNA & Hospice                 | MetroWest Legal Services                   |
| Athol Memorial Hospital                | Montachusett Home Care Corporation         |
| Baystate OBGYN                         | Multicultural Home Care Inc                |
| Boston College Legal Assistance        | Neighborhood Legal Services                |
| BourneWood Hospital                    | Night Nurse                                |
| Brockton Visiting Nurse Association    | North Shore Elder Services                 |
| Center for Public Representation       | Northeast Clinical Services                |
| Central West Justice Center            | Northeastern University Police Department  |
| Community Legal Aid                    | Pioneer Valley Nephrology                  |
| Cove Risk Services: Braintree          | Quincy Rehab & Nursing Center              |
| Disability Law Center                  | Radiation and Oncology Associates          |
| Elder Services of Worcester Area       | Radius Specialty Hospital Boston           |
| Gallagher Bassett: Braintree           | South Coastal Counties Legal Services      |
| Greater Boston Legal Services          | SouthCoast VNA                             |
| Guaranty Fund Management Services      | The Advocator Group                        |
| Heywood Hospital                       | VNA Care Network and Hospice               |
| Holyoke Medical Center                 | VNA of Boston                              |
| Kindred Nursing and Rehab of Braintree | VNA of Boston Hospice Care                 |
| Legal Advocacy and Resource Center     | VNA of Greater Medford                     |
| Massachusetts Law Reform Institute     | Volunteer Lawyers Project                  |
| MDC Associates                         | WilmerHale Legal Services Center           |
| Medical Resources Home Health Corp     | Worcester Surgical Center                  |

OPTIMAL PHONE INTERPRETERS

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Optimal Phone Interpreters is a national company specializing in providing interpreters 24/7. Our Helpline Interpretation Service acts as a consistent and reliable backup to your internal bilingual staff. Available 24/7, we help when uncommon or rare language interpretation is required or when your volume exceeds what your internal staff can support, allowing you to complete transactions and get the information you need.

Our Helpline Interpretation Service includes:

- Over-the-phone interpreting in over 200 languages
- Bilingual operators answer all calls
- Connection to interpreter in less than 30 seconds
- Interpreters are tested and rated in proficiency and medical terminology
- Preferred rate for all languages at any time (no access fees, no start-up or sign-on fees and no third-party connection fees)
- Charges do not begin until interpreters is on the line
- Dedicated Account Manager to partner with you for all your needs
- Recorded phone prompts in any language for your phone tree directing callers to press\* for an interpreter
- Customized invoicing based on your needs

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EMPOWERMENT

**SDP CERTIFIED SERVICES**

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Workplace Language Classes  
Translation  
Interpretation



17 Main St., Suite 2  
Lee, MA 01238  
413-394-4029  
413-644-2372  
adminsupport@  
multiculturalbridge.org

[multiculturalbridge.org](http://multiculturalbridge.org)

a 501c3 organization  
OSD certified  
(formerly SOMWBA)

**Multicultural BRIDGE Mission**  
since September 2007:

*"We promote mutual understanding and acceptance among diverse groups serving as a resource to both local institutions and the community at large. We serve as catalysts for change through collaboration, education, training, dialogue, fellowship and advocacy."*

[www.multiculturalbridge.org](http://www.multiculturalbridge.org)

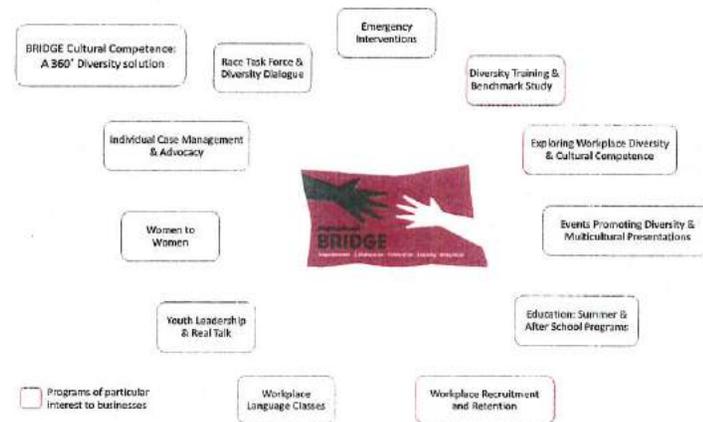


**SDP (M/W/NPO) CERTIFIED SERVICES**

- **EDUCATION:** BRIDGE provides quality curriculum, planning, and delivery for workplace language, diversity, & cultural competence. Participants receive professional development credit accepted by state licensing boards.
- **CULTURAL COMPETENCE & DIVERSITY TRAINING:**  
**Multicultural Awareness:** Develops institutional knowledge to inspire and build effective systems to serve ongoing growth in diverse demographics and community building across demographics. Improves employee awareness and relations, customer service and satisfaction, program delivery, bottom line cost efficiency, new employee retention & integration.
- **WORKPLACE LANGUAGE CLASSES:** Provides workplace foreign language classes targeted to increase effective communication between staff and customers/clients of diverse backgrounds.
- **TRANSLATION & INTERPRETATION:** Makes services, programs, & community conversations accessible to most community members. Encourages diverse audience participation. Invites cross-cultural understanding and exchange.

**DIVERSE WORKFORCE DEVELOPMENT**

- **ORGANIZATION EVALUATION & ASSESSMENT:** BRIDGE evaluates current conditions and recommends targeted, comprehensive solutions to move organizations toward full Cultural Competence\*. BRIDGE customizes state of the art diversity methodologies and employs best practices from leading firms who have achieved success.
- **RECRUITMENT, PLACEMENT, INTEGRATION AND RETENTION:** BRIDGE specializes in recruiting entry-level professionals, senior hires, technical professionals, arts and culture placements. Finding the best and brightest is the first step. BRIDGE'S omnibus approach integrates new hires into your workforce culture, and the Berkshire community.
- **BRIDGE BUSINESS OUTREACH AND EMERGENCY FUND** gives your firm a chance to showcase its commitment to the many facets of a well-functioning diverse community.



## BUILDING BRIDGES

**Facilitated Community Conversations:** BRIDGE facilitates productive community dialogues on sensitive topics of gender, race, parenting, sexual identity, sexuality, bullying & other dimensions of diversity & culture.



**Multicultural Race Task Force:** A network of local leaders dedicated to education, dialogue and actions that will effect change and create a safe and inclusive community.

**Individual Case Management & Advocacy:** BRIDGE staff provide individualized support for families and individuals negotiating education, health care & legal systems, meeting basic needs, and dealing with crisis & transition.

**Media & Social Media:** Newspaper column & blog, *On the Bridge* and Local Community Access TV program, *Embracing Diversity, Empowering Community* devoted to showcasing community diversity with members of our community across all sectors.

**Multicultural Presentations:** Build community connections by celebrating diversity through dances, community dinners, education, performances and art shows.



### Women to Women Project

Empowerment & professional development for immigrant women and women of color

### Living African American History Project

Sharing of heritage & legacy among current local residents



### Summer, Afterschool, Residency Literacy & Diversity Programs

Cultural and multilingual literacy for children of all backgrounds grades K-6. Exploratory curriculum includes embracing diverse cultures, learning foreign languages, developing and identifying community and personal values, connecting to self and environment.



### Youth Diversity Leadership Programs: Youth Corps & Real Talk

Addressing societal issues facing our younger generation e.g. racism, teen pregnancy, gender, gender identity and sexuality. These issues are often the foundation of bullying substance abuse and teen suicide. Through training and facilitated conversation BRIDGE equips young people with language, resources & leadership skills to better serve themselves and their peers. Grades 7-12.

### BOARD OF DIRECTORS

Gwendolyn VanSant, *Executive Director*  
Lorelei Gazzillo, *President*  
Eden-Reneé Hayes, PhD, *Vice President*  
Nicole Davies, *Secretary*  
Michael Diaz, *Treasurer*  
Lara Setti, MD  
Stewart Burns, PhD  
Estervina Pimentel  
Leandro Rosa, MSW  
Ingrid Castro, PhD  
Mark Siegars, Esq.



Gwendolyn and Gov. Deval Patrick at the 2010 Cultural Competency Awards Ceremony

*[Governor] Patrick praised the leadership of Gwendolyn Hampton VanSant, BRIDGE's executive director (and co-founder), calling her a "treasure to Berkshire County and this commonwealth. [BRIDGE] is doing a lot of important work welcoming immigrants and welcoming New Americans - which I think is so important - and dealing with issues around tolerance and working to build a stronger community," Patrick said.*

- Berkshire Eagle July 7, 2010, Trevor Jones

### RACE TASK FORCE

Gwendolyn VanSant, *Chair*  
Peter Dillon  
Chief Michael J. Wynn  
Rev. Natalie Shiras  
Marjorie Cohan  
Luci Leonard  
Anaëlis Vanegas-Farrerra  
Bob Austen  
Chief Richard B Wilcox  
Joyce Armstrong  
Rep. Tricia Farley-Bouvier  
Abdullah Abdul-Rahim  
Will Syldor  
Yevin Roh  
Lois Hobbs

### NORTH COUNTY

Darius Jonathan  
Rachelle Smith  
Stewart Burns, PhD  
Kate Merrigan  
Rose Ellis, PhD  
Frances Jones Sneed, PhD  
Tom Alexander  
Mayor Richard Alcombright  
Otha Day

### ADVISORY COUNCIL

Rep. Smitty Pignatelli  
Senator Ben Downing  
Marcia Savage, LHD  
Marthe Bourdon, *Co-founder*  
Saidiya Hartman, PhD  
Christopher Clark, MD, PhD  
Gabriela Cruz  
Samuel VanSant  
MaryAnn Norris  
Michael Wilcox  
Rev. Natalie Shiras  
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Maria Soria Melendez  
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Rev. Carol Ramsey  
Antoine Alston  
John Whalan  
Stephanie Wright  
Lucy Pavalock  
Liz Thompson  
Ananda Timpane  
Peter Dillon  
Megan Whilden  
Juan Baena



## BERKSHIRE RESOURCES FOR INTEGRATION OF DIVERSE GROUPS AND EDUCATION, INC.

Founders (2007): Gwendolyn Hampton VanSant, Marthe Bourdon and Bob Norris

Executive Director: Gwendolyn Hampton VanSant, 2007 - present

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