



4430 MENCHACA RD, AUSTIN, TX 78745 | NAVIGATION@SUNRISEAUSTIN.ORG | 512-368-2685

Language Access Plan

To support our whole-person solutions to the whole-person trauma of being unsheltered, Sunrise Homeless Navigation Center (Sunrise) provides Language Accessible Services to individuals that are Limited English Proficient and/or Deaf or Hard of Hearing.

By definition, a Limited English Proficient (LEP) individual means any individual whose primary language is not English, and has limited or no ability to speak, understand, read, or write English.

Language Assistance Procedures

Sunrise shall conduct an annual review of the Language Access Plan (LAP), client intake, and census demographic data use to determine the needs of its service population and make updates to the LAP accordingly.

Staff will follow these guidelines to determine the need for language assistance:

- Staff at the initial point of contact will conduct an assessment for the need for language assistance and notify the individual of the right to an interpreter at no cost.
- Staff members who have subsequent contact will continue to assess the need for language assistance.
- To assess the need for language assessment, staff should ask open ended questions, and avoid asking questions that would allow for yes or no responses. For example, asking: "how may I be of assistance?" instead of "do you need help?"
- The LEP individual may speak more than one language or may have limited proficiency in a secondary language. Staff shall identify the primary language of the LEP individual, and work to provide language assistance in the primary language of the individual.
- A Deaf individual may also be limited English proficient and not be proficient in American Sign Language. Staff shall work to identify the primary language of the Deaf individual and provide language assistance in the primary language of the individual.

Staff will follow these guidelines to identify the language:

- Staff shall request the individual or companion to identify the language of the LEP or Deaf individual.
- Staff may request bilingual/multilingual staff or volunteers to identify the primary language.
- Use an "I Speak" card to identify the primary language.
- Use remote video remote or telephonic interpreters to identify the language.



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Staff will follow these guidelines to provide language services:

- Use ECHO's Language Line Services for Coordinated Assessments
 - To connect to an interpreter, dial 1 888 808-9008
 - At the prompt, enter your 8-digit PIN number: 70805550.
 - Speak the name of the desired language. (e.g. Spanish)
 - If the language you requested is correct, press 1.
 - You'll be asked if you need us to dial a third-party number for you (either international or domestic at no additional charge). Say yes to be connected to our agent who will dial the number for you. Say no and you'll go straight to a professional interpreter.
 - An interpreter will be connected. Tell them what you want to *accomplish and give them any special instructions.
 - To connect to an ASL (American Sign Language) interpreter through VRI (video remote interpreting), follow these steps:
 - Step 1. Download the application from the app store for iOS or Android or visit <https://insight.language.com/> on your browser.
 - Step 2. Enter this authentication code: FWM6RGZVUB
 - Step 3. Choose American Sign Language, then select the video option.
 - ECHO's Best practices
 - Notify Alesandra (via email alesandradominguez@austinecho.org or Slack) when you are needing to use the personal interpreter service
 - Please get as much information as you can before you call the personal interpreter.
 - Review the language line "effective communication steps" before making the call
 - *When giving the interpreter their instructions introduce yourself and explain to them what you plan on completing with the client.
 - The Client's personal information
 - Explaining the assessment
 - Begin the assessment
- Bilingual/multilingual staff or volunteer
 - Staff who fit the identified language needs will provide interpretation services in the primary language of the LEP or Deaf individual.
 - Staff will provide the LEP or Deaf individual the option to a telephonic/video interpreter if the staff or volunteer interpreter is not able to meet their communication needs or is otherwise not appropriate for them.
- Telephonic/Video Remote Interpreters
 - Staff will provide the LEP or Deaf individual a telephonic/video remote interpreter at no cost to the individual.
- Code of Ethics



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- Staff will not engage minor children to interpret, absent emergency circumstances. LEP or Deaf individuals shall be advised of their right to an interpreter at no cost.
- Staff will use interpreter's and translators that follow the National Association of Judiciary Interpreters & Translators, Code of Ethics and Professional Responsibilities.

Staff will follow these guidelines to provide translation of vital documents:

- Sunrise will provide straight-forward printed materials and digital content in the most frequently encountered languages.
- If unable to provide a document in the LEP individual's language, staff will use an interpreter to sight translate the document into the individual's primary language.
- Staff will ensure all written communication to the LEP individual should be translated into the primary language of the LEP individual.

Staff will follow these guidelines to provide notice of language services:

- Staff at the initial point of contact, will notify individuals of their right to an interpreter at no cost.
- Signage attached on page 4 will be placed in visible locations notifying individuals of the right to request an interpreter at no cost to the individual.
- Signage will be translated into the languages most frequently encountered by the organization.

Staff Compliance

Sunrise will provide staff training on:

- The content of the Language Access Plan (LAP)
- How to identify the need for language access services
- Providing language accessible service in a culturally sensitive manner
- Accessing Bilingual/multilingual staff or volunteer
- Accessing Telephonic/Video Remote Interpreters



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Monitoring and Assessment

Sunrise leadership shall conduct an annual review of the Language Access Plan (LAP), client intake, and census demographic data use to determine the needs of its service population and make updates to the LAP accordingly.

- Staff shall be responsible for monitoring compliance with the LAP.
- Sunrise will collect information on language use and need, including:
 - primary language of clients
 - use and language of interpretation services
 - distribution of translated documents
 - frequency of contact with LEP or Deaf individuals seeking services
 - referrals of LEP or Deaf individuals and the language of the referred LEP or Deaf individual

Complaint Process

Sunrise staff will inform clients on how to file a formal grievance or complaint if they feel that they are not receiving linguistically or culturally appropriate care and services.

- A complaint regarding the denial of language accessible services, or regarding the quality of language accessible services, including interpreters or translated materials, may be made in person, or in writing.
- The complaint should specify the date, individuals involved, and the nature of the client (i.e. the interpreter was summarizing, or an LEP individual or Deaf individual was denied services because they did not bring their own interpreter).
- All complaints will be directed to the LAP staff contact.
- The LAP will notify the parties within 30 days upon receipt of the complaint of the outcome.

Language Access Contact Information

The Sunrise Homeless Navigation Center staff contact for the Language Access Plan is Mark Hilbelink, Director, 512-368-2685, navigation@sunriseaustin.org.



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¿Podemos ayudarte a comunicarte con nosotros? Díganos si podemos ayudarlo en una o más de estas áreas:

CAN WE HELP YOU COMMUNICATE WITH US?

Please tell us if we can help you in one or more of these areas:

HEARING



LA AUDIENCIA

MOBILITY



LA MOVILIDAD

LANGUAGE



LA IDIOMA



SPEECH



LA HABLA

VISION



LA VISTA

THERE IS NO CHARGE FOR OUR ASSISTANCE

No hay ningún cargo por nuestra asistencia.