



PRINCE WILLIAM
Equity and Inclusion

Language Access Review

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Office of Executive Management – Equity and Inclusion

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EXECUTIVE SUMMARY

The Language Access Review provides a comprehensive overview of the current language access services available in Prince William County and offers recommendations for operationalizing equitable and inclusive language services throughout the County.

The Language Access Review will provide a roadmap for developing the system-wide comprehensive Language Access Plan. The recommendations include developing procedural guidance, consistent service provision, and resources that support meaningful communication for Limited English Proficiency (LEP) residents, business owners, and visitors.

INTRODUCTION

The County's Equity and Inclusion Policy supports language access for LEP individuals based on Title VI of the Civil Rights Act of 1964. Failing to provide LEP individuals with meaningful access to government services violates these protections. Although the Department of Justice (DOJ) and other federal agencies have set forth comprehensive guidelines for serving LEP individuals, language access represents a wider set of practical issues for local government, particularly in districts with significant LEP populations and whose public-serving agencies have regular contact with LEP individuals. The growing linguistic diversity of Prince William County residents highlights the need for effective interpretation and translation services, along with the implementation of oversight and accountability measures that ensure consistent language access across the County.

Based on data collected from Prince William County Schools, the County is home to speakers of as many as 169 languages in the school community. Some of those dialects are variations of the same language, such as Pashto Southern and Pashto Northern, or Chinese Mandarin and Chinese Cantonese. These variations illustrate the County's cultural and linguistic diversity. *Prince William County's top language groups after English are Spanish, Urdu, Vietnamese, Korean, Pashto, Dari/Farsi (2023).*

PWC's Top Language Groups after English (2023):

- Spanish
- Urdu
- Vietnamese
- Korean
- Pashto
- Dari/Farsi

The challenge this poses for agencies, departments, and offices in Prince William County when communicating with individuals with limited English proficiency (LEP) requires thorough examination with the goal of developing a comprehensive and centralized, **user-centered** system of services and resources to support language access. While language access services, including interpretation and translation, are critical, additional resources such as technology, staff training, and data collection vary across agencies, departments, and offices. To better understand how these services are rendered, data was collected from various sources to inform the creation of the Language Access Plan.

For Prince William County agencies, departments, or offices receiving federal funds, the Language Access Plan will follow Section 601 of Title VI of the Federal Civil Rights Act of 1964,

which states: “No person in the United States shall on the grounds 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.” In addition, the language access plan will provide language access services and resources in compliance with Executive Order 13166, signed in August 2000, which affirms Title VI requirements by providing language access to community members who do not speak English fluently.

Accordingly, for other departments, offices, or agencies not receiving federal funds, it is a matter of assuring access to their services, programs, and resources for residents or visitors who are LEP. This creates a ***user-centered design*** that allows full participation in all the benefits PWC provides for LEP individuals.

The Language Access Review of Prince William County encompassed translation and interpretation services, provided legal guidelines, service models, master contracts for service providers, translation and interpretation rates for various languages, pay differentials for bilingual staff, and a protocol for translated documents.

LANGUAGE ACCESS CORE TEAM

To gain a comprehensive understanding of the current state of language access services in Prince William County, a Language Access Core Team comprised of representatives from key departments was established. The team's primary objective was to review the existing interpretation and translation services available, identify areas where additional resources and staff training would benefit, and lay the groundwork for the Language Access Plan.

The team examined various aspects of language access services, beginning with policy development, to provide guidance and structure for resources and services. To this end, the Language Access Core Team engaged internal (bilingual staff) and external (community) stakeholders to develop a Language Access policy that would serve as the foundation for the Language Access Plan. The team also recommended additional policy development, including establishing Bilingual Staff Interpreters and communication policies for Individuals with Disabilities.

PURPOSE

The term "Language Access" refers to the provision of meaningful access to services, programs, and benefits for individuals with limited English language proficiency, also known as Limited English Proficient (LEP) individuals. The purpose of this Language Access Review (LAR) is to understand the current state of interpretation and translation services across the County and to support each department, agency, and office in developing and implementing a process that enables LEP individuals to access government services, programs, and benefits without impeding the mission of the organization.

The County notes that this Language Access Review is intended as guidance and does not create individual rights or entitlements or establish duties or processes beyond what is required under applicable law. In doing so, the fundamental principles of equity, inclusion, and effective governance are maintained.

DEFINITIONS

Key Terms to Know:

- **Interpretation** is the conversion of spoken communication from one language to another.
- **LEP (Limited English Proficient)** are individuals who do not speak English as their primary language and have limited ability to read, speak, write, or understand English.
- **Preferred or dominant language** is the client/consumer or customer's language required for meaningful communication and full participation in services, resources, and programs.
- **Qualified Interpreter** as an individual who has been assessed for professional skills, demonstrates a high level of proficiency in at least two languages, and has the appropriate training and experience to interpret with skill and accuracy while adhering to the Interpreter Standards of Practice. (See [HR Personnel Policy 5.2.12 Language Skills Stipend](#) for the bilingual staff interpreter policy.)
- **Translation** is the conversion of written communication from one language to another.

METHODOLOGY

The U.S. Department of Justice developed the Four Factor Analysis to provide a clear framework through which recipients of federal funding can determine the extent of their obligation to provide services to limited English proficient (LEP) individuals. Prince William County follows the guidance on the Four Factor Analysis to ensure programs, policies, and activities comply with Title VI regulations and to aid in language access planning. The following factors must be considered when developing a Language Access Plan: <https://www.lep.gov/>

The Four Factor Analysis

Factor 1:	Measure	Data Source
The number or proportion of limited English proficient (LEP) persons eligible to be served or likely to be encountered by the program or recipient.	Data collected by PWCS shows the presence of a limited English-proficient population in Prince William County, with 169 languages representing 144+ ethnicities. *Using US Census data, foreign-born or language spoken does not capture language proficiency or literacy.	The State of Virginia (ACS2017-21) American Community Survey (ACS) and the 2017- 2021 U.S. Census Bureau (www.census.gov) estimate the number of Limited English Proficient (LEP) individuals in Virginia at about 435,851, and the total number of LEP residents in Prince William County at 46,820.
Factor 2:	Measure	Data Source
The frequency with which LEP persons come into contact with the program.	The frequency with which LEP interacts with County services and programs. Spanish-speaking calls received by County staff.	An internal Language Access Survey was conducted in July/August 2023, representing 25 departments and six partner liaisons.
Factor 3:	Measure	Data Source
The nature and importance of the program, activity, or service provided by the program to people’s lives.	The importance of local government services to public safety, health, and cultures and the ability for LEP to participate in Prince William County services if language resources did not exist.	American Community Survey, PWC Community Survey (OEM-EI), Bilingual Staff Survey (OEM-EI), Community Questionnaire- (OEM-EI)
Factor 4:	Measure	Data Source
The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.	A description of existing LEP resources and how Prince William County notifies LEP persons of the availability of free language services.	Lists from departments on their LEP efforts and interpretation and translation vendors from the Finance and Procurement Department and Vendor Assessment.

DATA COLLECTION AND ANALYSIS

Review of Language Access Plan, Policy, and Coordinator by Surrounding Counties

Prince William County is Virginia's second-largest county in terms of population, with approximately 45,900 residents categorized as Limited English Proficient (LEP). The county can formulate a robust infrastructure that can provide language access services and support LEP individuals in participating Entirely in the resources and benefits available in Prince William County. Arlington County is around half the size of Prince William County, with a 35% smaller LEP population. Despite this, Arlington has an LEP plan. Fairfax County, although similar in size to Prince William County, has taken proactive measures to address concerns around LEP individuals. This includes creating an Equity/Language Access Plan, adopting a Language Access Policy, and appointing a Language Access Coordinator. Prince William County lags in these critical metrics despite having a comparable proportion of LEP residents. Manassas has a significant portion of the LEP population with no infrastructure to support them. Fauquier County has a Language Access Assistant specifically for the courts.

	Total Population	Total LEP Population	% LEP Population	Language Access Plan	Language Access Policy	Language Access Coordinator
Virginia	7,508,800	424,200	5.64%			
Arlington County	191,500	16,500	8.61%	LEP/Language Assistance Plan	No	No
Fairfax County	992,400	146,800	14.79%	Equity Plan	Yes	Yes
Fauquier County	61,100	1,700	2.78%	Language Access Plan	No	No
Loudoun County	275,800	29,900	10.84%	Language Access Plan	Yes	No
Prince William County	358,300	45,900	12.81%	No	No	No
Manassas City	33,600	6,600	19.64%	No	No	No

Migrationpolicyinstitute.org

Language Access Survey

Prince William County is culturally and linguistically diverse, with speakers of at least 169 different languages. The Language Access Survey was administered to understand the provision of translation and interpretation services to support communication with residents who are limited English proficient (LEP) in the County departments and liaison partners. (Appendix A)

The Language Access Survey was executed by administering a comprehensive online questionnaire to PWC Directors. The survey's primary objective was to obtain insights into the optimal approach to cater to the needs of residents with limited English proficiency. The survey delved into multiple aspects of language access, such as interpretation usage, the modes of interpretation services, translation services, training, and data collection. Spanning 20 questions, the survey received participation from all 25 departments and 6 liaison agencies. In Prince William County, language services are not standardized across all agencies.

Bilingual Staff Questionnaire

Bilingual staff participated in an online survey (Appendix B) about their use as interpreters/translators and their understanding of how to best meet the needs of LEP residents to improve communication and access to information. The survey asked if bilingual employees understood their position as ad-hoc interpreters either as a dual-role position integrated into the job description or if they had the testing and training to ensure bilingual staff are “qualified” as interpreters. The survey focused on respondents' experiences, needs, and suggestions.

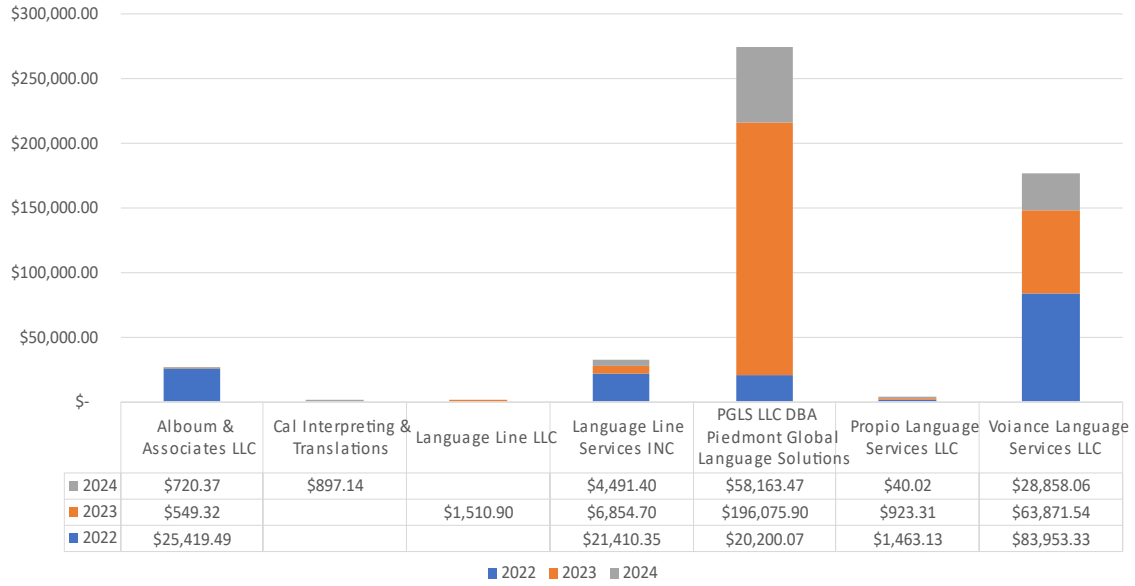
The survey was completed by 256 bilingual staff members from various departments and consisted of 18 questions that allowed for multiple-choice responses and individual write-ins. Results from the Language Access survey revealed a significant reliance on bilingual employees as interpreters/translators. Consequently, a subsequent survey of bilingual employees was identified by those receiving the bilingual staff stipend. (See [HR Personnel Policy 5.2.12 Language Skills Stipend](#) for the bilingual staff interpreter policy.) It was important to understand how the bilingual staff was being utilized, reflecting the languages, frequency, availability, and staff testing/ training as “qualified interpreters.”

Vendor Analysis

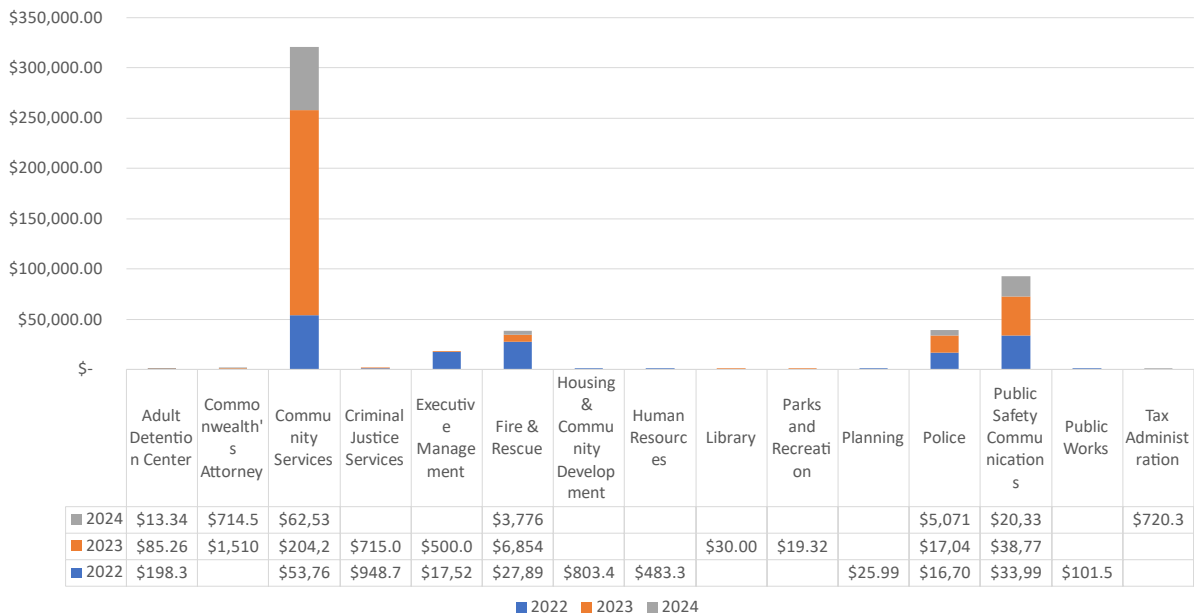
Areas of Inquiry: Focus on Government, Community, Health and Mental Health, Customer Service, General Quality Assurance - Concerns and Complaint Procedures, Technology, or Innovation. Currently, we are under cooperative contract agreements for language assistance services with other initiators, resulting in:

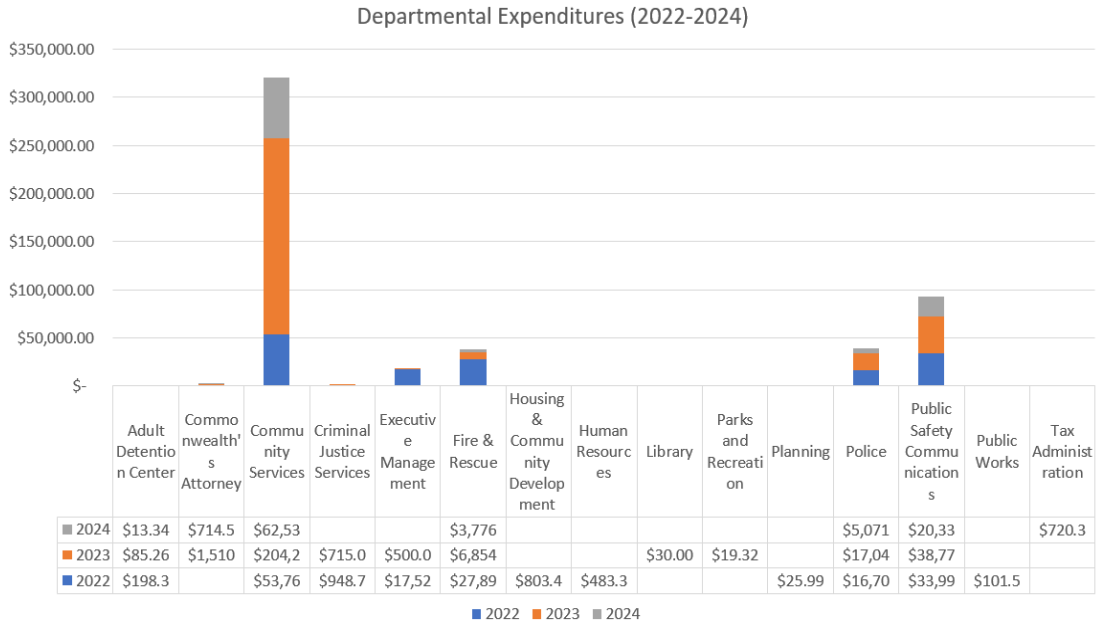
- Limited ability to negotiate current terms/pricing.
- Limited data on current service line utilization by department and incident.
- Inability to determine if new vendors initiated by PWC are necessary.

Supplier Expenditures (2022 -2024)



Departmental Expenditures (2022 -2024)





Translation Analysis

Areas of Inquiry: Costs, use of back translation, number of supported languages, terminology specificity, project turnaround times, repository or database for translated forms (including revisions), access to data by department, and other relevant factors.

To ensure access for LEP individuals, it is crucial to determine which documents, such as forms, notices, and letters, should be translated. This includes written materials in public services and, increasingly, online information available through government websites, social media, and digital platforms. Translating webpages is now a vital step in making public information equally accessible.

Translation resources readily available include:

- **MPI’s Language Portal** is an interpretation and translation digital library with nearly 3,000 state and local language access-related documents, including language access plans, sample translated material, contracts, reports, federal guidance documents, and training materials. To access the portal, visit <http://bit.ly/MPILangPortal>.
- **The Plain Language Action and Information Network (PLAIN)** is a community of federal employees dedicated to the idea that citizens deserve clear communication from government. Using plain language can save offices, departments and agencies time and money by providing better service to the public. Beginning with clear communication for English speakers supports meaningful communication with LEP residents and visitors. <https://www.plainlanguage.gov/>

Interpretation Contract Vendor Analysis

Areas of Inquiry: Costs, interpretation modes, number of supported languages, terminology specificity, response times, training (on utilizing resources, working with interpreters, and testing/training bilingual staff), language identification resources, and data access by organization or department.

There are currently three contracts in Mobius for Language Translation/Interpreter Services with only one that has not expired (Propio).

The following are the POs identified with those contracts and their spending:

- Language Line Services (DFR Contract #900226-23)
 - DFR PO# 512936-23 for 14,700.00 (\$7635.60 Invoiced)
- Voiance Language Services LLC (5040707)
 - PD PO# 500690-22 for \$15,156.00 (\$14,617.19 Invoiced)
 - CSB PO#503187-22 for \$21,750.00 (\$16,752.98 Invoiced)
 - PD PO#510158-23 for \$18,152.00 (\$18,152.00 Invoiced)
 - Total \$55,058.00 (\$49522.17 Invoiced)
- Propio Language Services LLC (5011920)
 - Social Services PO#500772-22 for \$55,126.00 (\$36,701.26 Invoiced)
 - Social Services PO#503254-22 for \$32,959.50 (\$21,740.80 Invoiced)
 - Social Services PO#517718-23 for \$18,785.00 (\$3,549.27 Invoiced)
 - Social Services PO#519704-24 for \$60,137.00 (\$0 Invoiced)
 - Total \$167,007.50 (\$61,991.33 Invoiced)

Further research confirmed that all three contracts are cooperative, meaning we are using another entity's contract. These contracts are still active, and the agreements in Mobius have been updated accordingly. Below are the contract expiration details:

- Language Line Services (DFR Contract #900226-23)
 - Expires 12/31/2024 with two remaining one-year renewal options.
- Voiance Language Services LLC (5040707)
 - The state has extended this contract for a few months to allow them to resolicit for a new contract. It states the contract is extended until 10/31/2023 or until a new contract is awarded.
- Propio Language Services LLC (5011920)
 - Expires 6/30/2025

Lionbridge does not appear to have a contract in the system, including a review of the old system (Ascend), where no record was found. Additionally, they do not seem to be a registered vendor, as no results were found during a search. It is possible they are listed under a different name.

However, Alboum & Associates is listed in the system with two contracts. One contract expired on May 31, 2023, and the other is a new contract that starts on June 1, 2023, and runs through May 31, 2024. This new contract includes two one-year renewal options, extending potential coverage until 2026. Both contracts are cooperative contracts under the same national cooperative, BuyBoard. Below is the breakdown of the spending on those two contracts:

- Alboum & Associates LLC (HR Contract #5065164)
 - DFR PO# 5063301 for \$6,214.90 (\$6,214.90 Invoiced)
 - County Exec-Admin PO#503687-22 for \$5,000.00 (Invoiced \$1,749.41)
 - County Exec-Admin PO# 503286-22 for \$20,000.00 (Invoiced \$11,700.00)
 - County Exec-Admin PO# 504183-22 for \$3,600.00 (Invoiced \$857.56)
 - Total \$31,678.07 (Invoiced \$20,521.87)
 - All POs listed are in finally Closed status so invoiced amount reflects actual spend.
- Alboum & Associates LLC (HR Contract # 900366-24)
 - Tax Admin PO# 519497-24 for \$1,000.00 (\$114.00 Invoiced)

Two-Year Total: \$132,149.37 (\$66,074.68 per year)

LANGUAGE ACCESS RECOMMENDATIONS

According to the 2020 Census (Appendix C), the diversity index has increased by over six points since 2010. With this increase in racial or ethnic diversity comes a mix of languages. The number of people who speak a language other than English at home has steadily increased.

Language access resources are required for those who receive federal funds and make provision for meaningful communication with limited English proficient individuals. However, designing and integrating services tailored to the department, agency, or office and the cultural and linguistic diversity of the communities served requires understanding the types of encounters, the environment, responsiveness, and resources available.

Ensuring true access is about creating equitable systems that allow access to information, services, and benefits. Centralizing and digitizing information into public and private databases can lower translation and printing costs and avoid duplication of efforts across government lines. To negotiate the costs of interpreter and translation services, it is important to have centralized systems to leverage the market for contract language services.

Based on the thorough collection and analysis of data, the following recommendations aim to improve the delivery of translation and interpretation services by maximizing efficiency, thus enabling the provision of high-quality and cost-effective services.

1. Language Access Program Manager

To support a centralized system, an FTE or Language Access Program Manager is needed to oversee the implementation of the Language Access Plan and address the evolving needs of a linguistically diverse community. This role leads all language assistance efforts and ensures the plan's effective execution by answering questions, monitoring performance, and evaluating efficacy.

The Director of Equity and Inclusion will appoint a Language Access Program Manager to manage language assistance services and oversee Prince William County's centralized Language Access System. The manager will be responsible for determining the scope and nature of language assistance services, ensuring they are provided efficiently, and will require the necessary resources and authority to carry out these responsibilities.

The recommended classification for this role should reflect the decision-making responsibilities involved. The Language Access Program Manager will develop cost-conscious strategies within the redesigned language access framework, focusing on accountability, awareness, and cost-effectiveness.

Job descriptions for a Language Access Program Manager may vary, but the core responsibilities typically include:

- Developing a comprehensive Bilingual Staff Interpreter Program.
- Writing the bilingual staff interpreter policy and other relevant policies.
- Overseeing the implementation and management of the organization's Language Access Plan.
- Identifying demographic information with LEP individuals.
- Maintaining a database of qualified interpreters and translators.
- Conducting regular vendor analysis.
- Training staff on how to effectively use language assistance services when interacting with customers, clients, and residents.
- Managing the budget for language assistance services.
- Continuously assessing and enhancing the language assistance program.
- Participating in community engagement efforts to ensure efforts are appropriate and effective.

See Appendix D for a potential job description of a Language Access Program Manager.

2. Policy Development: Bilingual Staff Interpreter

The Language Access Survey highlighted significant advantages to using bilingual staff as interpreters. Developing the Bilingual Staff Interpreter Policy will enhance the Bilingual Employee Stipend Policy and establish a systematic approach to skill development and the success of a Bilingual Staff Interpreter Program.

Based on recent interpretation usage data, recruiting bilingual employees fluent in the most requested languages (Spanish, Urdu, Vietnamese, Korean, Pashto, Dari/Farsi) addresses the majority of interpreter needs. The benefits extend beyond cost savings:

- **Increased Accessibility:** Language services become more readily available compared to relying on contract vendors, avoiding issues related to cancellations and no-shows.
- **Enhanced Accuracy:** Direct provision of language services reduces the potential for miscommunication.
- **Cost Efficiency:** Language services remain cost-effective, even with skill incentive pay or stipends for bilingual employees.

The quality and accuracy of the language assistance service provided by bilingual staff are critical to avoiding serious consequences for the LEP person and the agency or department.

Agencies must ensure that all bilingual or contracted personnel serving as interpreters:

- **Demonstrate Proficiency:** Communicate information accurately in both English and the other language, and use the appropriate interpreting mode (e.g., consecutive, simultaneous, summarization, or sight translation).
- **Understand Specialized Terms:** Be familiar with specialized terms or concepts specific to the Agency's program or activity and the particular vocabulary used by the LEP individual.
- **Follow Ethical Standards:** Adhere to confidentiality, impartiality, and ethical standards equivalent to those expected of the Agency's employees.
- **Maintain Role Integrity:** Perform their duties strictly as interpreters without assuming roles such as counselor or legal advisor.
- **Assess Audience's Reading Level:** Agencies should also ensure that translators are aware of the audience's reading level and have knowledge of relevant vocabulary and phraseology for the target language group.

The organizational Language Access Policy includes protocols for using interpreters to ensure that the departments, agencies, and offices of Prince William County are operating consistently with the communication needs of a linguistically diverse community. The policy prioritizes document translation with a complaint or grievance procedure for quality assurance.

Additional policies and procedures to consider:

- The Bilingual Staff Interpreter Policy should mandate interpreter training that includes industry-specific knowledge and documentation of relevant language usage.
- A Communication Policy for Individuals with Disabilities (including Deaf, Late-Deaf, Hard of Hearing, and Deaf-Blind individuals) should be developed to ensure optimal communication and equitable access to all government resources for this population.

3. Bilingual Staff Interpreters Program

PWC's bilingual staff is recognized as a significant language resource and an essential cost-effective component of language access services. Currently, in Prince William County, full-time employees who pass a language proficiency test may receive a pay differential. These employees can assist and support other employees and their departments while utilizing their language skills to fulfill their duties and responsibilities, as outlined in the **Bilingual Employee Stipend Policy-HR**. (See [HR Personnel Policy 5.2.12 Language Skills Stipend](#).)

Although we have a Bilingual Staff Stipend policy that addresses the pay differential for bilingual employees, there is currently no comprehensive Bilingual Staff Program or full policy that outlines other essential elements, such as recruitment, training, or program management. We recommend developing a complete policy and program that not only defines compensation but also provides guidance on the utilization, training, and support of bilingual staff. This would ensure a more structured approach to language services and better support the needs of both staff and the community.

A Bilingual Staff Program would enhance the existing policy by incorporating the Bilingual Staff Interpreter Policy, expanding resources, and establishing a comprehensive language services program. This Bilingual Staff Program would include:

- **Recruitment and Hiring:**
 - Strategies for attracting qualified bilingual candidates.
 - Clear criteria for assessing language proficiency and interpreting skills.
- **Training and Development:**
 - Initial and ongoing training for bilingual staff, including specialized training for industry-specific contexts and behavioral health settings.
 - Training on best practices for working with interpreters and understanding cultural nuances.
 - Guidelines for providing timely, consistent, and high-quality language services.
 - Protocols for using and managing interpreters effectively, including handling ad-hoc or untrained interpreters.
 - Ensuring compliance with relevant laws and regulations related to language access.
 - Adhering to ethical standards and confidentiality requirements.
- **Certification and Evaluation:**
 - Processes for certifying and evaluating the proficiency and performance of bilingual staff and interpreters.
 - Regular assessments to ensure continued competence and address skill gaps.
- **Policy and Documentation:**
 - Review of Stipend Policy on a regular basis.
 - Documentation of language service usage and feedback mechanisms for continuous improvement.
- **Evaluation and Feedback:**

- Regularly reviewing program effectiveness and making necessary adjustments based on feedback and performance data.
- Implementing mechanisms for staff and service users to provide input and suggestions.

4. Further Vendor Analysis

The vendor analysis was incomplete and inconclusive due to inconsistencies in data collected from various departments, agencies, and offices in Prince William County. Additional analysis is needed to provide accurate information, such as:

- **Engage Vendors:** Consult with current vendors to assess unit costs, additional service capabilities, and data reporting functionalities.
- **Conduct Data Collection:** Initiate a 6-month exploration to gather data on service types and utilization across high and medium-use departments.
- **Apply Findings:** Use the insights gained to make informed decisions for FY25, including:
 - Adjusting service levels through existing cooperative contracts, or
 - Launching an RFP process for new vendors.

5. Community Engagement

The plan should be person-centered and include strategies to consult with the communities served. Understanding cultural and linguistic needs is crucial, and engaging with community members ensures efforts are appropriate and effective. The County can consult with stakeholders by:

- **Soliciting Feedback:** Gather input from community-based organizations and stakeholders on the organization’s effectiveness and performance in providing meaningful access for individuals with limited English proficiency before finalizing the plan.
- **Conducting Surveys:** Use customer surveys during service delivery to continuously improve the customer experience.
- **Engaging Stakeholders:** Involve stakeholders in communication and language services efforts to ensure that program information resonates with the community.
- **Survey Language Accessibility:** Incorporate home language demographic information into the Prince William County Community Survey and provide access to the survey in top languages (Spanish, Urdu, Vietnamese, Korean, Pashto, Dari/Farsi).

6. Notification Signage

Communication with LEP individuals includes how the organization will inform its clients, consumers, customers, or beneficiaries about the availability of interpreter services and language access communication resources. Consistent messaging should be throughout the

organization, including the Prince William County website, department webpages, teleprompt and social media postings, and community communication platforms.

7. Identifying Demographic Information on Initial Contact with LEP Individuals

- **Determine Language and LEP Status:** Identify the primary language and LEP status at the time of service. Ensure transparency about the purpose and use of the data collected.
- **Ensure Voluntary Participation:** Inform households that providing this information is voluntary, confidential, and will not affect their program eligibility. Data should be reported only in aggregate form to protect individual privacy.
- **Survey Local Organizations:** To understand interaction frequency with various LEP populations, consider surveying local or regional organizations, particularly those serving lower-income or language barrier communities.
- **Conduct Follow-Up Surveys:** Evaluate service quality through follow-up surveys administered at the time services are provided.

8. Advanced Technology Resources

The use of technology includes on-demand access, speed-dial options, incoming communication support, and fast and accurate language solutions. Video Remote Interpreter Services and other technology can expand current services to enhance communication for LEP individuals. A technology approach to language access management would support an efficient and cost-effective model for a comprehensive, centralized, user-centered system.

CONCLUSION

Effective communication with individuals with Limited English Proficiency is crucial. Without appropriate interpretation and translation services, there can be barriers to accessing services, reduced community engagement, and potential violations of Federal laws against discrimination based on national origin. Therefore, providing language access services at every point of contact is essential for ensuring equitable participation in the services and benefits offered by Prince William County departments, agencies, and offices.

By following the outlined steps, the Prince William County government can ensure its readiness to provide effective language assistance and meet the communication needs of individuals with limited English proficiency. Developing a comprehensive language access plan, including the recommended sections, will offer the necessary guidance to comply with legal requirements and promote equitable participation and outcomes for all residents.

Appendix A: Language Access Survey

Language Access Interpretation & Translation Services Survey

Objective: To gain insight into the current interpretation and translation services for County residents who have limited English proficiency (LEP).

Respondents

Following a review, several areas for improvement have been identified, which align with the Language Access Core Team's recommendations. The respondents were comprised of representatives from all PWC departments and several liaison partners.

- Agency on Aging
- Circuit Court Records Division*
- Circuit Court Case Services Division*
- Criminal Justice Services*
- Communications
- Community Services
- County Attorney's Office*
- Commonwealth Attorney's Office*
- Development Services
- Economic Development
- Elections
- Facilities & Fleet Management
- Finance
- Fire and Rescue
- Housing and Community Development
- Human Rights
- Human Resources
- Information Technology
- Juvenile Court Service Unit
- Libraries, Management & Budget
- Parks
- Recreation, and Tourism
- Planning
- Police
- Public Safety Communications
- Public Works
- Regional Adult Detention Center
- Social Services
- Transportation
- Virginia Cooperative Extension*

Note: Questions 1 - 3 include demographic information: department name, the individual completing the survey, and the person responsible for language access. The following questions from 4 to 20 focus on how interpretation and translation services are provided.

[More Details](#)

31
Responses

Latest Responses

"No one specific."

"Amir Wenrich"

"No one yet; hasn't been an issue."

4. How do staff determine the client/customers/consumers preferred language?

[More Details](#)

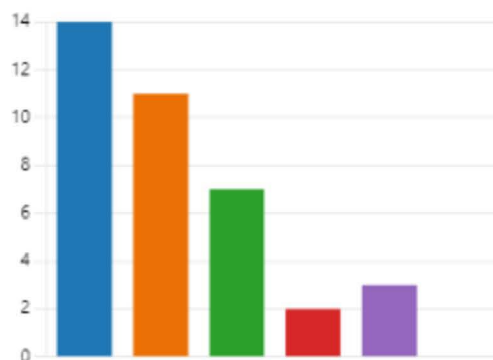
● Staff make the determination ba...	8
● Staff ask client verbally.	22
● Client completes written form.	3
● Other	14



5. How often do you offer interpreter services utilizing bi-lingual staff interpreters?

[More Details](#)

● Daily	14
● Weekly	11
● Monthly	7
● During yearly seasonal events	2
● Never	3
● I would be interested in additio...	0



6. How often do you offer interpreter services utilizing telephonic interpreter services?

[More Details](#)

● Daily	7
● Weekly	5
● Monthly	4
● During yearly seasonal events	2
● Never	15



6. How often do you offer interpreter services utilizing telephonic interpreter services?

[More Details](#)

● Daily	7
● Weekly	5
● Monthly	4
● During yearly seasonal events	2
● Never	15



7. What is the name of the company providing telephonic interpreter services?

[More Details](#)

31
Responses

Latest Responses

"N/A"

"We have a system in place with Alboum Translation services with a 1-800 n...

"n/a"

8. How often do you offer interpreter services utilizing video remote interpreter services?

[More Details](#)

● Daily	1
● Weekly	4
● Monthly	0
● During yearly seasonal events	3
● Never	23



9. How often do you offer interpreter services utilizing professional in-person interpreter services?

[More Details](#)

● Daily	7
● Weekly	2
● Monthly	5
● During yearly seasonal events	4
● Never	14



10. What is the name of the company providing video-remote interpreter services?

[More Details](#)

31
Responses

Latest Responses

"N/a"

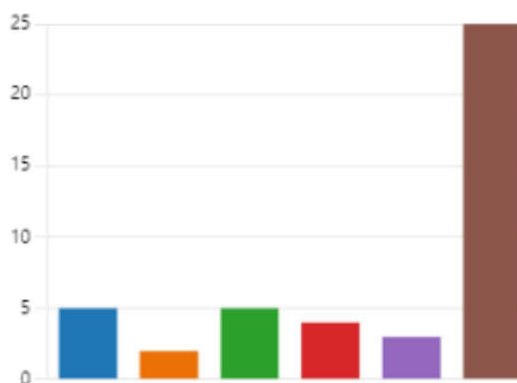
"n/a"

"n/a"

11. If you have not used a professional interpreter service (telephonic/video/inperson or bilingual staff interpreter indicate why (mark all that apply)

[More Details](#)

- Know of availability but need inf... 5
- Need additional equipment, too... 2
- Client/customer/consumer pref... 5
- Use a community volunteer as i... 4
- Cost is prohibitive. 3
- N/A 25



12. What is the name of the company providing in-person professional interpreter services?

[More Details](#)

23
Responses

Latest Responses

"n/a"

13. Does your department provide written translated materials to your clients/customers/consumers and their families?

[More Details](#)

- Yes 23
- No 7
- Often 2
- Never 0



14. Where does translated material come from?

[More Details](#)

- Translated by Bilingual Staff 26
- Translated from the internet-Go... 5
- Translation is purchased from a ... 11
- Translation is borrowed from ot... 9



15. What is the name of the company providing translation services?

[More Details](#)

31
Responses

Latest Responses

- "NA"
- "Albom Translation Services: <https://albom.com/>"
- "n/a"

16. Are you satisfied with the current Interpretation/translation services available in your department?

[More Details](#)

- Yes 24
- No 7



17. Are you able to generate accurate data regarding the number of clients who need an interpreter and what languages they speak?

[More Details](#)

- Yes 10
- No 17
- Other 4



18. Does the organization have policies and procedures governing the use of Interpreters?

[More Details](#)

● Yes	13
● No	15
● Other	4



19. Does the organization have written policies and procedures governing the use of Bilingual Staff?

[More Details](#)

● Yes	11
● No	17
● other	4



20. What is your biggest challenge regarding communicating or providing interpreter services with limited English proficient clients/customers/consumers? The biggest challenge is connectivity in certain parts of the County.

[More Details](#)

31
Responses

Latest Responses

"Determining need, vs cost "

"I would say the biggest challenge for DPRT is that we have a vast footprint ...

"Has not been an issue to date."

Appendix B: Bilingual Staff Questionnaire

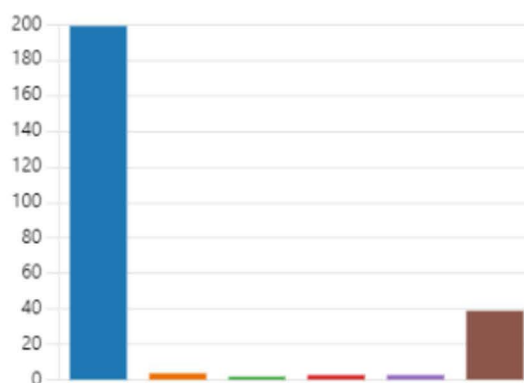
Prince William County seeks to identify employees who speak languages other than English with the goal of increasing the number of bilingual staff who can assist in the delivery of interpreting and translation services while advocating for professional development in order to be more effective in their role.

Note: Questions 1 - 6 include demographic information: department name, the individual completing the survey, email, location, years in PWC from 260 participants.

7. What language(s) do you speak other than English?

[More Details](#)

Spanish	199
Urdu	4
Vietnamese	2
Korean	3
Farsi/Dari	3
Other	39



8. When interacting with a Limited English Proficient individual who speaks a language you speak, would you be willing to serve as an interpreter?

[More Details](#)

Yes	234
No	20

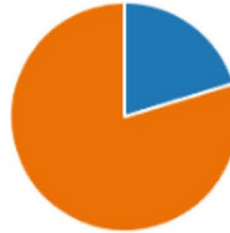


Bilingual Questionnaire

9. Have you ever provided Interpreting (spoken) services?

[More Details](#)

No	52
Yes	204



10. If yes, was it part of your assigned responsibilities?

[More Details](#)

219
Responses

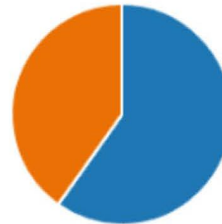
Latest Responses

"translating to others and written forms in spanish"
"Yes, when working on patrol, interviewing someone on the street. "
"Yes"

11. Have you ever provided Translation (written) services for the county?

[More Details](#)

No	155
Yes	104



12. If yes, was it part of your assigned responsibilities?

[More Details](#)

132
Responses

Latest Responses

13. Have you ever completed an Interpreter Training Course?

[More Details](#)

Yes	46
No	209



Bilingual Questionnaire

14. If you answered "no" to question #13, would you be interested in participating in a training course to become a Qualified Interpreter if it is offered at a convenient date and time that fits within your work schedule?

[More Details](#)

● Yes	173
● No	22
● N/A	52



15. Are you currently serving as an interpreter in your department?

[More Details](#)

● Yes	155
● No	100



16. How often do you interpret?

[More Details](#)

● Daily	89
● Weekly	68
● Monthly	27
● N/A	70



17. Do you receive the Prince William County Bilingual Employee stipend?

[More Details](#)

● Yes	170
● No	87



Appendix C: Census Bureau 2020 Data

According to the Census Bureau ACS, out of the 42 languages and language groups for which data is collected, residents of PWC speak a total of 35 languages. The data shows that Spanish is the most commonly spoken language among the community, as illustrated in the ranking order.

Spanish:	88,187	19.4%
Yoruba, Twi, Igbo, or other languages of Western Africa:	8,927	2.0%
Amharic, Somali, or other Afro-Asiatic languages:	7,241	1.6%
Tagalog (incl. Filipino):	5,833	1.3%
Arabic:	5,502	1.2%
Urdu:	5,374	1.2%
Korean:	4,683	1.0%
Vietnamese:	4,571	1.0%
Persian (incl. Farsi, Dari):	4,239	0.9%
Nepali, Marathi, or other Indic languages:	3,026	0.7%

The Census Bureau 2020 Data

French (incl. Cajun):	2,981	0.7%
Other Indo-European languages:	2,395	0.5%
Bengali:	2,056	0.5%
Italian:	1,971	0.4%
Ilocano, Samoan, Hawaiian, or other Austronesian languages:	1,588	0.3%
Other languages of Asia:	1,489	0.3%
Punjabi:	1,338	0.3%

Hindi:	1,296	0.3%
Thai, Lao, or other Tai-Kadai languages:	1,280	0.3%
Chinese (incl. Mandarin, Cantonese):	1,125	0.2%

The Census Bureau 2020 Data

Khmer:	1,084	0.2%
German:	1,082	0.2%
Japanese:	1,041	0.2%
Tamil:	825	0.2%
Russian:	771	0.2%
Haitian:	622	0.1%
Malayalam, Kannada, or other Dravidian languages:	622	0.1%
Greek:	531	0.1%
Swahili or other languages of Central, Eastern, and Southern Africa:	484	0.1%
Gujarati:	414	0.1%

The Census Bureau 2020 Data

Other and unspecified languages:	388	0.1%
Polish:	348	0.1%
Portuguese:	309	0.1%
Ukrainian or other Slavic languages:	303	0.1%
Yiddish, Pennsylvania Dutch or other West Germanic languages	134	0.0%
Serbo-Croatian:	0	0.0%
Armenian:	0	0.0%
Telugu:	0	0.0%
Hmong:	0	0.0%
Hebrew:	0	0.0%

The Census Bureau 2020 Data

Navajo:	0	0.0%
Other Native languages of North America:	0	0.0%

US Census 2022 American Community Survey 1-Year Estimates

Appendix D: Language Access Program Manager Position

Position: Language Access Coordinator

Department: Office of Executive Management, Communications

Salary Range: \$69,186.00 (\$69,186.00 - \$121,973.00 Annually-C42/Z112)

The Language Access and Accessibility Coordinator is responsible for the development, implementation, and coordination of programs and initiatives to promote language accessibility throughout Prince William County. Prince William County is proud to be a richly multilingual community. The **Language Access and Accessibility Coordinator** will ensure this aspect of the county is reflected in how our government serves our community members and employees. The coordinator will be instrumental in the development of county-wide language accessibility, which will involve identifying issues and areas for improvement, recommending solutions, and developing implementation of county policies and procedures. This individual provides subject matter expertise to development about accessibility goals, policies, and procedures surrounding the County's Accessibility programs (e.g. Title VI of the Civil Rights Act of 1964, American with Disabilities Act (ADA) and/or Language Access programs). The coordinator will also be primarily responsible for ensuring County practices and resources, including websites, intranet, and training materials are accessible and meet minimal standard.

Duties and Responsibilities:

The **Language Access Coordinator** is responsible for collaborating with all City departments to ensure that individuals of Limited English Proficiency (LEP) or who require accessibility services are provided meaningful opportunities to be informed of and participate in City business and services. Duties and responsibilities include the following:

- Oversee a Language Access Plan and ensure the implementation, continued cooperation/compliance with all departments and timely completion.
- Review and revise the Language Access Plan, when needed to ensure that sufficient and culturally competent translation and interpretation services are being provided.
- Provide training about the Language Access Plan and the implementation plan to staff.
- Develop a comprehensive Bilingual Staff Interpreter Program.
- Write the bilingual staff interpreter policy and other relevant policies.
- Evaluate department/staff implementation of the plan.
- Identify demographic information of LEP individuals.
- Train staff on how to effectively use language assistance services when interacting with customers, clients, and residents.

- Track and evaluate language assistance services requested and provided by each department.
- Collect qualitative and quantitative feedback from staff, and report to the Director of Equity and Inclusion regarding the sufficiency and appropriateness of language services.
- Collaborate with all departments to stay current on languages services needed.
- Receive and coordinate all complaints and community feedback regarding implementation of the Language Access Plan.
- Maintain a database of qualified interpreters and translators.
- Manage the budget for language assistance services.
- Continuously assess and enhance the language assistance program.
- Conduct regular vendor analysis.
- Participate in community engagement efforts to ensure efforts are appropriate and effective.
- Perform other duties as assigned.

Qualifications:

- **Experience:** A minimum of three years of experience in Language Access, Interpretation, Translation, or related experience.
- **Education:** Bachelor's degree, or an equivalent combination of education & experience.
- Awareness of and sensitivity to cultural and linguistic competencies.
- Experience with working with multi-departmental agencies, and community organizations.
- Exceptional Communication (both written and verbal), interpersonal and organizational skills.
- Highly organized and able to manage long-term projects and recurring duties.

Preferred Knowledge, Skills and Abilities:

- Multilingual fluency in languages including, but not limited to, Spanish, Farsi, Dari, Pashto and Koren
- Interpreter Certification
- Experience with Accessibility Law
- Experience Training and Facilitating various audiences.
- Experience and comfort engaging community members in various formats, including one on one, small groups, and public settings.
- Ability to articulate clearly and effectively to varying levels language access law, the role, and responsibilities of county employees.

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