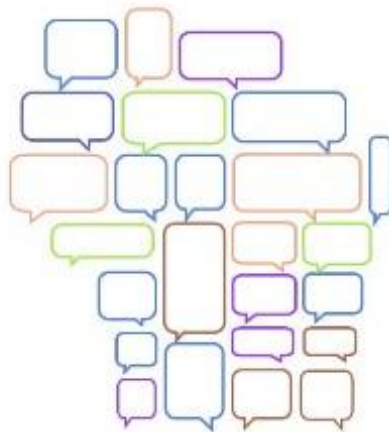




Language Access & Support: A Six-Month Impact Report

September 2016-February 2017



Summary

Limited English proficient (LEP) populations are a legally protected audience under Title VI of the Civil Rights Act of 1964. As a recipient of federal funding, Cooperative Extension has a legal obligation to serve the language access needs of LEP populations through its programming, services, and activities. Prior to hiring a Bilingual Editor & Language Access Coordinator in August 2016, Cooperative Extension was significantly limited in its ability to systematically address language-based access barriers to educational programming. Issues and challenges caused by access barriers that relate to language differences between Cooperative Extension staff and clientele are well documented by institutional reports and frame a range of different issues that affect multiple areas of the organizational structure.¹ When not addressed appropriately, language barriers may create situations that are discriminatory in nature. The consequences of such situation reflect a clear need for Cooperative Extension to take proactive and affirmative steps for creating language access across the institution as a whole

In response to Cooperative Extension's institutional needs for serving linguistically diverse communities and complying with federal language access accountability, a new, online process that provides state-level institutional support with translation, interpretation, and language consultation projects was created in September of 2016. The Language Support Request Form (LSR) is one of the five strategic priorities identified by the Language Access Coordinator's initial assessment of institutional needs.² The LSR creates a streamlined process by which any member of the institution can request and obtain support for serving populations with diverse language needs.

This report includes highlights from LSR data compiled during the first six months of its implementation. It provides a critical a snapshot of how comprehensive support for language access needs add significant value to Cooperative Extension as an organization. It also offers evidence to support and justify "language access" as a rapidly emerging, innovative, and critical area of UW Cooperative Extension, especially during a time of evolving organizational needs. This impact report concludes with additional graphics and information related to these and other data points from language support requests for different programs and projects.

Please direct any questions related to this report to languageaccess@ces.uwex.edu



Dominic J. Ledesma
Language Access Coordinator & Bilingual Editor

¹ *Translation & Interpretation Advisory Group Report (2014), Translation & Interpretation Implementation Committee Recommendations (2015), Evaluation of Inclusive Excellence in Cooperative Extension Programs (2015)*

² *Language Access and Support Services: Challenges, Opportunities, and Strategies (2016)*

A new institutional perspective on “language access”

- The LSR expands the current institutional understanding of “language access” and offers comprehensive support for:
 - translation project management
 - interpreter services coordination
 - language needs consultation
 - educational planning for plurilingual settings
 - simultaneous interpretation equipment use
- The online LSR process allows Cooperative Extension to improve its educational programming models while maintaining its non-discrimination policies per Title VI (Civil Rights Act)

Increased accessibility

- Processing online Language Support Request (LSR) requests help significantly reduce the time and energy
- Staff processing LSRs help broker the relationship between the educator’s language access needs and professional translation/interpretation agencies, including:
 - identifying language access needs
 - sourcing appropriate translators and interpreters to meet needs for both commonly requested languages (Spanish, Hmong) as well as languages of lesser frequency (Somali, Vietnamese, Russian)
 - leveraging a network of translator and interpreters who possess the requisite skill set for technical and specialized areas of programming (i.e. agriculture, nutrition, financial terms, etc.)
 - obtaining cost-efficient quotes from service vendors, ensure professional standards of quality service

Impact for diverse language and project needs within Wisconsin and beyond

- Since September 2016, when the LSR form was created, thirty-four (34) unique project requests have been received and processed
- LSRs have been processed for Spanish (85%), Hmong (10%), and other languages (Somali, Vietnamese, and Russian).
- The translation of over 28,300 words, the equivalent of about 113 pages of text.
- Over 17 hours of simultaneous and consecutive interpretation have been logged through LSR projects.
- Programs and projects processed through the LSRs reflect a range of delivery scales, demonstrating a cumulative impact that encompasses both local and state level needs
 - County (37.14%)
 - Area³ (20.00%)
 - State (37.14%)
 - Other as specified (22.86%)

³ “Area” is considered to be a target service area for programs/projects that is larger than the political boundaries of a county

- With increasing numbers from different parts of the state, LSRs have already been received and processed from 11 of Wisconsin's 72 counties
- Project support also includes international partnerships within UW Extension and will be assisting with a delegation from Kazakhstan

Enhanced collaboration

- The online LSR format and process adds value to our existing, statewide educational network
- Projects from LSRs have traversed all program areas plus Extension partners:
 - Agriculture and Natural Resources (25.81%)
 - Family Living (12.90%)
 - FoodWise⁴ (16.13%)
 - Community, Natural Resource, and Economic Development (19.35%)
 - 4-H/Youth Development (6.45%)
 - Requests made other persons/groups (19.35%)
- 15% of the LSRs for translation projects meet standards for the peer-review process, thus expanding the scope of our institutional mission to create and promote academic scholarship
- Each LSR generates a new opportunity for the LAC and project manager to partner with educators, specialists, integrated specialists, administrators, and other partners doing business with Cooperative Extension
- Qualtrics capabilities used to host the LSR allow for programs to be "looped into" the LSR process when counties across the state request support from our centralized source

Cost savings for the institution

- The LSR process fits within the framework of Cooperative Extension's evolving organizational structure and goals to become more nimble, efficient, intentional, and impactful through the use of technology
- Using translation of documents in order to maximize financial resources for translations by (at least with FoodWise).
- The LAC and project manager have helping offset the overall costs of services otherwise contracted through interpreter agencies
- In December, the Office of the Dean invested in simultaneous interpretation equipment, generating cost savings from renting equipment from external agencies for interpretation assignments
- The LAC and project manager have used industry-based skill sets to handle select translation projects "in-house" and provide interpretation services needed for urgent requests, thus saving Cooperative Extension more than \$930.00⁵ if services were contracted externally

⁴ For reporting purposes here, FoodWise was not counted as a part of the broader program area of Family Living

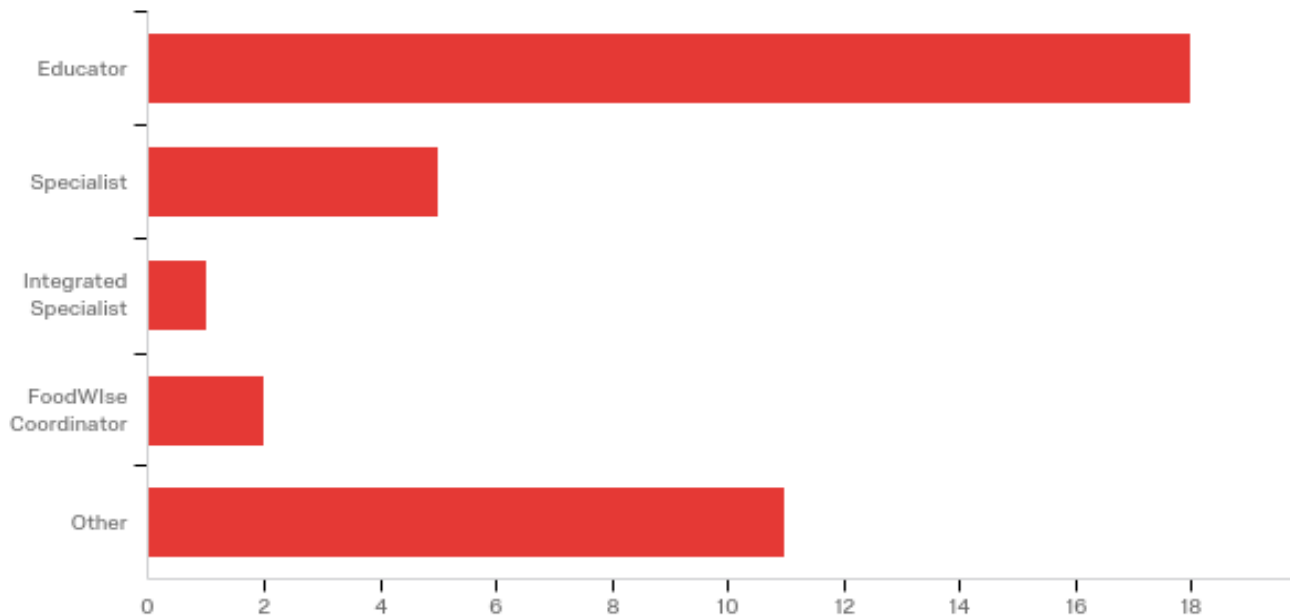
⁵ Based on average standard industry rates for interpretation (\$60.00 per hour) and translation (\$0.12 per word).

Language Support Request Summary Data

Language Support Request Form (Translation, Interpretation, Project Consultation)

As of March 2nd 2017, 3:39 pm MST

What roles are requesting support with language access?



#	Answer	%	Count
	Total	100%	37
2	Specialist	13.51%	5
5	Other	29.73%	11
3	Integrated Specialist	2.70%	1
4	FoodWise Coordinator	5.41%	2
1	Educator	48.65%	18

Other:

Wisconsin Geological and Natural History Survey

project administrator

Associate researcher in Julie Dawson's research group (Horticulture)

Outreach Specialist

Faculty

Project Administrator, Cooperative Extension Dean's Office

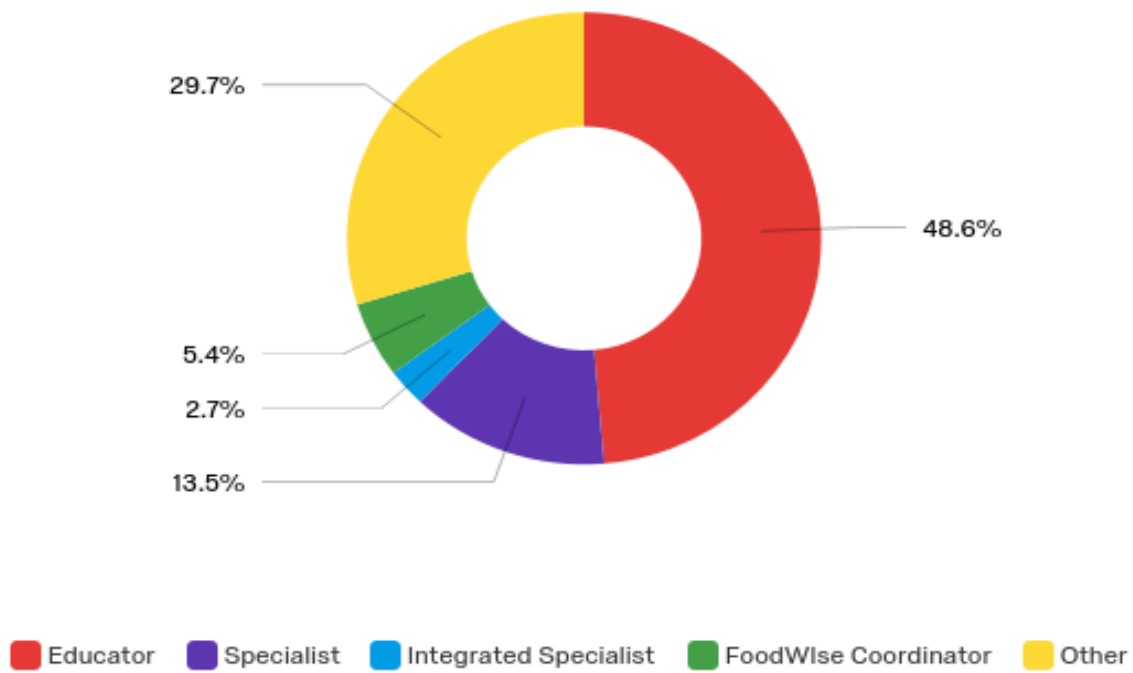
Community Garden Coordinator

Administrative Assistant

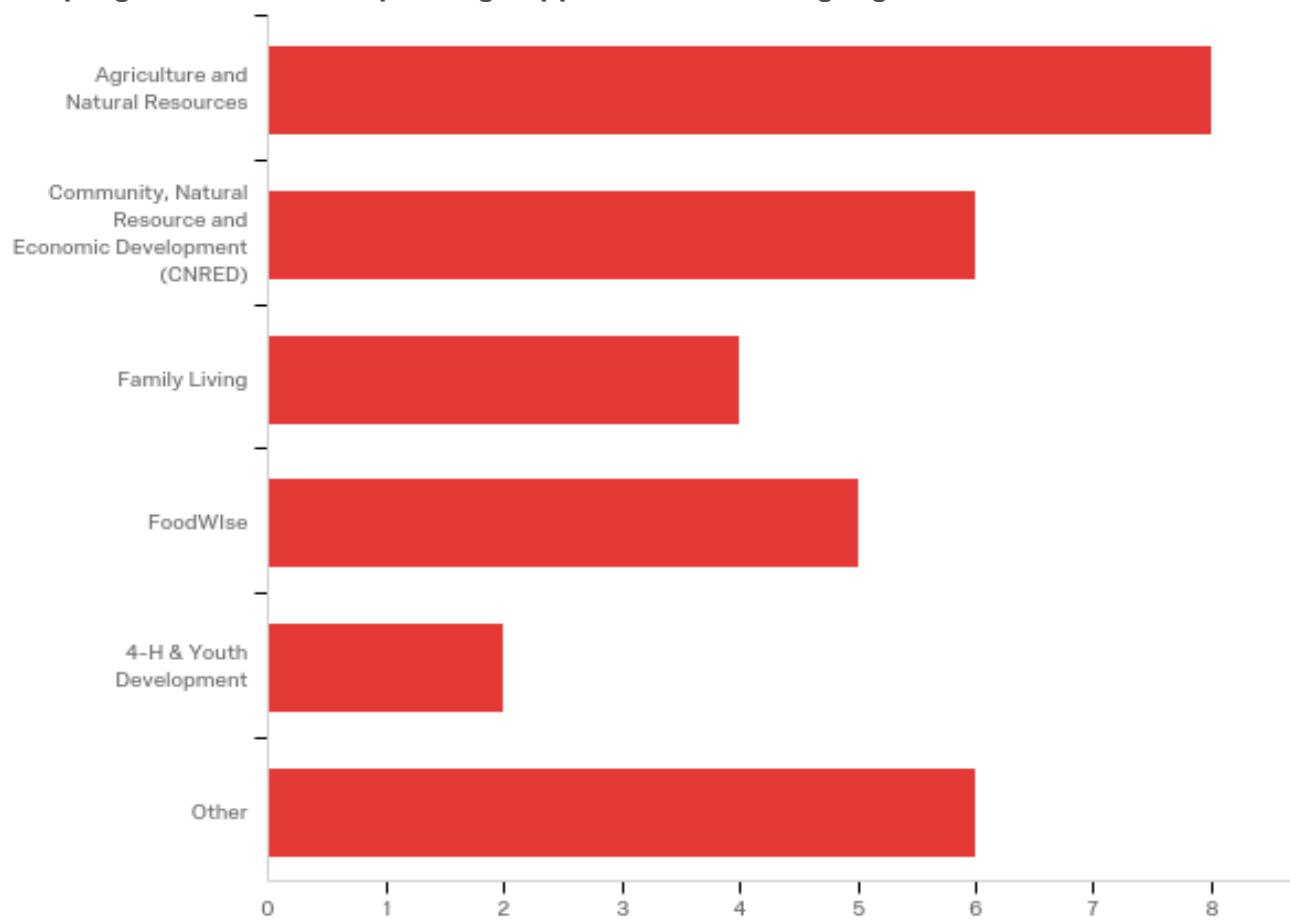
State Coordinator FoodWise

Community Garden Coordinator

Program Manager



What program areas are requesting support with their language access needs?



#	Answer	%	Count
1	Agriculture and Natural Resources	25.81%	8
2	Community, Natural Resource and Economic Development (CNRED)	19.35%	6
3	Family Living	12.90%	4
4	FoodWise	16.13%	5
5	4-H & Youth Development	6.45%	2
6	Other	19.35%	6
	Total	100%	31

Other

Wisconsin Geological and Natural History Survey

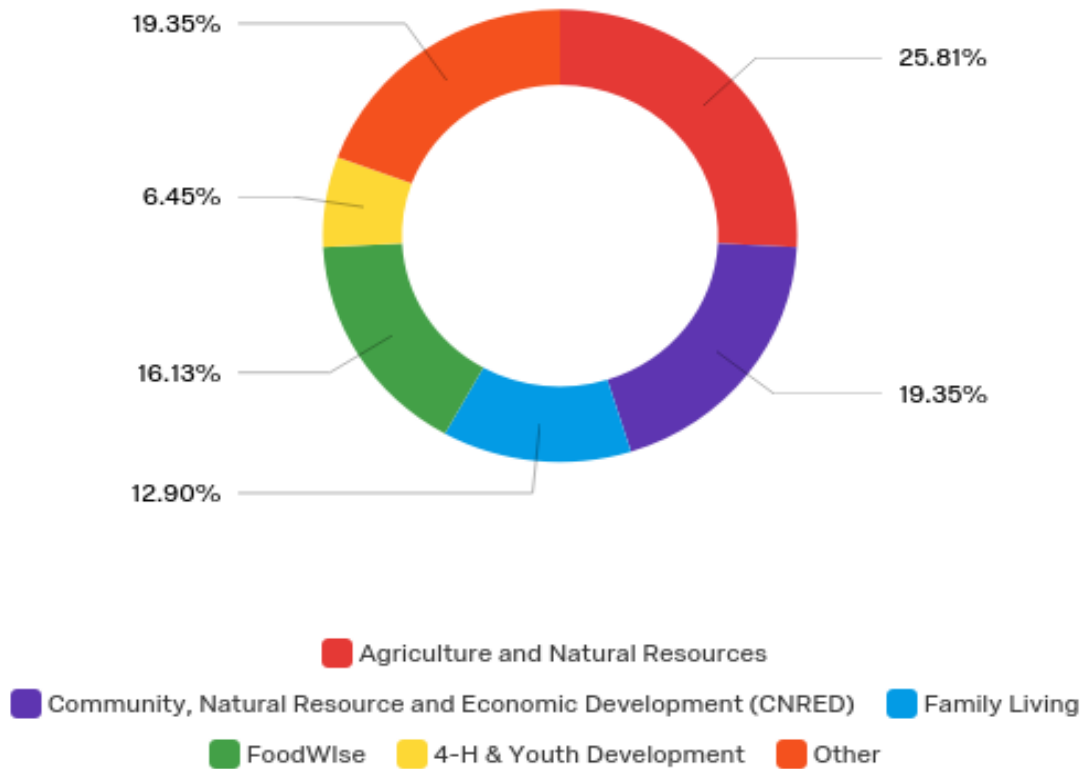
Dean's Office

Cooperative Extension

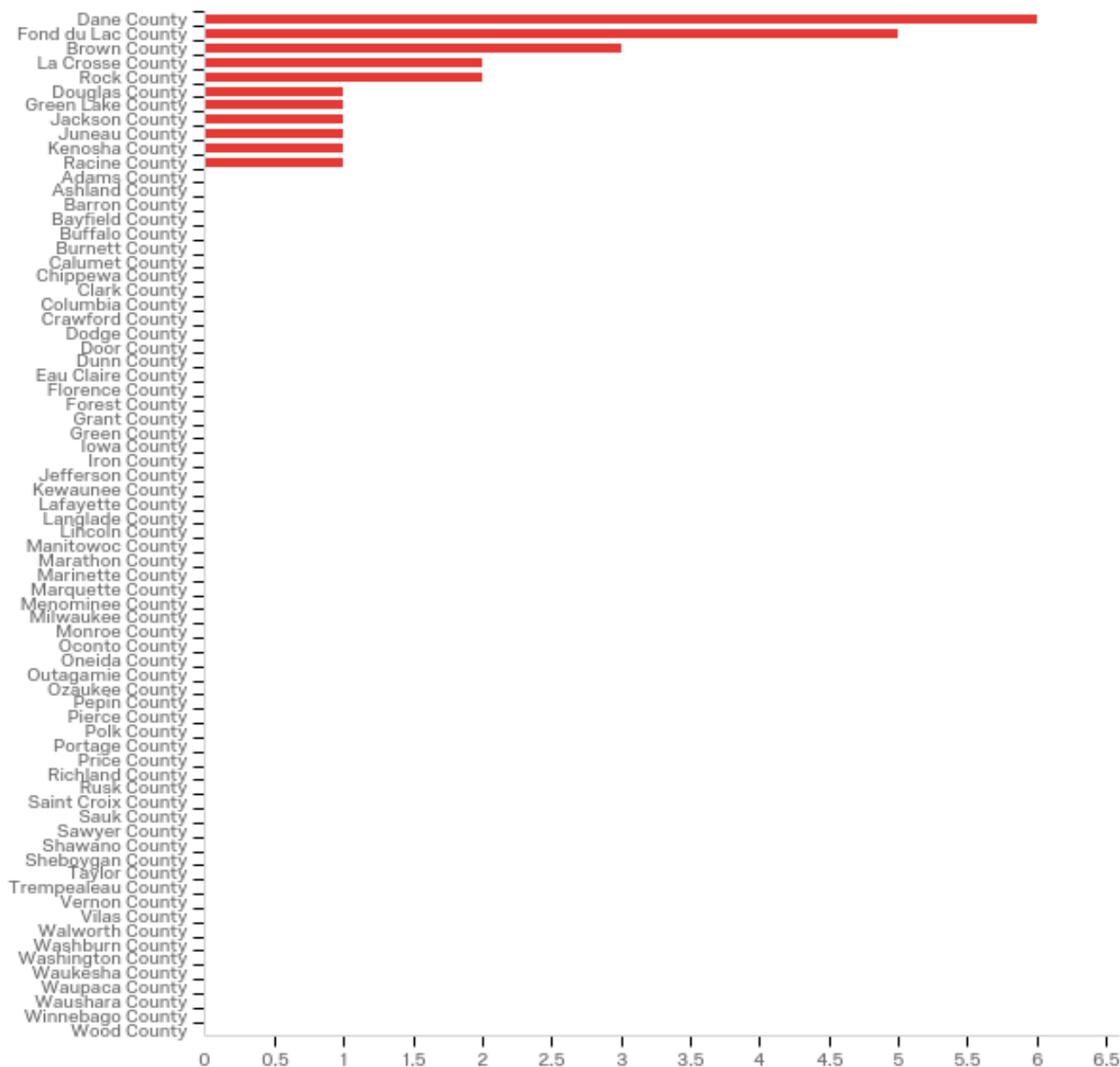
Dean's Office

I work with a number of program areas, mainly WNEP, Family Living, and Agriculture and Natural Resources, though am not specifically part of one

Pesticide Applicator Training Program

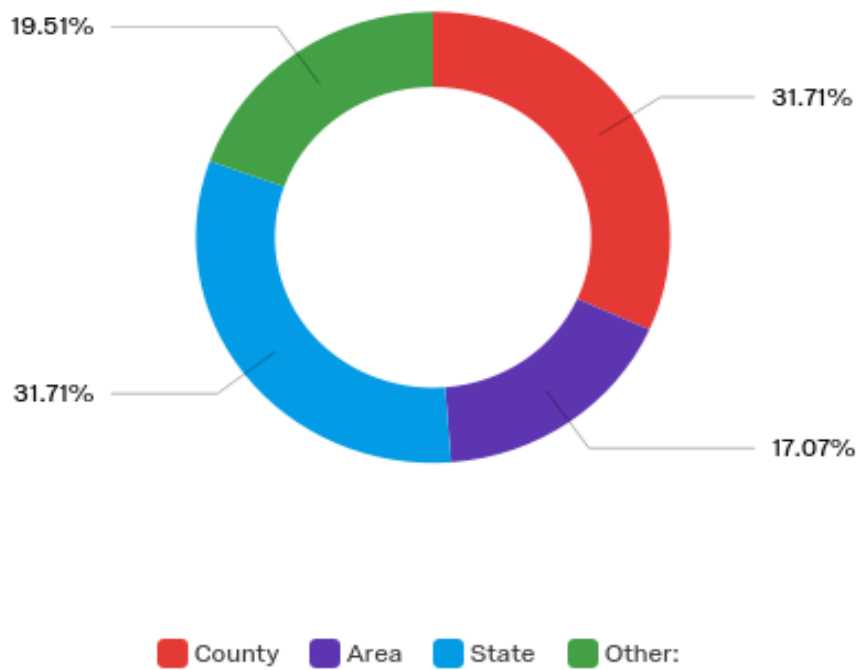


What counties are requesting support for programs and projects?



At what scale (county, area, state, or other) is support for language access needs impact the institution?

Program/Project by Delivery Scale



#	Answer	%	Count
1	County	37.14%	13
2	Area	20.00%	7
3	State	37.14%	13
4	Other:	22.86%	8
	Total	100%	35

Other:

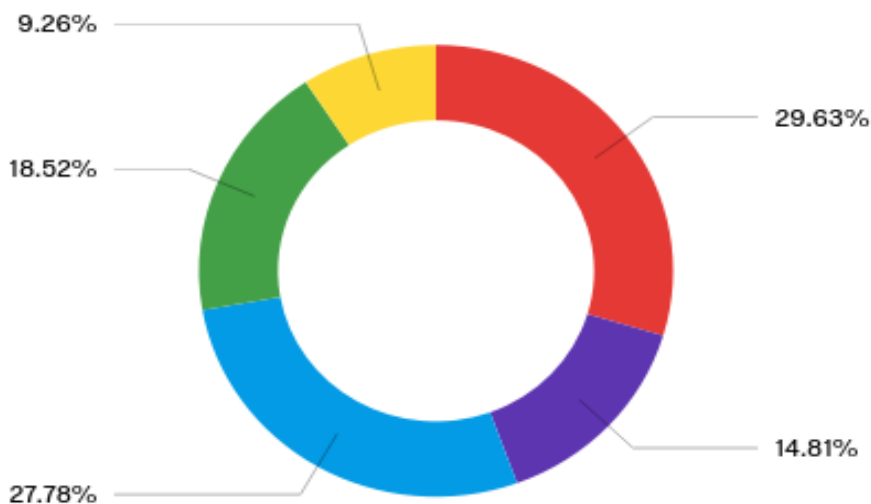
- Designated Schools
 - Green Lake County - initial program began in Green Lake County The following counties have started using the program materials now: Waushara County Marathon County Marquette County Dodge County
- International
 - The online lessons and materials are available to audiences with Internet access.
 - The FEED Kitchen is located in Madison, WI. Vendors are primarily from the county, although anyone from the area can use the kitchen. Resources developed through this effort will be made available on the FEED web-site, and so will have a reach beyond the county.

Producers will come primarily from WI, and also from MN, IA, MI, and IL

I'm organizing it for a specific county but I see application for it statewide. My goal is to create short youtube videos of the topics that will be covered in Spanish and Hmong (video and audio) that can then be broadcast via online channels and accessed across the state.

See above. Locally specific logistics with statewide content.

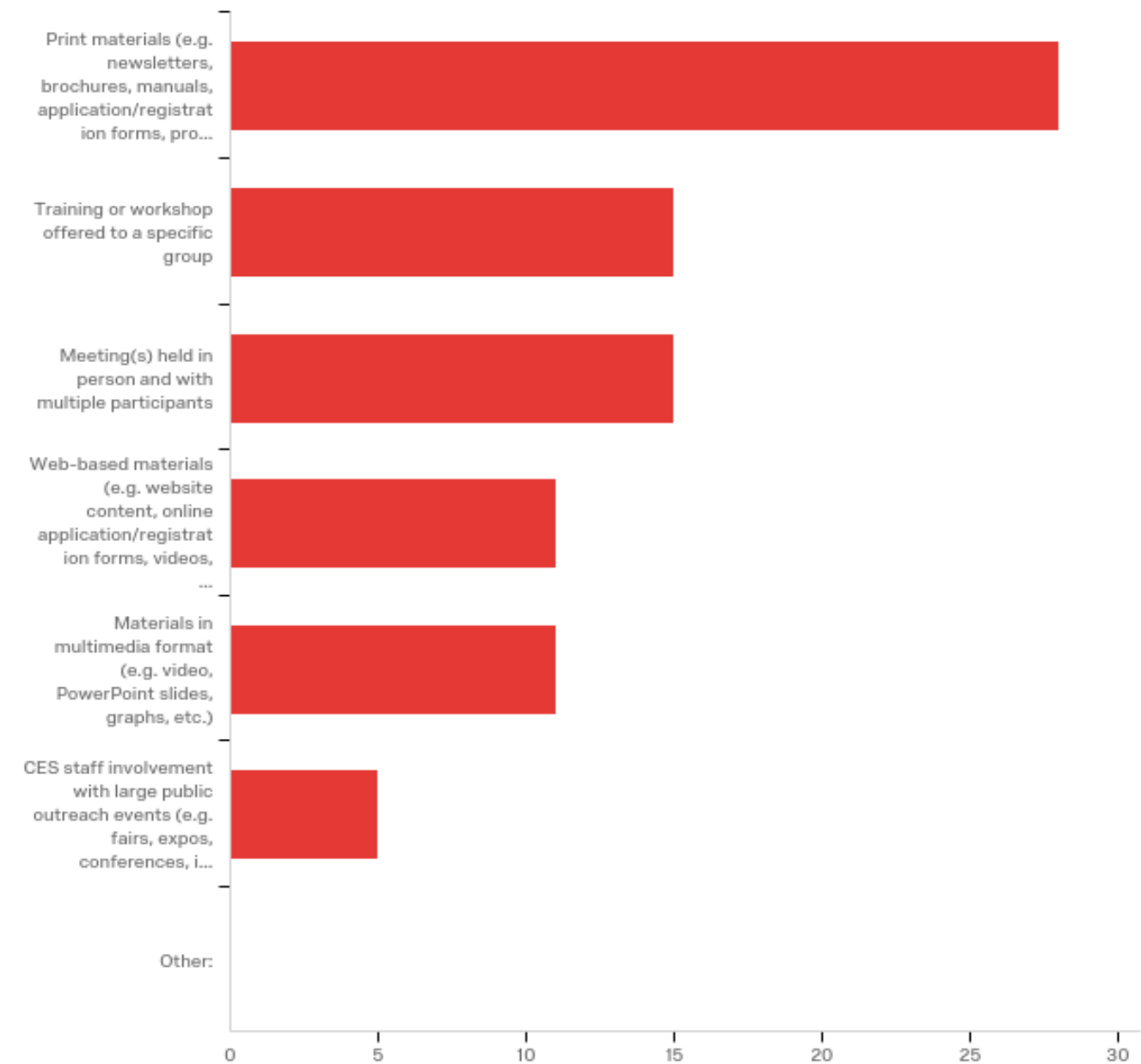
Which educational priorities is support for language access addressing within the institution?
(Multiple selections may apply.)
Targeted Educational Priorities

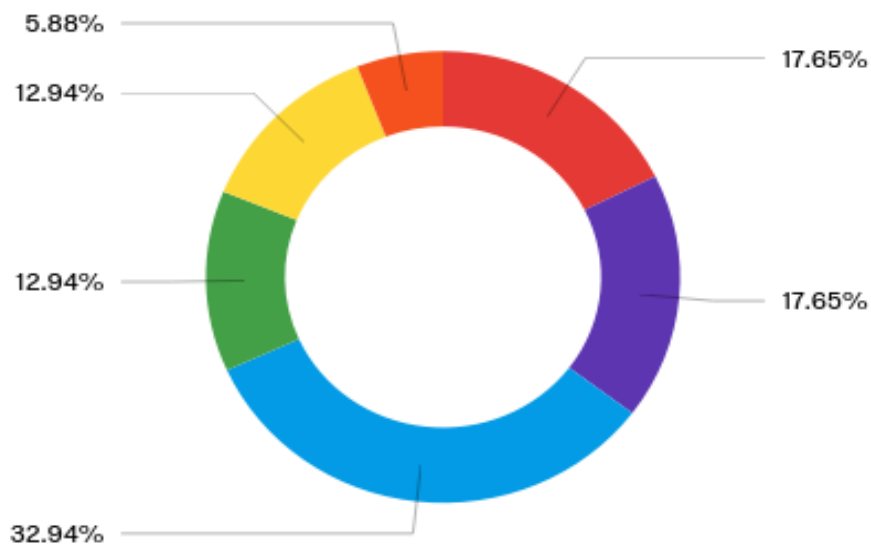


- Thriving Youth, Families, Organizations and Communities
Resilient and Productive Environment
- Food Safety, Food Security and Health
Stronger Economies
- Supporting Cooperative Extension and its Colleagues

#	Answer	%	Count
1	Thriving Youth, Families, Organizations and Communities	45.71%	16
2	Resilient and Productive Environment	22.86%	8
3	Food Safety, Food Security and Health	42.86%	15
4	Stronger Economies	28.57%	10
5	Supporting Cooperative Extension and its Colleagues	14.29%	5
	Total	100%	35

What types of Cooperative Extension programs and projects need language support?





■ Training or workshop offered to a specific group

■ Meeting(s) held in person and with multiple participants

■ Print materials (e.g. newsletters, brochures, manuals, application/registration forms, program evaluations, surveys, etc.)

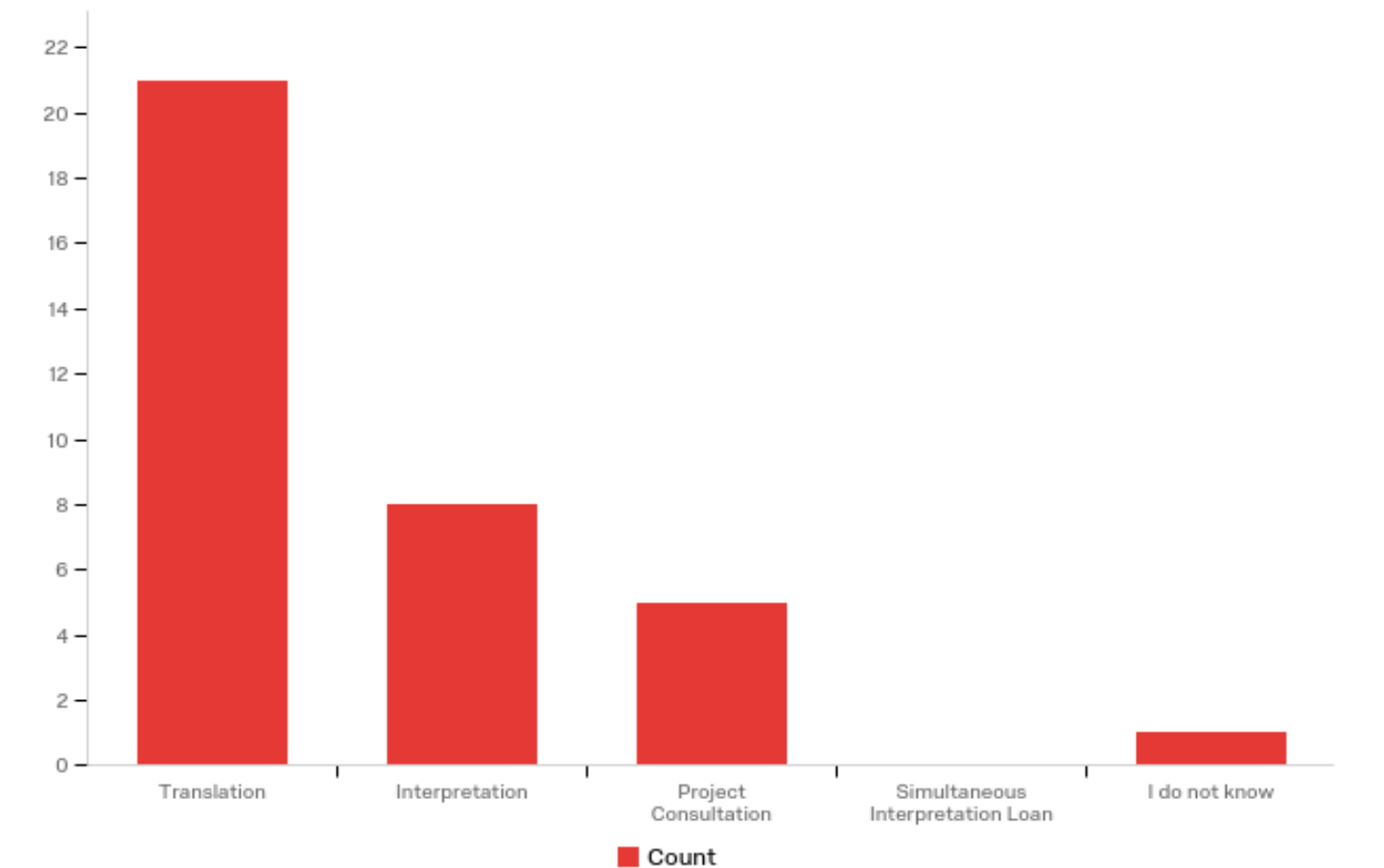
■ Web-based materials (e.g. website content, online application/registration forms, videos, online surveys, etc.)

■ Materials in multimedia format (e.g. video, PowerPoint slides, graphs, etc.)

■ CES staff involvement with large public outreach events (e.g. fairs, expos, conferences, international visits, etc.)

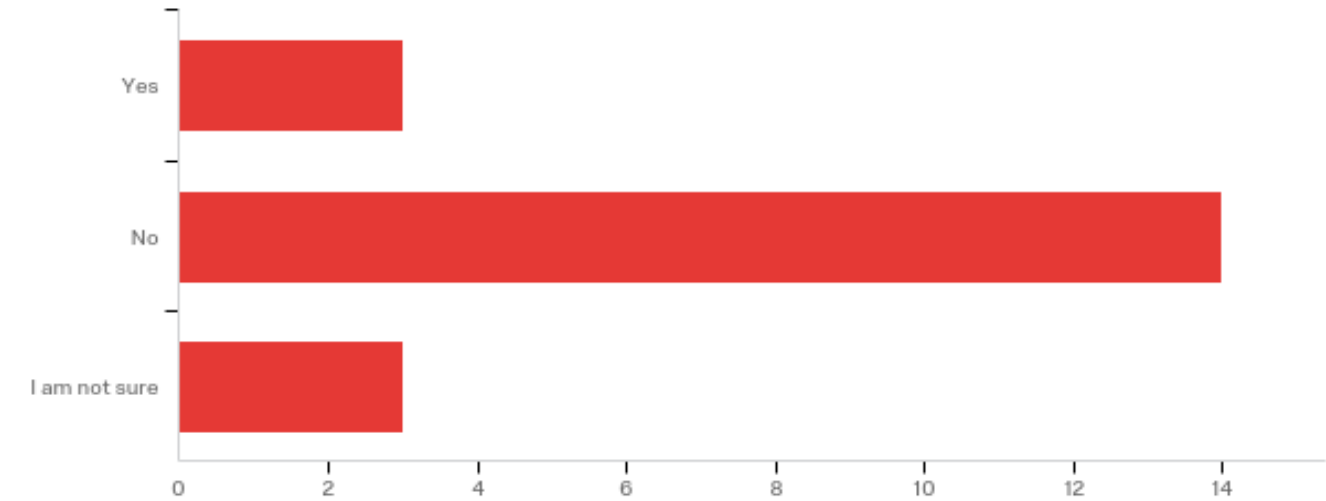
■ Other:

What type of language access support is most often requested?



#	Answer	%	Count
1	Translation Example: I want to make my text materials available in more than one language.	60.00%	21
2	Interpretation Example: I need a professional interpreter who can help remove verbal language barriers during meetings, programs, or services offered in person.	22.86%	8
3	Project Consultation Example: I am working to reach and engage a broader, more diverse audience, but I not sure what my language/culture needs are at this time. I would appreciate the opportunity to talk with someone about my program/project idea.	14.29%	5
5	Equipment Use Example: I have an interpreter but need simultaneous interpretation equipment (one-way transmitter system) for my project/program	0.00%	0
6	I do not know	2.86%	1
	Total	100%	35

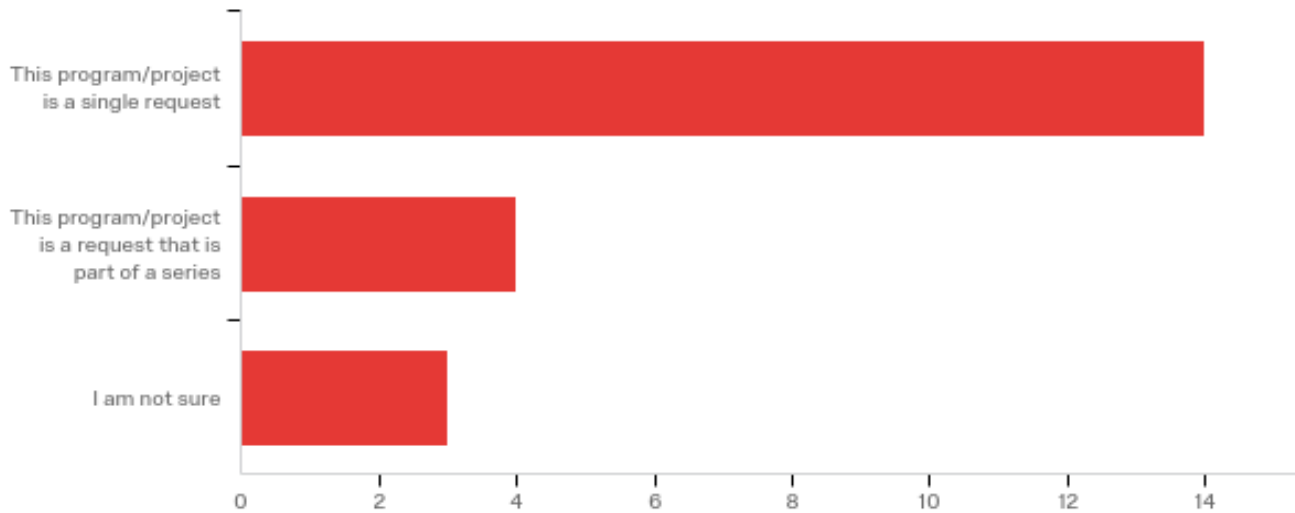
Is support for language access being requested for materials being prepared to meet requirements for Cooperative Extension's peer-review process?



#	Answer	%	Count
1	Yes	15.00%	3
2	No	70.00%	14
3	I am not sure	15.00%	3
	Total	100%	20

Are requests for translation services a single request or part of part of a series?

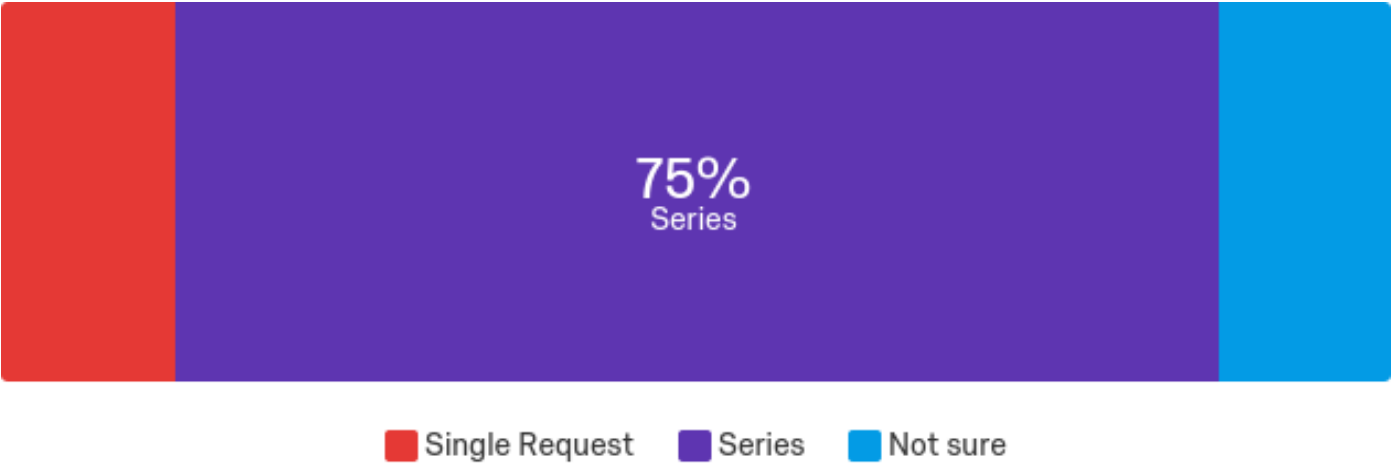
Example: Needing translation for a single brochure is considered a single request whereas planning the translation of a newsletter with multiple issues would be considered part of a series.



#	Answer	%	Count
1	This program/project is a single request	66.67%	14
2	This program/project is a request that is part of a series	19.05%	4
3	I am not sure	14.29%	3
	Total	100%	21

Are requests for interpretation services a single request or part of a series?

Example: Needing an interpreter for a one-time event is considered a single request whereas needing an interpreter for multiple sessions (or dates) pertaining to the same program would be considered part of a series.



#	Answer	%	Count
1	This program/project is a single request	12.50%	1
2	This program/project is a request that is part of a series	75.00%	6
3	I am not sure	12.50%	1
	Total	100%	8

Please select all language(s) that apply to your program/project request: (Source Language → Target Language)

#	Answer	%	Count
1	English → Hmong	29.41%	10
2	Hmong → English	5.88%	2
3	English → Spanish	85.29%	29
4	Spanish → English	5.88%	2
5	Other language(s):	14.71%	5
6	An accommodation for deaf or hard of hearing clientele (sign language, oral, or cued speech interpreter, or transcription services)	0.00%	0
	Total	100%	34

Other language(s):

Other language(s):

English to Vietnamese

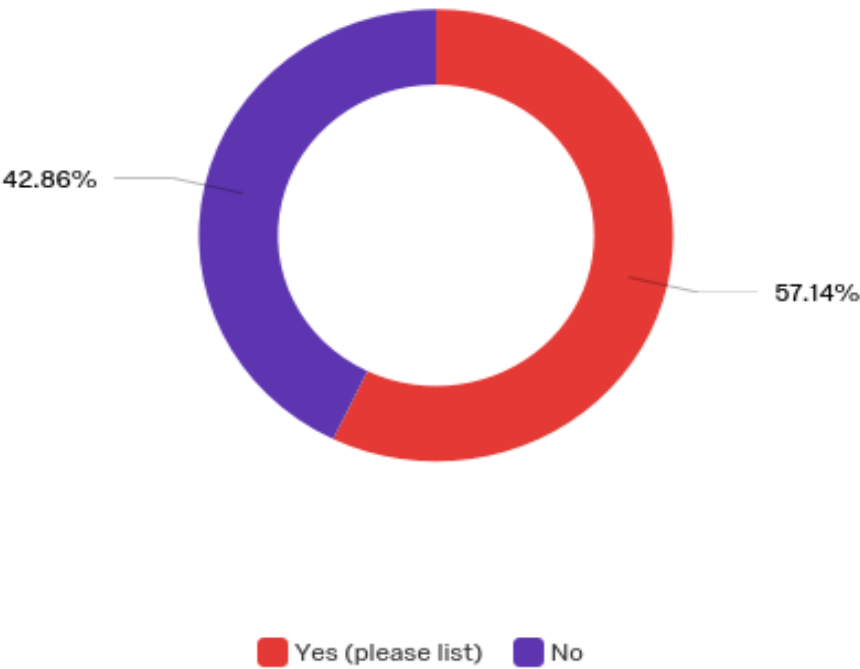
English to Russian

English to Somali

English to Somali

English to Somali

Are language access needs for programs and projects currently being funded by a source other than the Dean’s Office?



#	Answer	%	Count
23	Yes (please list)	57.14%	8
24	No	42.86%	6
	Total	100%	14

What types of additional support (financial or otherwise) are programs/projects receiving?⁶

The office provides space, handouts, snacks and beverages funded by the registration fees. Speakers are also paid an honorarium from reg. fees

none

None available at this point.

The UWEX Family Living HDFR team is a source of funding.

The federal funding is going toward making the videos, but additional funding support is needed to complete the language translation and voice-over.

Translation is funded through the East-Metro Region Innovative Grant Program

FoodWise - SNAP-Ed statewide funds

We have some translation funding through the UW-Extension East-Metro Region Innovative Grant Program

no additional support

I have already provided a General Farm manual. Funding is provided by the UW PAT program.

I'll send you the previously translated items associated with this project by email.

⁶ Responses are voluntarily shared by persons making the request for language support