

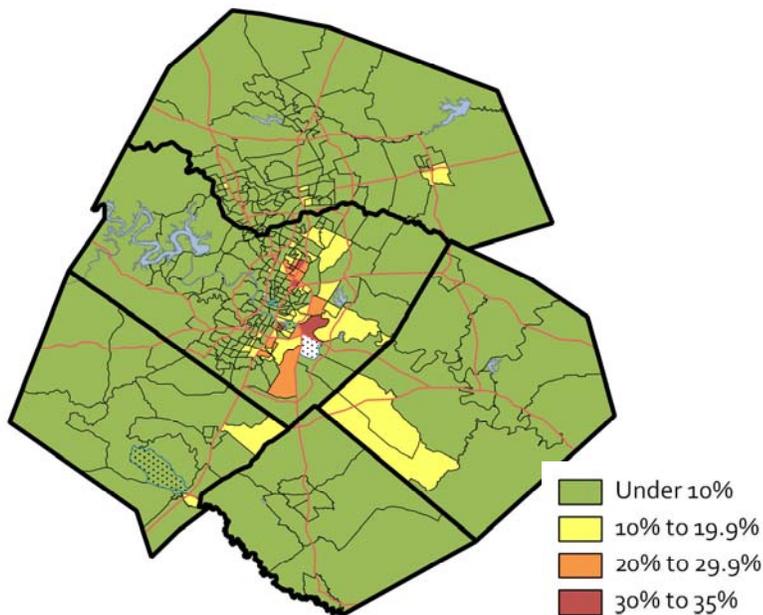
CAN Language Access Survey Results

Survey Overview

- Open-access survey sent over CAN's distribution list, targeted to employees of non-profit organizations, government agencies, school districts, advocacy groups, or other public organization that serves the Greater Austin area. Also distributed through CAN Board of Directors, Community Council, and other issue area groups and planning coalitions
- Open from January 21 to February 23, 2015
- Received 121 completed responses
- Types of organizations represented*:
 - Government or school district: 49%
 - Large non-profit: 23%
 - Medium non-profit: 12%
 - Small non-profit: 13%
 - Faith-based organization: 2%
 - Neighborhood Association: 2%
 - Political/Advocacy organization: 2%
 - Other 3%
- Sectors represented*:
 - Basic needs: 33%
 - Criminal justice: 14%
 - Healthcare: 31%
 - P-16 education: 16%
 - Adult basic education: 9%
 - Other workforce development: 12%
 - Community development.: 21%
 - Other: 26%
- 2/3 answered on behalf of a unit of a larger organization
- 33% were members of frontline staff*
- 20% were managers of frontline staff*
- 32% were Executive Directors or other member of senior leadership team*

*Respondents were given the option to choose more than one option. Percentages may therefore add up to more than 100%

Percent of Households with Limited English Proficiency, Austin Metro Area, 2009-2013



Map produced by CAN from U.S. Census Bureau data

The red and orange portions of the above map show areas of our community with high concentrations of households in which no member speaks English well.

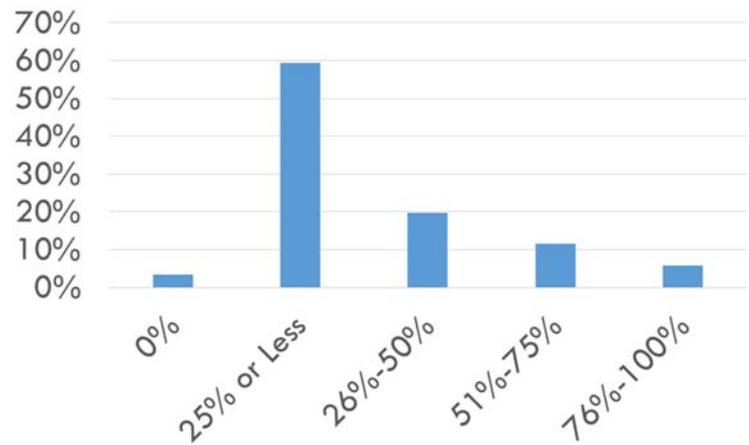
Language Needs in the Austin Area

About one-third of Travis County residents (31%) speak a language other than English at home and 13% speak English less than "very well", according to 5-year American Community Survey data. In 26% of Spanish-speaking households and 23% of households speaking Asian languages, no one over the age of 14 speaks English very well. Since 2000, the number of residents, over the age of 5, who speak English less than "very well" has grown by 41%, compared to 31% growth in the total population over 5 years old.

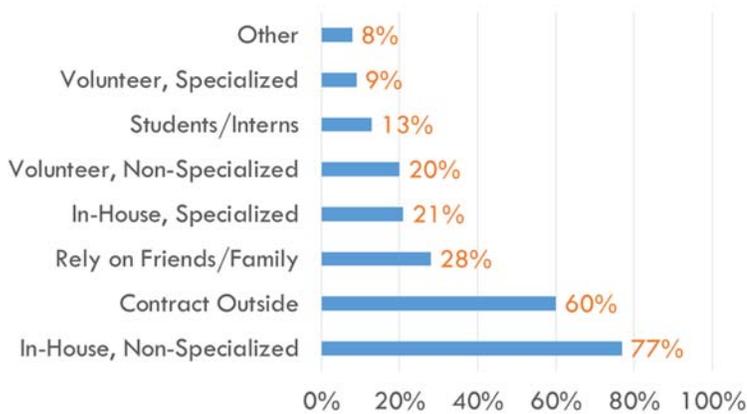
Client Need

- Most respondents reported that some, though a small share of, clients require interpretation and translation services. 60% of respondents indicated that 25% or less of their clients require interpretation and translation services
- Nearly all respondents (96%) reported that Spanish is spoken among clients. Vietnamese was the next most commonly reported, followed by American Sign Language, Chinese Languages, and Arabic

Share of Clients Requiring Interpretation and Translation Services



Methods of Providing Language Services



Current Practices

- Most respondents reported that they provide language services in-house, with translators and interpreters whose primary organizational role is something other than interpreter or translator. Another 60% contract with outside organizations or individuals. 28% of respondents indicated that they rely on friends or family of clients to interpret or translate.
- 62% reported that their organization has not conducted a formal language assessment
- 55% report that bi-lingual ability is a hiring preference in their organization, and 46% of respondents who use in-house translators or interpreters report that their organization pays an additional stipend to these employees

Challenges

- 55% say their organization meets the needs of limited English proficient clients most of the time
- 41% say their organization sometimes misses out on clients due to an inability to provide language services (48% rarely or sometimes must turn away customers due to this challenge; 47% say never)
- 70% believe their organization meets the needs of Spanish speakers, but, of these respondents, 65% struggle to meet the needs of people who speak less common languages
- 74% cite cost as a barrier to providing language services
- 57% believe their organization lacks the knowledge to evaluate the qualifications of interpreters and translators

Interest in Collaboration

- 93% of respondents are interested in collaborating to improve access to language services— 55% are very or extremely interested
- The percent very or extremely interested in the following activities was:
 - Shared list of contracted interpreters/translators: 64%
 - Shared list of volunteer interpreters/translators: 64%
 - Database of common forms: 50%
 - Not-for-profit regional language hub: 37%
 - Identify shared certification standards: 36%
 - Language Access Listserv: 36%
 - Collective purchasing agreements: 35%
 - Shared stipend programs: 32%
 - Shared service arrangements: 32%