

City of Bowling Green International Communities Liaison Program

Providing Language Access
to Limited English Proficient (LEP) Persons

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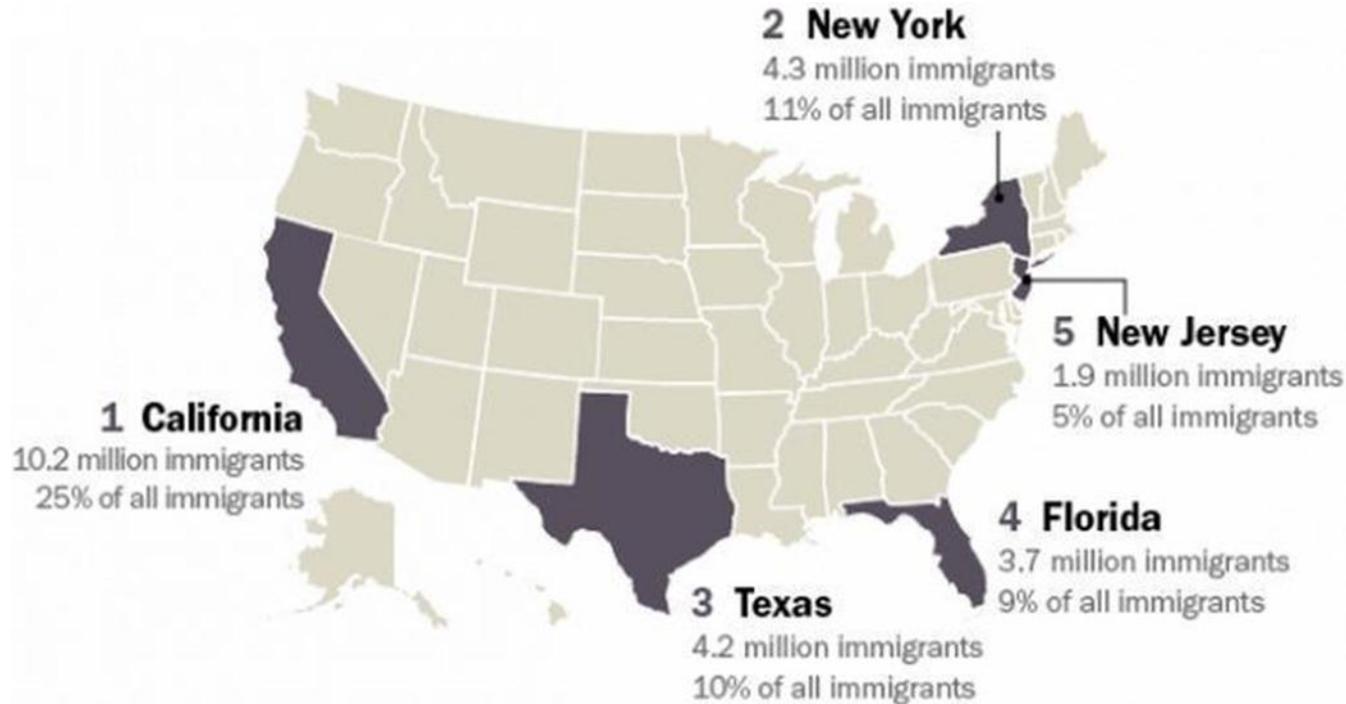
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Top 5 states for immigrants



60% of U.S. immigrants live in just five states: CA has 25% of all immigrants (10.2m) followed by NY, TX, FL and NJ.



Source: Pew Hispanic Trend Project, *U.S. Immigrant Population Trends, 2013*



Fastest growing states for immigrants



TN, SC, KY, AL and MS have seen the fastest growth in immigrant population.

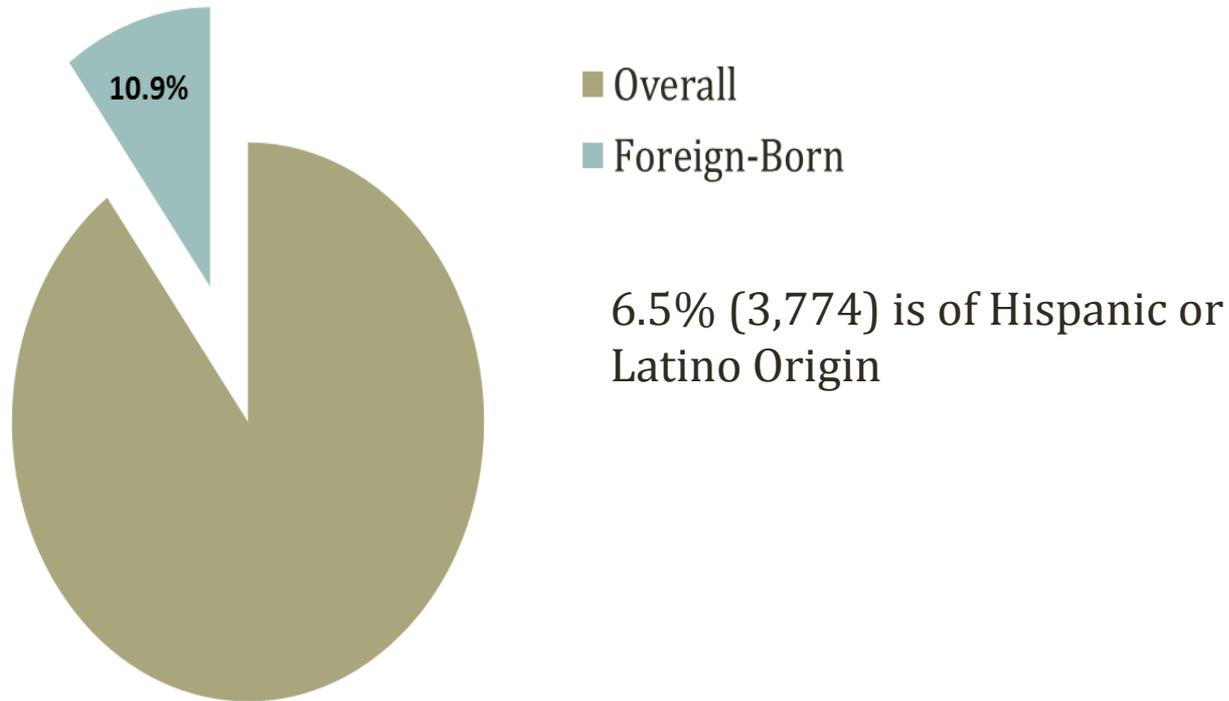


Source: Pew Hispanic Trend Project, *Statistical Portrait of the Foreign-Born Population in the United States, 2011*



The City of Bowling Green is very diverse

Percentage of Foreign-born Population





What is an International Communities Liaison?

The purpose of this position is to coordinate the City's role in communicating and working effectively with the diverse international communities represented in Bowling Green, and to serve as an advocate for LEP (Limited English Proficient) persons who may seek City services.



Purpose of City's Language Access Plan

To establish and provide greater access and participation in public services, programs and activities for residents of the City of Bowling Green with limited or no-English proficiency.





The Four Factor Analysis

**Number or Proportion of LEP
Individuals**

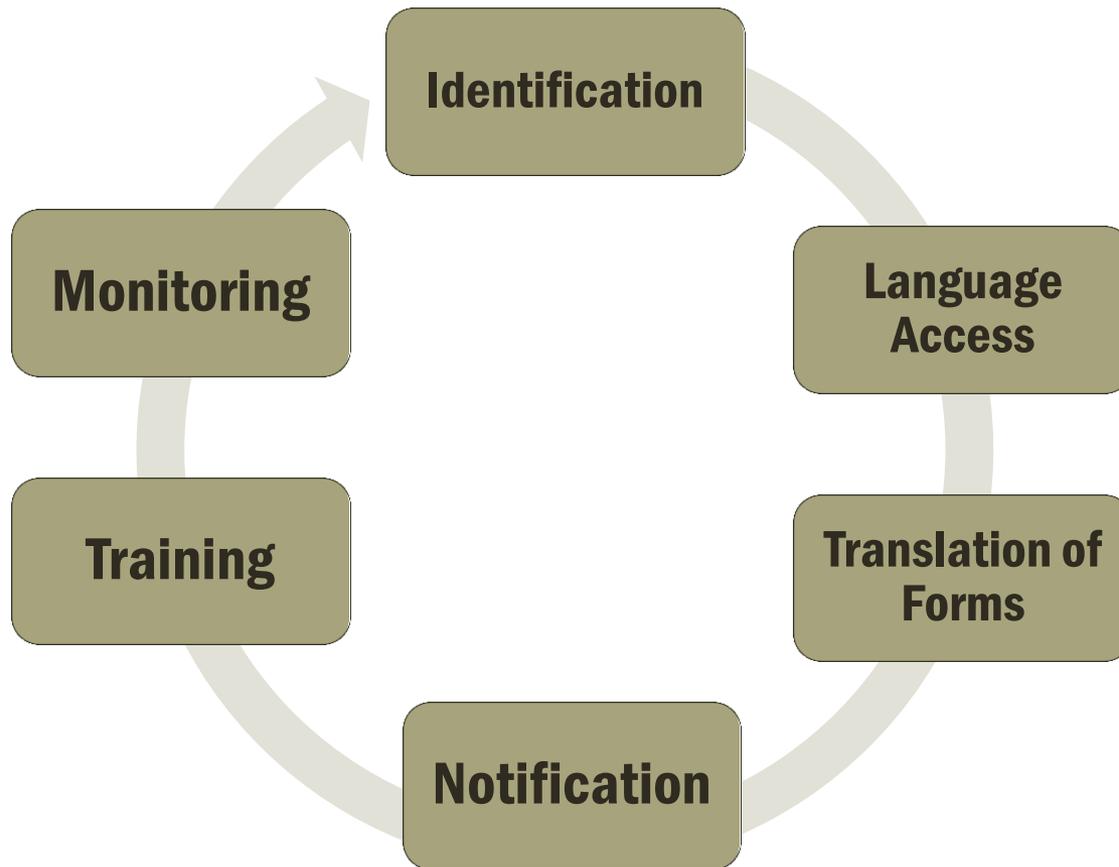
Frequency of contacts

**Nature and importance of the
program or activity**

Resources available



Components of a Language Access Plan





1. Identifying LEP individuals that need language assistance

Consists of identifying and tracking the primary language of LEP individuals that seek and receive programs and services.

Identification will include the use of:

- **“I Speak Cards” in 13 languages**
- **“In Every Language” Language Line**
- Notices
- Language fields in forms and documents



2. Language Access Measures

There are two primary types of language assistance services: **oral and written** – which include **over-the-phone Interpretation services, face-to-face interpretation, and translation.**





3. Translated Copies of Vital Documents

A **translator** conveys meaning from written text to written text

A **“Vital Document”** is defined as applications, notices, complaint forms, legal contracts, and outreach materials published by the City of Bowling Green that inform individuals about their rights or eligibility requirements for benefits and participation





4. Providing notice to LEP Individuals of language assistance

A Language Access Plan also takes into account physical signage and spatial considerations so that interactions between City Staff and LEP patrons can take place in a cordial and appropriate manner.





5. Training staff on LEP policies and procedures

Training on the city's language access plan, policies and procedures is provided to staff in public contact positions (PCP). Training includes:

1. How to identify a customer's primary language
2. How to use over the phone interpretation
3. How to interact with individuals who are Limited English Proficient (LEP)



Cultural Competency Training



“The state of being capable of **functioning effectively** in the context of cultural differences.”

-Terry Cross, PhD
Northwest Indian Child Welfare Association



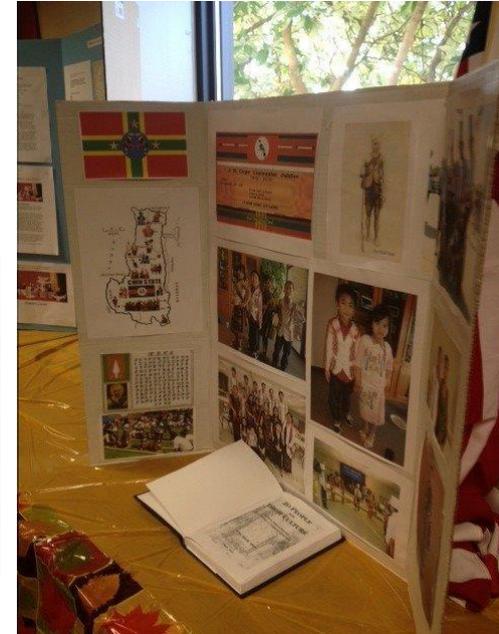
New Neighbor Series



Nepal/Bhutan
March 2013



Latin America
October 2014



Burma
October 2013



6. Monitoring Agency and Contracted offices for compliance

- A city employee Language Access Taskforce
- An International Communities Advisory Council



7. Outreach Measures

1. International Communities Advisory Council
2. Amigos Resource Network
3. “La Nuestra” Spanish Radio Program



City of Bowling Green International Communities Advisory Council

Advises the *Community Services Specialist/ International Communities Liaison* regarding the needs of immigrant and international residents in Bowling Green.





The Council will focus on addressing needs in these top areas:

- Interpretation and Translation/Cultural Competency
- Economic Development
- Education and Youth
- Community Improvement
- Family Support



Job Development Forum

- To connect with local employers, raise awareness of refugee population, and develop job opportunities locally, Nov. 12, 2012
- Event highlighted as “best practice” by the Office of Refugee Resettlement in Washington, DC.
- Event replicated by the City of Kent, Washington, Oct. 8, 2013



Featured in “Higher” National Job Development e-news, February 2013



Cultural Orientation

- 13+ lesson curriculum
- Partner with *International Center of Kentucky* and *Southcentral Kentucky Community and Technical College*.



*Recently arrived refugees
touring City Hall*



Amigos Resource Network

This is a network group of leaders from the Hispanic community to connect the available resources with existing needs in our community.

Bilingual e-newsletter (Spanish & English) is published twice (2) per month going out to 200 subscribers.





La Nuestra Radio Program



- La Nuestra Radio Program on every Sunday 3pm – 5pm
- ICL hosts weekly segment on City Services and Community Information





Bowling Green International Festival



- ICL serves as Secretary for Festival's Board of Directors.
- Event held the last Saturday of September at Circus Square Park
- An estimated 15,000 person's in attendance



Resources

- City of Bowling Green International Communities Liaison: <http://www2.bgky.org/ncs/icl.php>
- City of Bowling Green Language Access Portal: <http://www.bgky.org/language>
- Limited English Proficiency (LEP): <http://www.lep.gov>
- International Center of Kentucky: <http://icofky.org/>
- Kentucky Office for Refugees: <http://cclou.org/kor/>
- In Every Language: <http://www.ineverylanguage.com>

