

NCAPPS Monthly Webinar Q&A for May 2020

The Following is a series of written Q&A responses that we did not have time for during NCAPPS monthly webinar for May 2020. Thank you to all our speakers for their time and willingness to share additional knowledge and resources.

The recording, presentation slides, and other resources for this webinar can be found on our website: <https://ncapps.acl.gov/webinars.html>

Question for Tawara Goode

Q: Do you have a sample language plan?

Tawara's response

There are numerous sample language access and implementation plans on the web. I received permission from Diana Autin, a nationally known leader with whom I have partnered with for many years in advancing and sustaining cultural and linguistic competence, to share her organization's language access plan. It is a stellar plan and I trust it will be useful to you and others who participated in the webinar.

See links to her profiles.

<https://nccc.georgetown.edu/leadership/bios/diana-autin.php>

<https://www.cadreworks.org/about-us/speaker/diana-autin>

The U.S. Census Bureau just changed the reporting format in March 2020. I do have California data but it is for 2017 and 2018. See attached handout.

<https://www.census.gov/newsroom/press-kits/2019/detailed-estimates.html>

Question for Octavio Martinez

Q: Who will be the sustaining sponsor for overhauling the state of mental health (systems change)? Who is working on shaping that goal?

Octavio's response: The Well Being Trust is a national foundation who recently released a framework for excellence in mental health and well-being. It also has a policy action guide. healingthenation.wellbeingtrust.org

General questions:

Q: [My agency is] specifically looking for volunteers to assist the aging population who are bilingual English/Spanish. However, we also need help with other languages:

Korean, Tagalog, Farsi, Japanese and Mandarin. If any of you can recommend such resources, I'd be very grateful.

Tawara: I am unsure exactly what you are asking. Do you want to know where to find volunteers who speak the languages listed? Are you looking for companies that provide interpreters? If it is the former, consider establishing partnerships with ethnic-specific community-based, advocacy, or other social services programs in your area. Determine if there are shared interests to support aging populations within their respective communities and negotiate a path forward.

Q: Is there a map for CLAS adoption?

Tawara: Yes, see link from Think Cultural Health.
<https://thinkculturalhealth.hhs.gov/clas/clas-tracking-map>

Q: What is the "difference" in terminology (and how should this affect my way of speaking) between "Hispanic" (in Texas) vs Latino vs Spanish (in Philadelphia) vs Chicano?

Tawara: There is different terminology to refer the diverse group of people who fall under the category of Latino or Hispanic by the U.S. Census. Some people are using the term Latinx. You should always ask how people self-identify and not assume and offer the various options: Hispanic, Latino, Latina, Latinx and other.

Selected references

<https://www.pewresearch.org/fact-tank/2019/11/11/who-is-hispanic/>

https://www.exploratorium.edu/sites/default/files/Genial_2017_Terms_of_Usage.pdf

<https://medium.com/@ThinkNowTweets/progressive-latino-pollster-trust-me-latinos-do-not-identify-with-latinx-63229adebcea>

<https://www.oprahmag.com/life/a28056593/latinx-meaning/>

Q: Is anyone doing work on making communication more accessible for people who don't use spoken language?

Tawara: Yes. Many groups are engaged in this work. A colleague, Bob Williams, who uses a communication device, is leading a national initiative.

<https://communicationfirst.org/>

https://www.facebook.com/permalink.php?id=109533522424006&story_fbid=3124396450937683

Augmentative and Alternative Communication (AAC)

Guidance from the American Speech, Language & Hearing Association
<https://www.asha.org/public/speech/disorders/AAC/>

There are also several professional journals who publish on AAC, University Centers for Excellence in Developmental Disabilities, and other organization doing this work.

Q: Please speak to the difference between translation and interpretation.

Tawara:

Interpretation and translation are often incorrectly used interchangeably. The term *translation* is used for the process of converting *written* messages from one language to another.

Translation

“Translation is the written conversion of written materials from one language to another; a process in which text is transferred from the source language to another language.”

Goode, T., Sockalingam, S., Brown, M. and Jones, W. (2003). Policy Brief 2: Linguistic competence in primary health care delivery systems: Implications for policy makers. Washington, DC: National Center for Cultural Competence, Georgetown University Child Development Center.

https://nccc.georgetown.edu/documents/Policy_Brief_2_2003.pdf

Interpretation

“The oral restating in one language of what has been said in another language; should accurately convey the tone and meaning of the information given in the original language.”

Goode, T., Sockalingam, S., Brown, M. and Jones, W. (2003). Policy Brief 2: Linguistic competence in primary health care delivery systems: Implications for policy makers. Washington, DC: National Center for Cultural Competence, Georgetown University Child Development Center.

https://nccc.georgetown.edu/documents/Policy_Brief_2_2003.pdf

“The process of understanding and analyzing a spoken or signed message and re-expressing that message faithfully, accurately, and objectively in another language, taking the cultural and social context into account.”

National Standards of Practice for Interpreters in Health Care (2005). National Council on Interpreting in Health Care.

<https://www.ncihc.org/assets/documents/publications/NCIHC%20National%20Standards%20of%20Practice.pdf>