MEANINGFUL LANGUAGE ACCESS TRAINING & RESOURCES

BY NOEMI GONZALEZ-ROCHA

A SIMPLE TRANSLATION

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ABOUT NOEMI
A SIMPLE TRANSLATION

Consultant & Coach

Licensed Trainer of the Community Interpreter International®

Former Certified Healthcare Interpreter (CHI®)

CA Court Certified Interpreter

Community Interpreter

ATA Certified Translator (EN>ES)

Past District Director, Toastmasters District 4

ABOUT ISABEL

Founder, translator and interpreter with Danta Language Collective

- Focus on:
  - Human and Environmental Rights
  - Urban Planning, Community Participation

PhD Candidate in the Department of City and Regional Planning, University of California – Berkeley

MA in City and Regional Planning in Centro Interdisciplinario en Estudios del Desarrollo (Cider), Universidad de los Andes, Bogotá

Why does this matter?

Top 10 Non-English Languages Spoken at Home in the Bay Area (by number of residents)

	Language	Count
1.	Spanish	1,228,829
2.	Chinese	586,130
3.	Other Indo European Languages	371,376
4.	Other Asian and Pacific Islander languages	240,844
5.	Tagalog, including Filipino	234,660
6.	Vietnamese	172,960
7.	Russian, Polish or other Slavic languages	75,221
8.	Korean	62,249
9.	Other and unspecified languages	56,822
10.	French, Haitian or Cajun Languages	45,950

SOURCE: 2023 American Community Survey (5-Year Estimates)

What we heard

- From jurisdiction staff:
  - Community members reaching out to cities wanting better language access
- Concept tested with nonprofits and, to a smaller degree with some local jurisdictions

Criteria for Meaningful Language Access

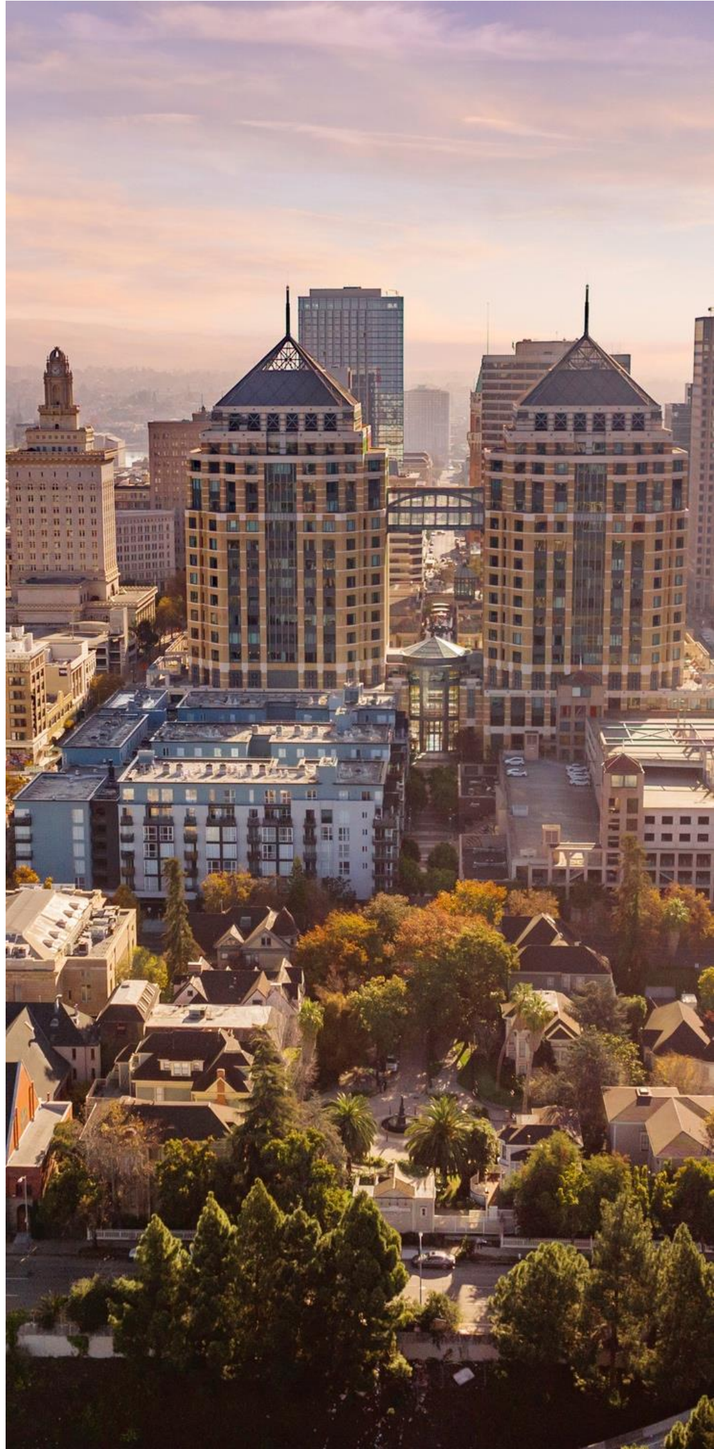
- Assessing the language needs of the population served
- Development of a comprehensive written policy on language Access
- Training of staff
- Diligent monitoring

Project Overview

- Support equitable access through multilingual communication
- Develop resources and training for planning and housing staff
- Collaborate with jurisdictions to identify needs and strategies

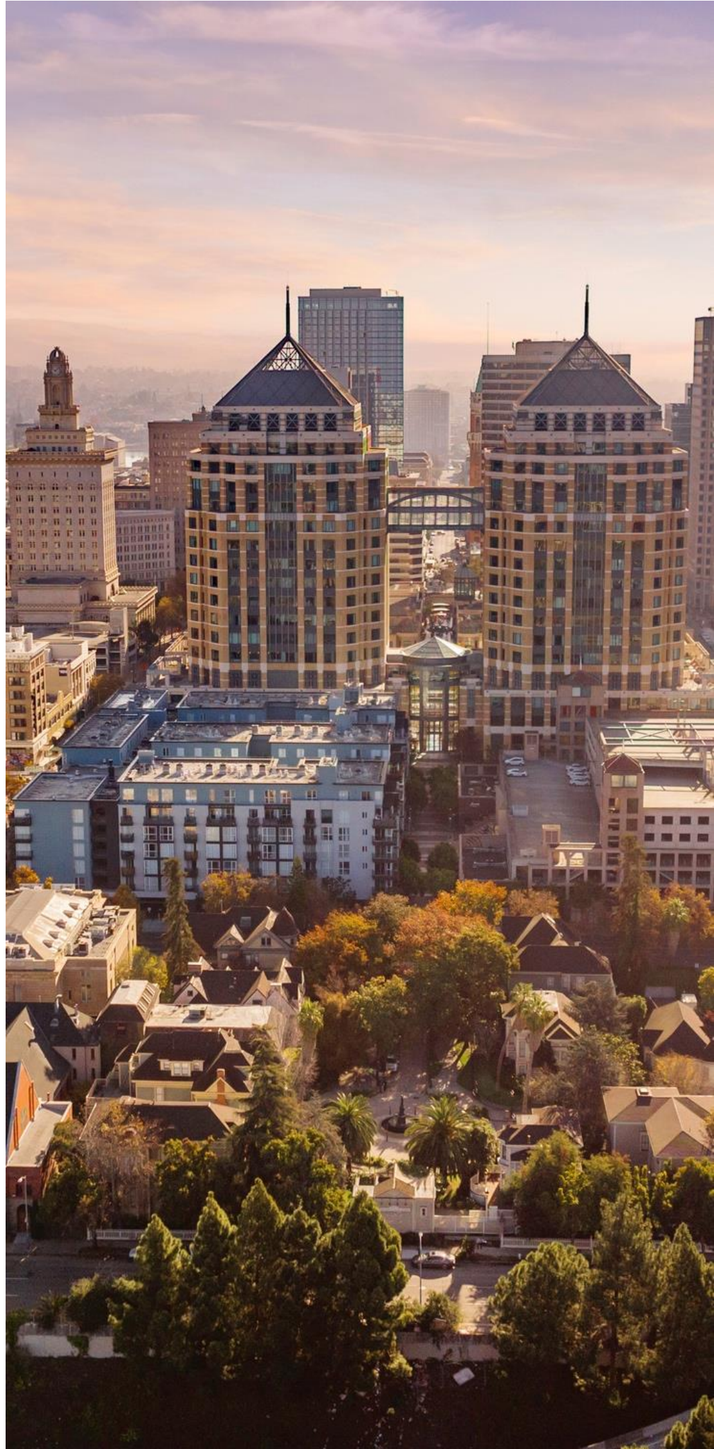
Kick-off & Project Management

- Attend and schedule collaborative meetings
- Conduct regular check-ins with the Project Team



English-Spanish Handbook

- Review English-Spanish Handbook and provide feedback



Language Access Workshops

Two Options:

Option 1: Three to Four Workshops (2 hours each)

- At least one in-person workshop, two or three online sessions
- Topics:
- Potential activities include small and large group discussions, workbook activities, practice exercises.

Option 2: One-Day Workshop (8 hours)

- A full-day, in-person training
- Covers all foundational topics listed above

Why in-person participation?

Potential Participants

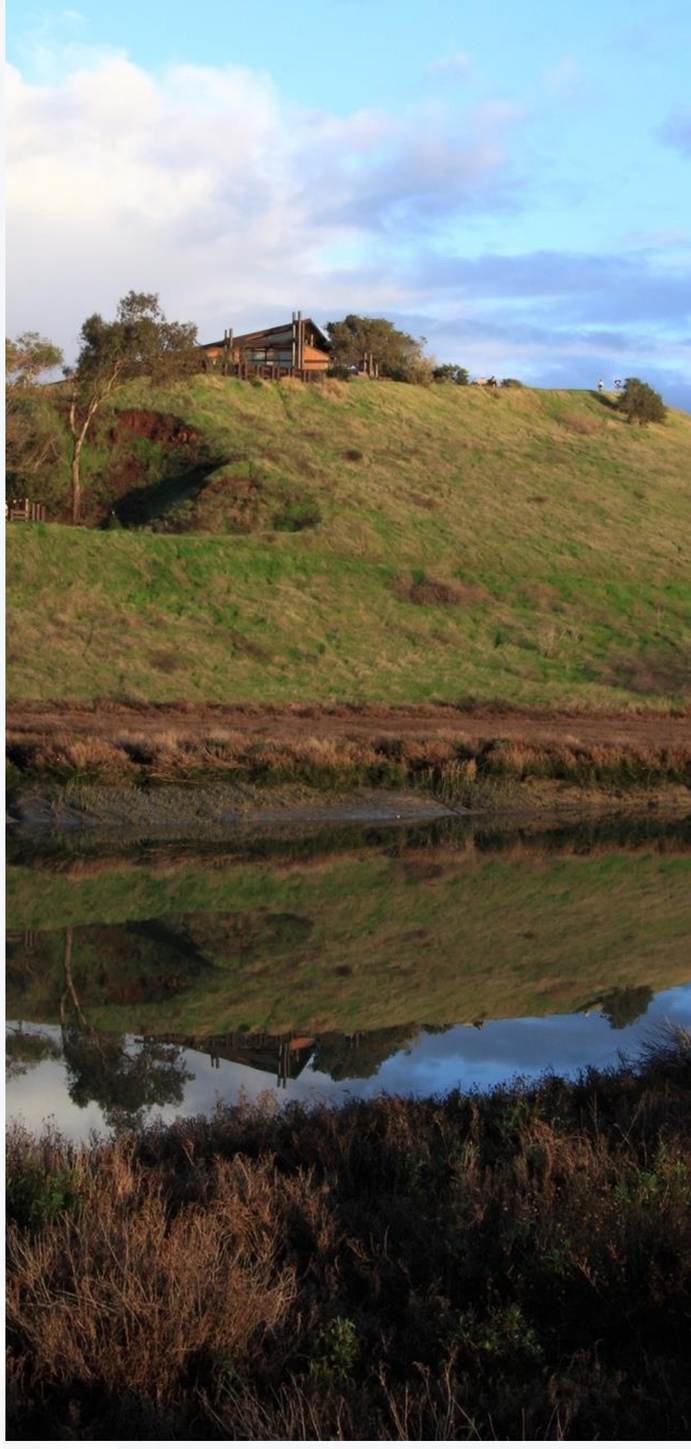
- Housing
- Planning
- Health & Human Services
- Outreach
- Communications
- Others as jurisdictions see fit

Glossary Translation

- Translate existing Spanish glossary into three other languages of wide diffusion
  - Traditional Chinese
  - Tagalog
  - Vietnamese
- The glossary covers affordable housing, land use, zoning and most common terms in tenancy cases, including habitability issues

Reference Sheet/Checklist

- Practical checklist for staff
- When and how to integrate language access tasks
- Supports event planning and project management
- Training videos will be linked to each section



Training Videos

- Create 4-6 training videos
  - To help staff through various agencies prepare for multilingual hearings/events
- Topics include:
  - Multilingual outreach
  - Addressing all aspects of Meaningful Language Access when holding bilingual/multilingual meetings
  - Best practices for presenters when leading bilingual/multilingual meetings
  - Tips for getting interpreting right
  - Tips for getting translation right
  - What to look for in a Language Service Provider (LSP)

Q&A

ANY REMAINING QUESTIONS?

CONTACT ME

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THANK YOU

AND BEST OF LUCK!