



NATIONAL CENTER ON
IMMIGRANT INTEGRATION POLICY

Federal Update: A Conversation on Language Access with the US Department of Justice

National Language Access Webinar
May 8, 2012



About MPI

Migration Policy Institute – An independent, nonpartisan, nonprofit think tank in Washington, DC dedicated to analysis, development, and evaluation of migration and refugee policies at the local, national, and international levels. We focus on:

US Immigrant Integration

- *Language Portal*



US Immigration

International Migration

Migration and Development

Mobility and Security

www.migrationpolicy.org

www.migrationpolicy.org/integration

www.migrationpolicy.org/languageportal

MPI | National Center on Immigrant Integration Policy - Language Portal - Windows Internet Explorer
 http://www.migrationinformation.org/integration/language_portal/

10th ANNIVERSARY
mpi
 MIGRATION POLICY INSTITUTE

NATIONAL CENTER ON IMMIGRANT INTEGRATION POLICY

About | Press Room | Publications | Events | Training | Donate | Search

MPI Home
 Integration Center Home
 E Pluribus Unum Prizes
 MPI Data Hub
 US Integration Network on NING
 Sign up to get updates from the Center, the latest data, and more

Research and Policy Areas

- Children of Black Immigrants
- Children & Family Policy
- Citizenship & Civic Engagement
- Education
 - Adult
 - Children
- ELL Info Center
- Employment & Workforce
- Integration in Other Countries

Language Portal: A Translation and Interpretation Digital Library

Search our database to find resources used to provide services to Limited English Proficient (LEP) Individuals

[Click here to enter the database](#)

Limited English Proficient Individuals in the United States: Number, Share, Growth, and Linguistic Diversity
 By Chhandasi Pandya, Margie McHugh, and Jeanne Batalova
 The number of US residents who are deemed to be Limited English Proficient (LEP) has increased substantially in recent decades, consistent with the growth of the US foreign-born population. Sustained high rates of immigration and the dispersion of LEP individuals to new immigrant destination states has meant that an increasing number of states and localities must grapple with issues of communication and English language learning. To assist the wide array of stakeholders working with LEP populations, MPI's National Center on Immigrant Integration Policy has compiled the most up-to-date analysis on the number, share, growth, and linguistic diversity of LEP individuals in the United States from 1990 to 2010 at the national, state and metropolitan levels.
[Download Data Brief](#) | [State-level Data on LEP Number, Share, and Growth](#) | [State-level Data on Linguistic Diversity](#)

Language Access Webinars

Listen to past webinars where speakers discuss developments and challenges in the field of language access.

[Listen or Sign Up for Future Webinars](#)



Practitioners' Corner: Advice and Insight from the Field

Practitioner's Corner: How to Assess the Effectiveness of Language Access Programs
 By Robin Ghertner

The most successful programs are the ones that regularly assess their progress toward their goals. This assessment is important for the success of a language access program because it can inform decisions about resource allocation, program improvement, and growth. There are three broad steps to measuring the progress of your program: selecting measures; collecting data on your measures; and using your measures.
[Click here to read full article.](#)

In the Spotlight

Communicating More for Less: Using Translation and Interpretation Technology to Serve Limited English Proficient Individuals
 By Jessica Sperling
 Advances in translation and interpretation technology have given language access professionals a multitude of

http://www.migrationinformation.org/integration/language_portal/

MPI | National Center on Immigrant Integration Policy - Language Portal - Windows Internet Explorer

http://www.migrationinformation.org/integration/language_portal/

[Interpretation Policy](#)
 • [Language Portal](#)
[More MPI Resources](#)
[Migration Information Source Online Journal](#)
 Print

Federal Corner

In September 2011, NCIIP and the Annie E. Casey Foundation hosted a unique, one-day convening on language access to assist federal agencies in the development and implementation of language access plans. The convening brought together over 150 federal agency officials, as well as language access managers from community organizations and state and local government to discuss promising approaches to devising, implementing, and monitoring language access services. Resources from the convening include:

- **Evaluation results from the "Implementing Language Access Plans: What Works, What Counts?" convening**
- **Annie E. Casey Foundation presentation of how federal agencies communicate with multilingual audiences**
- **US Department of Justice Checklist for Creating Language Access Plans**
- **New York City Department of Education's Five-Factor Analysis for Identifying Translation Needs**
- Other resources presented at the convening are available through the **Language Portal's online database** by searching under "national resource."

What Are Language Access Services?

The phrase "language access services" describes services that agencies use to bridge the communication barrier with individuals who cannot speak, understand, read, or write English fluently. Both **Title VI of the Civil Rights Act of 1964** and President Clinton's 2000 LEP Executive Order (**Executive Order 13166**) mandate compliance for any agency receiving federal funds. **Click here** for more information about the legal requirements to provide language access.

Examples of agency-wide initiatives that make services accessible to LEP clients include the following:

- Recruiting, employing and retaining bilingual employees (For example, **Oklahoma Department of Human Services Interpreter/Translator Job Description**)
- Contracting with translation/interpretation companies (For example, **State of Washington's Request For Proposal (RFP) for Translation Services**)
- Creating comprehensive plans to serve Limited English Proficient populations (For example, **Hennepin County Limited English Proficiency Plan - Health and Human Services Departments**)
- Translating key documents (For example, **Florida Department of Children & Families' application for benefits**)
- Establishing offices dedicated to Language Access Service (For example, Oakland, California's **Equal Access Office**)

Don't want to miss the latest in language access policy? **Subscribe to our RSS feed for updates.**

Acknowledgements


We would like to thank the Annie E. Casey Foundation and its Language Access

met the same way. This report by MPI's National Center on Immigrant Integration Policy provides an overview of available technologies, discussing their purposes, costs, and benefits. We invite vendors of translation and interpretation technology to fill out a survey detailing their products, and will periodically provide an update with new technologies. The survey can be completed **here**. [Download Report | Vendor Survey](#)

Hot Topics

- ▶ **A Follow-Up Conversation on Evaluation and Assessment Resources to Strengthen Emergency Preparedness and Response in Limited English Proficient (LEP) Communities.**
- ▶ **Is This Working? Assessment and Evaluation Methods Used to Build and Assess Language Access Services in Social Services Agencies**
- ▶ **Language Access Policies at the State and Local Level**
- ▶ **Pay Differentials for Bilingual Employees**
- ▶ **Pricing Schedules**
 - ▶ Translation
 - ▶ Interpretation

Featuring a Film for Practitioners and Policymakers



Told through the voices of youth

For more information on language access issues, visit: www.migrationpolicy.org/languageportal



Roadmap

- **Logistics**
- **US Department of Justice, Civil Rights Division Presentation**
- **Question & Answer Period**

For more information on language access issues, visit: www.migrationpolicy.org/languageportal

Speakers

DOJ Civil Rights Division

Emily McCarthy

Emily is Deputy Chief of the Educational Opportunities Section of the Civil Rights Division, U.S. Department of Justice. During her eleven years in the Section, much of her work has focused on ensuring that state and local educational agencies meet their federal obligations to provide equal educational opportunities to English Language Learner students. Examples of this work include the joint DOJ-OCR ELL settlements with the Boston Public Schools, the Denver ELL case, and the ongoing Lau case against the San Francisco Unified School District.

Emily.McCarthy@usdoj.gov

Christine Stoneman

Christine is Special Legal Counsel in the Federal Coordination and Compliance Section (FCS) of the Civil Rights Division at the U.S. Department of Justice. She manages significant FCS matters focused on coordination and enforcement of Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, and various Executive Orders and statutes prohibiting discrimination on the basis of race, color, national origin, language, sex, and religion. She has been a leader in implementing and enforcing the language access provisions of Title VI and Executive Order 13166 and has been instrumental in the development of the DOJ LEP guidance, the creation and continued work of the Federal Interagency Working Group on LEP, DOJ policy and enforcement related to language access in the courts, and a wide variety of Title VI matters related to race, color, and national origin

discrimination. Christine.Stoneman@usdoj.gov

Laureen Laglagaron

Laureen is an Attorney Advisor at the Federal Coordination and Compliance Section of the Civil Rights Division, U.S. Department of Justice. She handles discrimination cases; provides technical and legal assistance; offers regulatory, policy and program review; and coordinates federal civil rights enforcement. Her work focuses on national origin discrimination against persons with limited English proficiency. Laureen.Laglagaron@usdoj.gov

Federal Efforts to Overcome Language Barriers

»» Federal Coordination and Compliance Section (FCS),
Civil Rights Division
May 8, 2012



About our Office

- One of 11 Sections within the Civil Rights Division
- Federal Coordination and Compliance Section, Civil Rights Division, U.S. Department of Justice
- Visit our website:
www.justice.gov/crt/about/cor/

Overview

- Legal Framework
- Enforcement of Title VI of the Civil Rights Act in Federally Assisted Programs and Activities
- Special Issues in Education
- Federal Efforts to Ensure Compliance with Executive Order 13166
 - Within federal agencies
 - Within DOJ

Title VI and National Origin Discrimination

- Title VI of the Civil Rights Act of 1964 – “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”
- National Origin Discrimination– includes discrimination against an individual because of the language they speak or their ancestry. *Lau v. Nichols (1974)*
- Assurance agreements and other award terms and conditions signed by recipients.

Executive Order 13166

- Goal: To provide meaningful access to people with limited English proficiency (LEP)
- Sets plan for *federally conducted* services for LEP individuals
- Issues guidance describing the language service obligations for *federal grantees* (Revised in 2002)

To summarize ...

- Federal & federally-funded programs must
- Provide meaningful access to programs & benefits to
- Persons with limited English proficiency

Enforcement

- Recipients must comply with Title VI, regulations, and assurances
- LEP individuals can file a complaint with the federal funding agency or FCS

Examples of Enforcement

Letters of Finding

- Maricopa County, AZ, December 2011, <http://go.usa.gov/V86>
- NC, March 2012, <http://go.usa.gov/EJn>

Memoranda of Agreement

- Maine, 2008, <http://go.usa.gov/KTt>
- Colorado, 2011, <http://go.usa.gov/EJU>
Policy Directive, <http://go.usa.gov/EF5>
Plan, March 2012, <http://go.usa.gov/EFI>

Special Issues in Education

- Title VI of the Civil Rights Act of 1964
- Equal Educational Opportunities Act
- Language Services
 - For English Language Learner Students
 - For Limited English Proficient Parents

Federal Recommitment to Executive Order 13166

- Attorney General's Memorandum to Federal Agencies
- Attorney General's Memorandum to DOJ components

How do we ensure that federal resources and services are available and accessible to the LEP community?

“Whether in an emergency or in the course of routine business matters, the success of government efforts to effectively communicate with members of the public depends on the widespread and nondiscriminatory availability of accurate, timely, and vital information.”

– Attorney General Eric Holder, Memorandum to All Federal Agencies Regarding Executive Order 13166, February 17, 2011

Select Action Items from Memorandum to Federal Agencies:

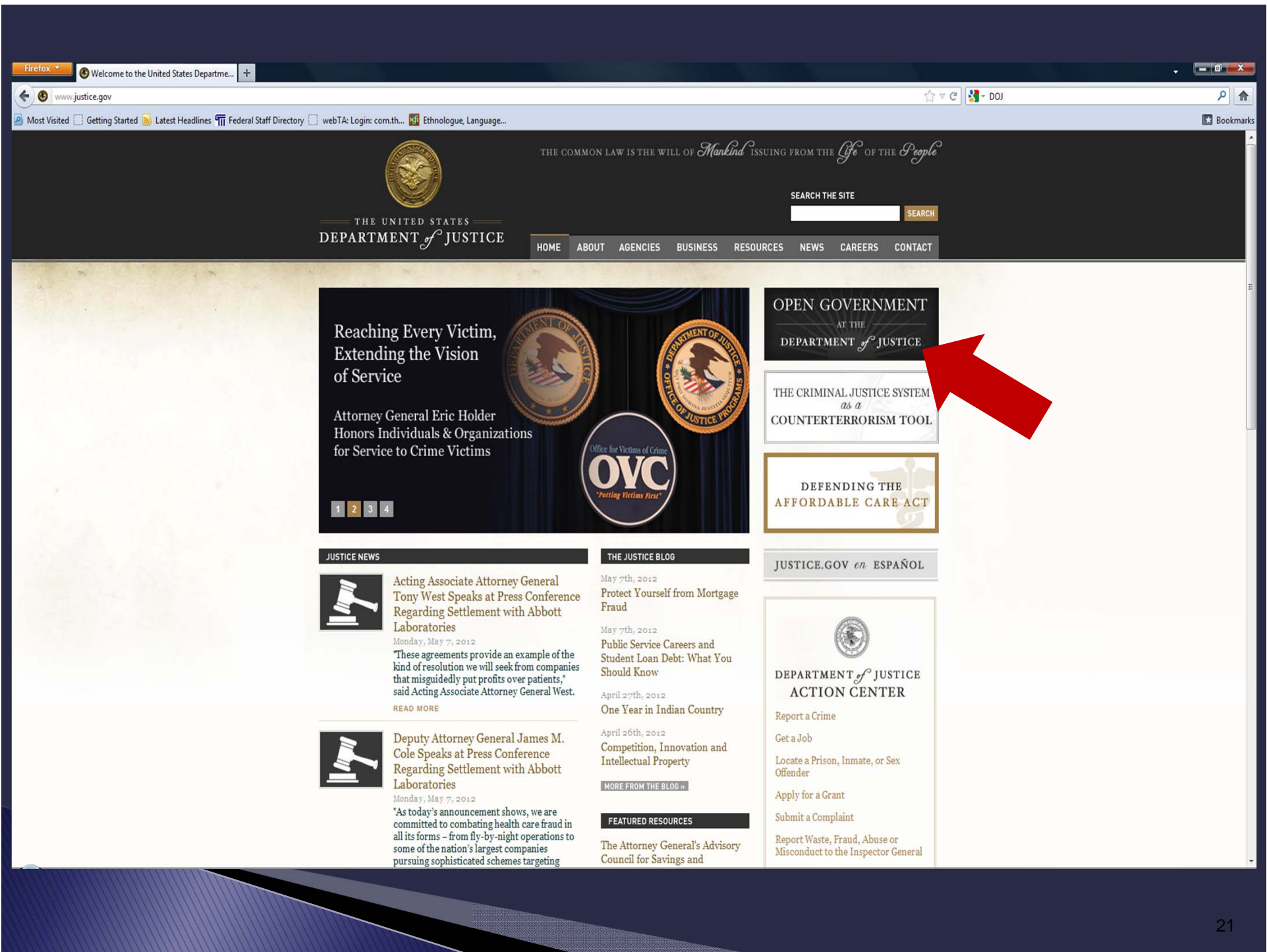
- Establish a Language Access Working Group;
- Conduct an inventory of languages most frequently encountered by your agency and identify the primary channels of contact with LEP community members;
- Establish a schedule to periodically evaluate and update agency LEP services and LEP policies, plans, and protocols and submit updated plans to FCS;
- Ensure that agency staff can identify LEP contact situations;
- Notify the public about the availability of language assistance services;
- For written translations, standardize terminology, and streamline processes for obtaining community feedback; and,
- Draft recipient guidance.

“The list of potential interactions with LEP individuals is as long as our functions are broad, but all of these examples point to a singular reality: our mission depends on accurate communication with members of the public, regardless of their level of English proficiency.”

– Attorney General Eric Holder, Memorandum for Heads of Department Components Regarding Executive Order 13166, June 28, 2010

Select Action Items from Memorandum to DOJ:

- Appoint representative to DOJ Language Access Working Group;
- Assess component operations for LEP needs and gaps in services;
- Create a component language access plan;
- As a Working Group:
 - Identify barriers to language access
 - Consult with LEP individuals and stakeholders
 - Formulate policies and procedures
 - Establish quality control measures
 - Establish benchmarks for staff training
 - Monitor compliance and update plans
 - Ensure consistency within the Department



THE COMMON LAW IS THE WILL OF *Mankind* ISSUING FROM THE *Life* OF THE *People*

SEARCH THE SITE
 SEARCH

- HOME ABOUT AGENCIES BUSINESS RESOURCES NEWS CAREERS CONTACT

Reaching Every Victim, Extending the Vision of Service

Attorney General Eric Holder Honors Individuals & Organizations for Service to Crime Victims

1 2 3 4

OPEN GOVERNMENT
AT THE
DEPARTMENT OF JUSTICE

THE CRIMINAL JUSTICE SYSTEM
as a
COUNTERTERRORISM TOOL

DEFENDING THE
AFFORDABLE CARE ACT

JUSTICE NEWS

Acting Associate Attorney General Tony West Speaks at Press Conference Regarding Settlement with Abbott Laboratories
Monday, May 7, 2012
"These agreements provide an example of the kind of resolution we will seek from companies that misguidedly put profits over patients," said Acting Associate Attorney General West.
[READ MORE](#)

Deputy Attorney General James M. Cole Speaks at Press Conference Regarding Settlement with Abbott Laboratories
Monday, May 7, 2012
"As today's announcement shows, we are committed to combating health care fraud in all its forms - from fly-by-night operations to some of the nation's largest companies pursuing sophisticated schemes targeting

THE JUSTICE BLOG

May 7th, 2012
Protect Yourself from Mortgage Fraud

May 7th, 2012
Public Service Careers and Student Loan Debt: What You Should Know

April 27th, 2012
One Year in Indian Country

April 26th, 2012
Competition, Innovation and Intellectual Property

[MORE FROM THE BLOG »](#)

FEATURED RESOURCES

The Attorney General's Advisory Council for Savings and

JUSTICE.GOV en ESPAÑOL

DEPARTMENT OF JUSTICE
ACTION CENTER

- Report a Crime
- Get a Job
- Locate a Prison, Inmate, or Sex Offender
- Apply for a Grant
- Submit a Complaint
- Report Waste, Fraud, Abuse or Misconduct to the Inspector General



Home » Open Government

Printer Friendly

- Open Government Home
- Open Government Plan
- Congressional Affairs
- Data
- Declassification
- Evaluating Our Progress
- FOIA
- Language Access
- Plain Writing Act
- Records Management
- Contact the Department



OPEN GOVERNMENT

OPEN GOVERNMENT
READ OUR
AT THE
OPEN GOVERNMENT PLAN 2.0
DEPARTMENT OF JUSTICE

1 2

CONTACT

By Mail:
U.S. Department of Justice
950 Pennsylvania Ave., NW
Washington, DC 20530-0001

By Phone:
202-514-2000

Directory of Department Officials

FOIA.GOV

FARA.GOV

OPEN GOV
WHITEHOUSE.GOV/OPEN

ABOUT OPEN GOVERNMENT

The Department of Justice is committed to achieving the President's goal of making this the most transparent Administration in history. In the Memorandum on Transparency and Open Government, issued on January 21, 2009, the President instructed the Director of the Office of Management and Budget to issue an *Open Government Directive*. The Open Government Directive directs executive departments and agencies to take specific actions to implement the principles of transparency, participation, and collaboration set forth in the President's Memorandum.

As a result, the Associate Attorney General convened a working group of senior Justice Department staff to oversee the development of the Justice Department Open Government Plan. We have worked with each and every component within the Department to fulfill the Open Government Directive and increase openness and transparency.

On April 9, 2012, the Department released its *Open Government Plan 2.0*.

In the 21st Century, democracy demands an innovative approach to policymaking - an approach built on transparency, participation, and collaboration. These foundational qualities are the keys to creating a more effective government that serves the creative and

OPEN GOVERNMENT RESOURCES

- Data.gov
- IT Dashboard
- Recovery.gov
- Regulations.gov
- USASpending.gov

STAY CONNECTED

Home » Open Government » Language Access

Printer Friendly

- Open Government Home
- Open Government Plan
- Congressional Affairs
- Data
- Declassification
- Evaluating Our Progress
- FOIA
- Language Access**
- Plain Writing Act
- Records Management
- Contact the Department

LANGUAGE ACCESS

Availability of Language Assistance Services

Success of the Department's mission depends on accurate communication with members of the public, regardless of their level of English proficiency. On April 5, 2012, the Attorney General announced revised policies to ensure that Department staff take reasonable steps to provide limited English proficient (LEP) persons with meaningful access to Department programs and activities.

Please let us know if you have trouble understanding English or need help communicating with the Department of Justice. Ask for an interpreter or if translated material is available when you contact us. If you can, please tell us your language or dialect.

For more information about how the Department plans to overcome language barriers and comply with Executive Order 13166, please see the Departmental Language Access Plan and additional Agency Language Access Plans. We welcome public comment to help us ensure that our policies are applied consistently within and across the Department. If you would like to provide us feedback or suggestions to the Departmental Language Access Plan, please send an email to DOJLAWG@usdoj.gov. Feedback will help us establish better protocols and procedures as we continue to implement the Departmental Language Access Plan.

Agency Language Plans

AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES

توافر خدمات المساعدة اللغوية (Arabic)

Magagamit na Mga Paglilingkod Ukol sa Tulong na Pangwikain (Filipino)

Disponibilité de services d'aide linguistique (French)

언어 지원 서비스 이용 (Korean)

Disponibilidade de Serviços de Assistência Linguística (Portuguese)

Disponibilidad de servicios de asistencia lingüística (Spanish)

FOIA GOV

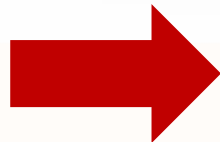
OPEN GOV
WHITEHOUSE.GOV/OPEN

- #### OPEN GOVERNMENT RESOURCES
- [Data.gov](#)
 - [IT Dashboard](#)
 - [Recovery.gov](#)
 - [Regulations.gov](#)
 - [USASpending.gov](#)

STAY CONNECTED

- Sign up for E-Mail Updates
- Subscribe to News Feeds

[Facebook](#) [Twitter](#) [YouTube](#)



Updated: May 2012



THE COMMON LAW IS THE WILL OF *Mankind* ISSUING FROM THE *Life* OF THE *People*

THE UNITED STATES
DEPARTMENT OF JUSTICE

SEARCH THE SITE
 SEARCH

HOME ABOUT AGENCIES BUSINESS RESOURCES NEWS CAREERS CONTACT

Home » Open Government » Agency Language Access Plans

Printer Friendly

- Open Government Home
- Open Government Plan
- Congressional Affairs
- Data
- Declassification
- Evaluating Our Progress
- FOIA
- Language Access**
- Plain Writing Act
- Records Management
- Contact the Department

LANGUAGE ACCESS

AGENCY LANGUAGE PLANS

- Civil Rights Division
- Environment and Natural Resources Division (PDF)
- Executive Office for United States Trustees
- Justice Management Division (PDF)
- Office of Justice Programs
- Office of the Pardon Attorney (PDF)



FOIA GOV

OPEN GOV
WHITEHOUSE.GOV/OPEN

OPEN GOVERNMENT RESOURCES

- Data.gov
- IT Dashboard
- Recovery.gov
- Regulations.gov
- USASpending.gov

STAY CONNECTED

- ✉ Sign up for E-Mail Updates
- 📺 Subscribe to News Feeds



Updated: May 2012



THE COMMON LAW IS THE WILL OF *ManKind* ISSUING FROM THE *Life* OF THE *People*

THE UNITED STATES
DEPARTMENT OF JUSTICE

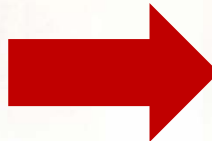
SEARCH THE SITE

SEARCH

HOME ABOUT AGENCIES BUSINESS RESOURCES NEWS CAREERS CONTACT

Home Agencies Civil Rights Division About

- Civil Rights Division
- Home
- About the Division
- Appellate
- Criminal
- Disability Rights
- Education
- Employment
- Federal Coordination and Compliance
- Housing and Civil Enforcement
- Office of Special Counsel for Immigration-Related Unfair Employment Practices
- Policy and Strategy
- Special Litigation
- Voting
- Meet the Assistant Attorney General
- How to File a Complaint**
- Press Room
- Cases and Matters
- Publications
- Employment Opportunities
- Civil Rights FOIA
- Contact the Division



AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES

The Civil Rights Division strives to provide accurate and effective communication with members of the public, regardless of their level of English proficiency. It is Division policy to take reasonable steps to overcome language barriers to Division programs or activities, at no cost to the limited English proficient (LEP) individual.

Please let us know if you have trouble understanding English or need help communicating with the Civil Rights Division. Ask for an interpreter or if translated material is available when you contact us. If you can, please tell us your language (or dialect).

For more information about how the Civil Rights Division plans to overcome language barriers and comply with Executive Order 13166, see the Civil Rights Division Language Access Plan or the Department of Justice Language Access Plan (plans are available in English only). We welcome public comment and suggestions that will help us overcome language barriers. If you would like to provide us feedback to the Civil Rights Division Language Access Plan or the Departmental Language Access Plan, please send an email to DOJLAWG@usdoj.gov. Feedback will help us establish better protocols and procedures as we continue to implement the Departmental Language Access Plan.

- توافر خدمات المساعدة اللغوية - قسم الحقوق المدنية (Arabic)
- Magagamit na Mga Paglilingkod Ukol sa Tulong na Pangwikain - Sangay sa Mga Karapatang Sibil (Filipino)
- Disponibilité de services d'aide linguistique (French)
- [언어 지원 서비스 이용 - 인권국 (Korean)
- Disponibilidade de Serviços de Assistência Linguística - Divisão dos Direitos Cíveis (Portuguese)
- Disponibilidad de servicios de asistencia lingüística (Spanish)

GENERAL INFORMATION OFFICE OF THE ASSISTANT ATTORNEY GENERAL

LEADERSHIP

Thomas E. Perez
Assistant Attorney General

CONTACT

Civil Rights Division
(202) 514-4609
Telephone Device for the Deaf (TTY)
(202) 514-0716

PROTECTING THE RIGHTS OF SERVICE MEMBERS

[WWW.SERVICEMEMBERS.GOV](http://www.SERVICEMEMBERS.GOV)

VISIT WWW.ADA.GOV



DEPARTMENT OF JUSTICE ACTION CENTER

Report a Violation

Get a Job

Contact Us



THE COMMON LAW IS THE WILL OF *Mankind* ISSUING FROM THE *Life* OF THE *People*

THE UNITED STATES
DEPARTMENT OF JUSTICE

SEARCH THE SITE
 SEARCH

- HOME
- ABOUT
- AGENCIES
- BUSINESS
- RESOURCES
- NEWS
- CAREERS
- CONTACT

Home > Agencies > Civil Rights Division > How to File a Complaint

- Civil Rights Division Home
- About the Division
- Meet the Assistant Attorney General
- How to File a Complaint**
- Press Room
- Cases and Matters
- Publications
- Employment Opportunities
- Civil Rights FOIA
- Contact the Division

HOW TO FILE A COMPLAINT

The Civil Rights Division enforces civil rights laws in a wide variety of contexts. You may use the information on this page to find the appropriate way to submit a complaint or report of a potential civil rights violation. If you are not sure which Section is the appropriate one to receive your complaint, you may contact the Civil Rights Division at (888) 736-5551 or (202) 514-3847.

- Criminal Section
- Disability Rights Section
- Educational Opportunities Section
- Employment Litigation Section
- Federal Coordination and Compliance
- Housing and Civil Enforcement Section
- Office of Special Counsel for Immigration Related Unfair Employment Practices
- Special Litigation Section
- Voting Section

Please let us know if you have trouble understanding English or need help communicating with the Civil Rights Division. Ask for an interpreter or if translated material is available when you contact us. If you can, please tell us your language (or dialect).

- Availability of Language Assistance Services (English)
توافر خدمات المساعدة اللغوية - قسم الحقوق المدنية (Arabic)
- Magagamit na Mga Paglilingkod Ukol sa Tulong na Pangwikain - Sangay sa Mga Karapatang Sibil (Filipino)
- Disponibilité de services d'aide linguistique (French)
- [언어 지원 서비스 이용 - 인권국 (Korean)
- Disponibilidade de Serviços de Assistência Linguística - Divisão dos Direitos Cíveis (Portuguese)
- Disponibilidad de servicios de asistencia lingüística (Spanish)

Alabama's Immigration Law H.B. 56

To report potential civil rights concerns related to the impact of Alabama's immigration law H.B. 56, please contact 1-855-353-1010 or hb56@usdoj.gov.

GENERAL INFORMATION OFFICE OF THE ASSISTANT ATTORNEY GENERAL

LEADERSHIP

Thomas E. Perez
Assistant Attorney General

CONTACT

Civil Rights Division
(202) 514-4609
Telephone Device for the Deaf (TTY)
(202) 514-0716

PROTECTING THE RIGHTS OF SERVICE MEMBERS

www.SERVICEMEMBERS.GOV

VISIT WWW.ADA.GOV



DEPARTMENT OF JUSTICE ACTION CENTER

- Report a Violation
- Get a Job
- Contact Us



THE COMMON LAW IS THE WILL OF *ManKind* ISSUING FROM THE *Life* OF THE *People*

THE UNITED STATES
DEPARTMENT OF JUSTICE

SEARCH THE SITE

SEARCH

HOME ABOUT AGENCIES BUSINESS RESOURCES NEWS CAREERS CONTACT

Home Agencies Civil Rights Division About

- Civil Rights Division
- Home
- About the Division
- Appellate
- Criminal
- Disability Rights
- Education
- Employment
- Federal Coordination and Compliance
- Housing and Civil Enforcement
- Office of Special Counsel for Immigration-Related Unfair Employment Practices
- Policy and Strategy
- Special Litigation
- Voting
- Meet the Assistant Attorney General
- How to File a Complaint
- Press Room
- Cases and Matters
- Publications
- Employment Opportunities
- Civil Rights FOIA
- Contact the Division



AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES

The Civil Rights Division strives to provide accurate and effective communication with members of the public, regardless of their level of English proficiency. It is Division policy to take reasonable steps to overcome language barriers to Division programs or activities, at no cost to the limited English proficient (LEP) individual.

Please let us know if you have trouble understanding English or need help communicating with the Civil Rights Division. Ask for an interpreter or if translated material is available when you contact us. If you can, please tell us your language (or dialect).

For more information about how the Civil Rights Division plans to overcome language barriers and comply with Executive Order 13166, see the Civil Rights Division Language Access Plan or the Department of Justice Language Access Plan (plans are available in English only). We welcome public comment and suggestions that will help us overcome language barriers. If you would like to provide us feedback to the Civil Rights Division Language Access Plan or the Departmental Language Access Plan, please send an email to DOJLAWG@usdoj.gov. Feedback will help us establish better protocols and procedures as we continue to implement the Departmental Language Access Plan.

- توافر خدمات المساعدة اللغوية - قسم الحقوق المدنية (Arabic)
- Magagamit na Mga Paglilingkod Ukol sa Tulong na Pangwikain - Sangay sa Mga Karapatang Sibil (Filipino)
- Disponibilité de services d'aide linguistique (French)
- [언어 지원 서비스 이용 - 인권국 (Korean)
- Disponibilidade de Serviços de Assistência Linguística - Divisão dos Direitos Cíveis (Portuguese)
- Disponibilidad de servicios de asistencia lingüística (Spanish)

GENERAL INFORMATION OFFICE OF THE ASSISTANT ATTORNEY GENERAL

LEADERSHIP

Thomas E. Perez
Assistant Attorney General

CONTACT

Civil Rights Division
(202) 514-4609
Telephone Device for the Deaf (TTY)
(202) 514-0716

PROTECTING THE RIGHTS OF SERVICE MEMBERS

www.SERVICEMEMBERS.GOV

VISIT WWW.ADA.GOV



DEPARTMENT OF JUSTICE ACTION CENTER

Report a Violation

Get a Job

Contact Us



THE COMMON LAW IS THE WILL OF *ManKind* ISSUING FROM THE *Life* OF THE *People*

THE UNITED STATES DEPARTMENT OF JUSTICE

- HOME
- ABOUT
- AGENCIES
- BUSINESS
- RESOURCES
- NEWS
- CAREERS
- CONTACT

SEARCH THE SITE

SEARCH

Home Agencies Civil Rights Division About Federal Coordination and Compliance

- Civil Rights Division Home
- About the Division
 - Appellate
 - Criminal
 - Disability Rights
 - Education
 - Employment
 - Federal Coordination and Compliance**
 - Title VI - Race, Color, or National Origin
 - Title IX - Sex Discrimination in Education
 - Executive Order 12250
 - Executive Order 13166
 - Publications
 - Agreements and Resolutions
 - Office of Special Counsel for Immigration-Related Unfair Employment Practices
 - Policy and Strategy
 - Special Litigation
 - Voting
 - Meet the Assistant Attorney General
 - How to File a Complaint
 - Press Room
 - Cases and Matters
 - Publications
 - Employment

FEDERAL COORDINATION AND COMPLIANCE SECTION



The Federal Coordination and Compliance Section (FCS) ensures that all federal agencies consistently and effectively enforce civil rights statutes and Executive Orders that prohibit discrimination in federally conducted and assisted programs and activities.

[LEARN MORE »](#)

FCS NEWS

FEATURED ACTIVITIES



Department of Justice Language Access Plan (PDF) – April 5, 2012

Civil Rights Division Language Access Plan (PDF) – February 21, 2012

Department of Justice Letter and Report of Findings to the North Carolina Administrative Office of the Courts (PDF) – March 8, 2012

- 171-54M-8 بخصوص: تحقيق في شكوى المكتب الإداري لمحاكم كارولينا الشمالية رقم (Arabic)
- 关于: 对北卡罗莱纳州法院管理办公室的调查 投诉编

How does the Division provide meaningful access to Limited English Proficient (LEP) Individuals?

Who is a recipient of federal financial assistance (FFA)?

How does Title VI of the Civil Rights Act of 1964 (Title VI) protect you from discrimination on the basis of race, color, and national origin discrimination?

What protections are in place for Limited English Proficient (LEP) individuals?

How does Title IX protect you from sexual discrimination in



CONTACT INFORMATION CIVIL RIGHTS DIVISION FEDERAL COORDINATION AND COMPLIANCE

Federal Coordination and Compliance
Title VI Hotline: 1-888-TITLE-06 (1-888-848-5306) (Voice / TTY)

LEADERSHIP

Deeana Jang
Chief

MAILING ADDRESS

U.S. Department of Justice
Civil Rights Division
Federal Coordination and Compliance Section, NWB
950 Pennsylvania Avenue, N.W.
Washington, D.C. 20530



DEPARTMENT OF JUSTICE ACTION CENTER

- [Report a Violation](#)
- [Get a Job](#)
- [Contact Us](#)

Resources

- Resources on language access law & compliance from Federal Interagency Working Group on Limited English Proficiency, www.lep.gov
- Title VI and LEP Videos, <http://go.usa.gov/EFi>
- Language Access Assessment and Planning Tool, <http://go.usa.gov/jpJ>
- FCS LEP Agreements and Settlements, <http://go.usa.gov/KTh>

Resources

- More information on the requirements of the various provisions of the Voting Rights Act that guarantee minority language assistance to voters, and the Department's enforcement work in this area, can be found on the Voting Section's website at http://www.justice.gov/crt/about/vot/sec_203/act_iv_203.php
- Educational Opportunities Section, <http://www.justice.gov/crt/about/edu/>

More Resources Mentioned

- ▶ Several websites help identify whether an entity is recipient or sub-recipient of federal financial assistance
- ▶ Office of Management and Budget, USA Spending.gov, <http://www.usaspending.gov/>
- ▶ U.S. Department of Health and Human Services, <http://taggs.hhs.gov/index.cfm>
- ▶ Single Audit Database, <http://harvester.census.gov/sac/dissemin/entity.htm>
- ▶ See also http://www.lep.gov/ffa/federal_financial_assistance.html

More Resources Mentioned

- ▶ Federal civil rights regulations under Workforce Investment Act require the public workforce system to “make reasonable efforts to meet the particularized language needs” of customers who have limited English proficiency (LEP).
- ▶ Department of Labor guidance and resources for state workforce agencies, local workforce areas, and One-Stop Career Centers to serve customers with diverse ethnic and linguistic backgrounds:

<http://wdr.doleta.gov/directives/attach/TEGL26-02.cfm>

More Resources Mentioned

- ▶ Common Language Access Questions, Technical Assistance, and Guidance for Federally Conducted and Federally Assisted Programs

http://www.lep.gov/resources/081511_Language_Access_CAQ_TA_Guidance.pdf

- ▶ Language Access Assessment and Planning Tool for Federally Conducted and Federally Assisted Programs

http://www.lep.gov/resources/2011_Language_Access_Assessment_and_Planning_Tool.pdf

Discussion & Contacts

Please press *1 to get into the queue to ask a question or type your question into the chat box.

Emily McCarthy

Emily is Deputy Chief of the Educational Opportunities Section of the Civil Rights Division, U.S. Department of Justice. During her eleven years in the Section, much of her work has focused on ensuring that state and local educational agencies meet their federal obligations to provide equal educational opportunities to English Language Learner students. Examples of this work include the joint DOJ-OCR ELL settlements with the Boston Public Schools, the Denver ELL case, and the ongoing Lau case against the San Francisco Unified School District.

Emily.McCarthy@usdoj.gov

Christine Stoneman

Christine is Special Legal Counsel in the Federal Coordination and Compliance Section (FCS) of the Civil Rights Division at the U.S. Department of Justice. She manages significant FCS matters focused on coordination and enforcement of Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, and various Executive Orders and statutes prohibiting discrimination on the basis of race, color, national origin, language, sex, and religion. She has been a leader in implementing and enforcing the language access provisions of Title VI and Executive Order 13166 and has been instrumental in the development of the DOJ LEP guidance, the creation and continued work of the Federal Interagency Working Group on LEP, DOJ policy and enforcement related to language access in the courts, and a wide variety of Title VI matters related to race, color, and national origin

discrimination. Christine.Stoneman@usdoj.gov

Laureen Laglagaron

Laureen is an Attorney Advisor at the Federal Coordination and Compliance Section of the Civil Rights Division, U.S. Department of Justice. She handles discrimination cases; provides technical and legal assistance; offers regulatory, policy and program review; and coordinates federal civil rights enforcement. Her work focuses on national origin discrimination against persons with limited English proficiency. Laureen.Laglagaron@usdoj.gov



*For More Information about
MPI's Language Access Work*

Chhandasi Pandya

Policy Analyst | Program Coordinator

Migration Policy Institute

National Center on Immigrant Integration Policy

cpandya@migrationpolicy.org

www.migrationpolicy.org/languageportal



Thank You

MPI's National Center on Immigrant Integration Policy facilitated this webinar.

To hear audio for this webinar, and to listen to past webinars, please visit:

www.migrationpolicy.org/languageportal