



# Language Access & Language Justice

Technical Assistance Request  
Region 8 Public Health Infrastructure Grant



# Aims of the TA request

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- The processes other states are using for building **internal capacity** on language justice.
- How other state departments have **incorporated ASL** into their language justice and access practices.
- Thought partnership on how to build capacity and **centralize language justice and access processes** across a health department when internal teams have various processes
- How are health departments in other states **funding, budgeting**, and getting the support needed for incorporating language access and justice services?
- How can training attendance be increased?

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## SME Contributors

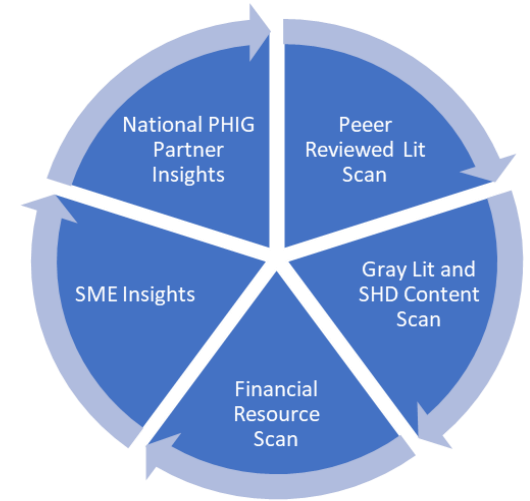
- U.S. Centers for Disease Control and Prevention (NNPHI PHIG Grant DEI Workgroup)
- Public Health Accreditation Board (NNPHI PHIG Grant DEI Workgroup)
- Trailhead Institute
- Colorado Health Institute
- Rocky Mountain Public Health Training Center
- Dr. Camonia Graham-Tutt, SME
- Dr. Rachel Powell Lewis, SME
- Willette Thomas, SME
- Denver Health and Hospital Authority

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# Technical Assistance Approach

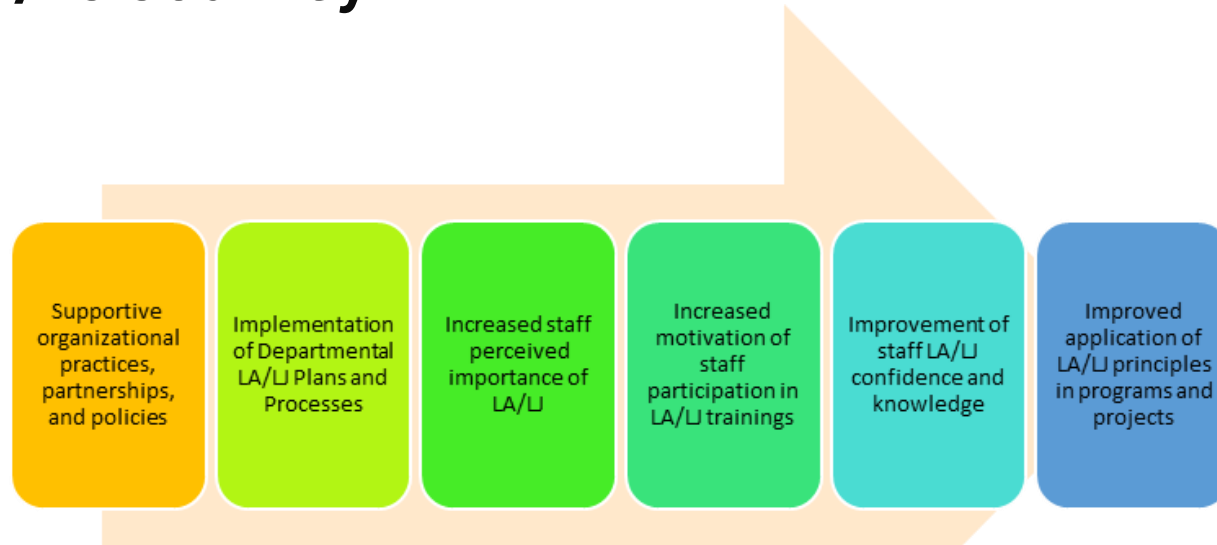
- **Approach Overview:**

- Trailhead Institute led collaborative efforts to fulfill this technical assistance request.
- Leveraged expanded capacity and engaged national and state partners.
- Utilized a multi-method approach to determine the national LA/LJ landscape and assess past efforts.
- Engaged SMEs nationally and within the region



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# The LA/LJ Journey



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# Responsive Strategies to Support Internal Capacity for LA/LJ

- Leadership Support & Champions
- Organizational culture shifts
  - SWOT
  - Four Factor Analysis
- Change management principles
- Engage facilitation partners for these discussions

## Spectrum of Prevention



# State Approaches To Build Internal Capacity for LA/LJ Including ASL

- **Close partnership with Legal Counsel**
- **LA/LJ Capacity Building:**
  - Establish internal and external LA/LJ goals.
  - Collaborate with CBOs and universities
- **Needs Assessment and Internal Evaluation**
  - Leverage Census Colorado data.
  - Conduct LA/LJ-focused community needs assessment.
  - Assess internal data for the service population



# In Practice

Arkansas Department of Health developed a 7-member advisory board including individuals who are deaf, deafblind, hard of hearing, or oral deaf and depend on competent, reliable interpreting services. These members are appointed by the Secretary of the Arkansas Department of Health.







## **ASL Themes in Region 8 States**

- **Interpreter services**
- **Interpreter trainings**
- **Interpreter lists**
- **Community classes**
- **Financial support for devices and assistive equipment, educational materials.**
- **Partnerships for service and resource delivery**



# Centralizing LA/LJ Processes

- **OHE Development of Centralized Protocols:**
  - Ensure culturally and linguistically appropriate protocols.
  - Train leaders and staff on relevant practices.
  - Catalog internal budget timelines per department and offer LA/LJ support

# LA/LJ Budgets

- **Sample budget framework categories**
  - Interpretation Services
  - Development and Translation of Materials
  - Staff Training
  - Community Outreach
  - Technology and Infrastructure
  - Evaluation and Continuous Improvement



# Funding LA/LJ Initiatives

- **Funding opportunities for LA/LJ:**
  - Full catalog of potential funding opportunities has been developed and is available
    - Federal funders
    - National private funders
    - State private funders
    - State legislation





# LA/LJ Training Strategies

- **Clarity on Training Needs:**
  - Define priority LA/LJ learning outcomes.
  - Deploy training needs assessment.
  - Consider asking employees what they'd like to focus on during trainings
- **Training Delivery:**
  - Explore shared learning options.
  - Provide training opportunities with interpretation tools.

# Increasing Training Attendance

- **Increasing Training Attendance:**
  - Clearly communicate purpose and benefits.
  - Send personalized invitations.
  - Design interactive sessions
    - Group discussion, breakout groups, poll questions, etc.
- **Accessibility:**
  - Offer trainings at various times.
  - Ensure training platform accessibility
  - Offer asynchronous options



# In Practice

- Denver Health and Hospital Authority has a language proficiency testing initiative, where staff receive \$300/language if they pass a language proficiency test.
- 12-week training for local health department staff (Lake County, Colorado) to build own pool of interpreters where the staff were paid for participation (@ 41 minutes)



A scenic winter landscape of a canyon. The foreground is dominated by snow-covered evergreen trees and gnarled, weathered tree trunks. In the middle ground, a deep canyon with layered red rock formations is visible, partially covered in snow. The background shows a vast, flat expanse of land under a pale sky, also covered in snow.

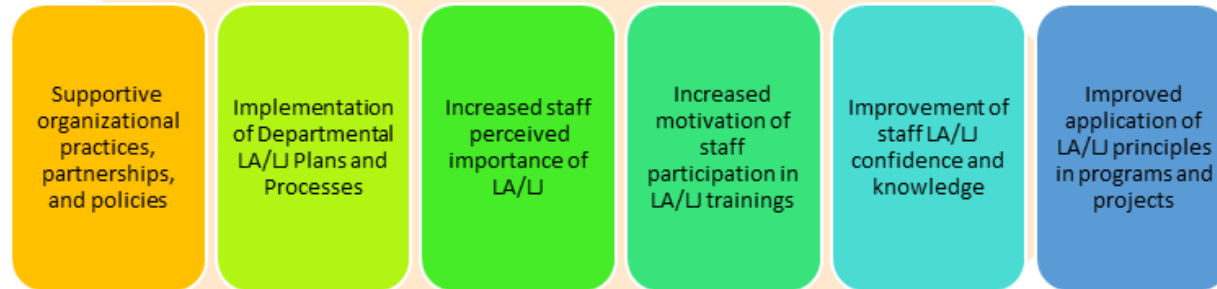
# What's Next?

The Prioritization Matrix



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## Recap: Foundational Steps Forward



# Questions & Discussion



























