

## **Centro Cultural La Familia Center Policy and Plan for Language Access**

Centro Cultural La Familia is a nonprofit organization in the state of \_\_\_\_\_. Centro Cultural La Familia is a federally funded Community Parent Resource Center (CPRC) funded by the Office of Special Education Programs, U.S. Department of Education. Centro Cultural La Familia mission is “to empower families of children with disabilities with knowledge so that our children and young adults can live as respected and valuable members in our community.”

Centro Cultural La Familia is committed to providing services that are of high quality and are accessible to all families of infants, toddlers, children, and youth with disabilities. In addition Centro Cultural La Familia ensures that access to its services is available to underserved families regardless of race, color immigrant status, language, ethnicity, age, at-risk status, and economic factors such as poverty. CCFL has developed a demographic profile of the population being served.

Centro Cultural La Familia (CCLF) is located in the largest city in an area known as the Southside in the state of \_\_\_\_\_. Due to the location in the community walk-ins often occur. CCLF’s office is located in an accessible building and can be reached by public transportation.

CCLF works primarily with Hispanic/Latino families in the Southside area. CCLF collaborates with statewide and community based organizations that are familiar with the language needs of individuals served by the center and those likely to be served. CCLF is a member of a statewide organization that is comprised of various immigrant and migrant organizations in the state. CCFL also works in collaboration with organizations that address the needs of families living in urban populations and those families which may have transitioned from rural communities to the Southside area. CCLF works very closely with the two largest organizations in the state which focus on the needs of Hispanic/Latino families in areas other than special education such as housing, medical, jobs, adult education and adult literacy. CCLF works in collaboration with the statewide Parent Training and Information Center (PTI) which has developed resources for Hmong families and with other families of children and youth with disabilities. CCFL holds trainings and other events at the local elementary and senior high schools in the Southside community. CCLF works in collaboration with two local churches.

The following ensure access to CCLF's programs and services:

- (1) Staff of the center is representative of the community. The co-directors and co-founders of the organization are the sister and brother of an adult male with disabilities and serve as his guardian. They are long term residents of the community being served. There are a total of five staff members and all speak Spanish and English fluently.
- (2) Callers, visitors and walk-ins to the office are greeted by an office receptionist who speaks Spanish and English. The answering machine messages are in both Spanish and English. . The CCLF office is accessible and can be reached by public transportation. Other sites utilized for trainings such as local schools and local churches as well are disability accessible and can be reached by public transportation.
- (3) The CCLF website has information in Spanish and English and is accessible for those who are visually impaired. Attention is paid to reading level (low literacy) and information on the website is family friendly.
- (4) Workshops are conducted in Spanish and in English with attention paid to reading level (low literacy) on handouts that accompany workshop presentations. Materials are family friendly. One to one services for families such as site visits and telephone consultations are provided in Spanish and English. If language is required other than Spanish or English (i.e. Hmong) referral is made to one of the community based organizations with which CCLF has a working relationship.
- (5) CCLF has developed strong on-going working relationships with community based organizations which address the needs of Hispanic/Latino families in areas other than education such as adult literacy, jobs, and medical and is able to refer families when these needs take priority over educational needs.
- (6) CCLF conducts outreach in local ethnic media such as newspapers, radio and cable television programming.
- (7) CCLF uses evidence-based practices and materials that have proven to be effective with diverse populations, particularly Hispanic/Latino families. For

instance it has been found effective to hold events with child-care at various hours including later evenings so as not to interfere with working parents schedules. CCLF has an agreement with a large manufacturer who hires several families in the community to meet at their place of business to conduct lunchtime workshops.

(8) CCLF actively recruits board members who are representative of the community being served.

(9) CCLF actively seeks and obtains feedback from families being served about participant satisfaction regarding services. An evaluation process is in place that seeks input regarding all programs, services, and activities of the organization.

### **Responsible Parties**

The CCFL co-Directors with oversight from its Board of Directors are responsible for the implementation and monitoring of the center's disability and language access activities. Parent Center staff is made aware of and in compliance with policies that affect language access.

### **Language Access Plan Objectives and Activities**

#### **Objective 1: To continue to explore options available to CCLF to ensure the provision of language assistance services**

Activity 1.1 – Directors will explore with community based organizations options of language assistance services which may benefit recipients of CCLF services.

Activity 1.2 – Directors will explore with technical assistance providers options of language assistance services which may benefit recipients of CCLF services.

Activity 1.3 – Directors will assess and will put into place most effective options that will benefit recipients of CCLF services.

#### **Objective 2. To develop a written policy on the provision of language interpreter and translator services.**

Activity 2.1 – Parent Center will request samples of written policies on the provision of language interpreter and translator services from other community based organizations.

Activity 2.2 – CCLF will request samples of written policies on the provision of language interpreter and translator services from their technical assistance providers.

Activity 2.3 – In conjunction with Board of Directors, CCLF will develop a written policy on the provision of language interpreter and translator services for its organization.

**Objective 3. To develop a tool for collecting data on beneficiary satisfaction with interpreter services.**

Activity 3.1 – Parent Center will request samples of tools for collecting data on beneficiary satisfaction with interpreter services from their technical assistance providers.

Activity 3.2- Parent Center will request samples of tools for collecting data on beneficiary satisfaction with interpreter services from other community based organizations.

Activity 3.3 – Parent Center will develop a tool for collecting data on beneficiary satisfaction with interpreter services.

**Certification of Language Access Plan Approval for Parent Center**

CCLF’s language access plan meets the standards and criteria outlined in the following checklist. The CCLF Language Access Plan aligns with its overall information, delivered services, programs and activities based on the following criteria:

- (1) Language access planning is not reviewed as a separate exercise but is incorporated in all activities, services, and programs

- (2) There is a strong connection between the proposed program, services and activities and the plan improvement.
- (3) The proposed plan has clear goals and realistic strategies for CCLF to provide public programs, activities and services to residents of the Southside with limited or no English proficiency with a sufficient budget to acquire and maintain these services and activities.
- (4) The plan has an evaluation process that allows CCLF Board of Directors and its directors to track and monitor progress toward the specified goals. In addition, the process allows for changes in response to new developments and new opportunities that may arise.

Approved by:

CCLF Board President: \_\_\_\_\_ Date: \_\_\_\_\_

CCLF Director: \_\_\_\_\_ Date: \_\_\_\_\_

CCLF Director: \_\_\_\_\_ Date: \_\_\_\_\_