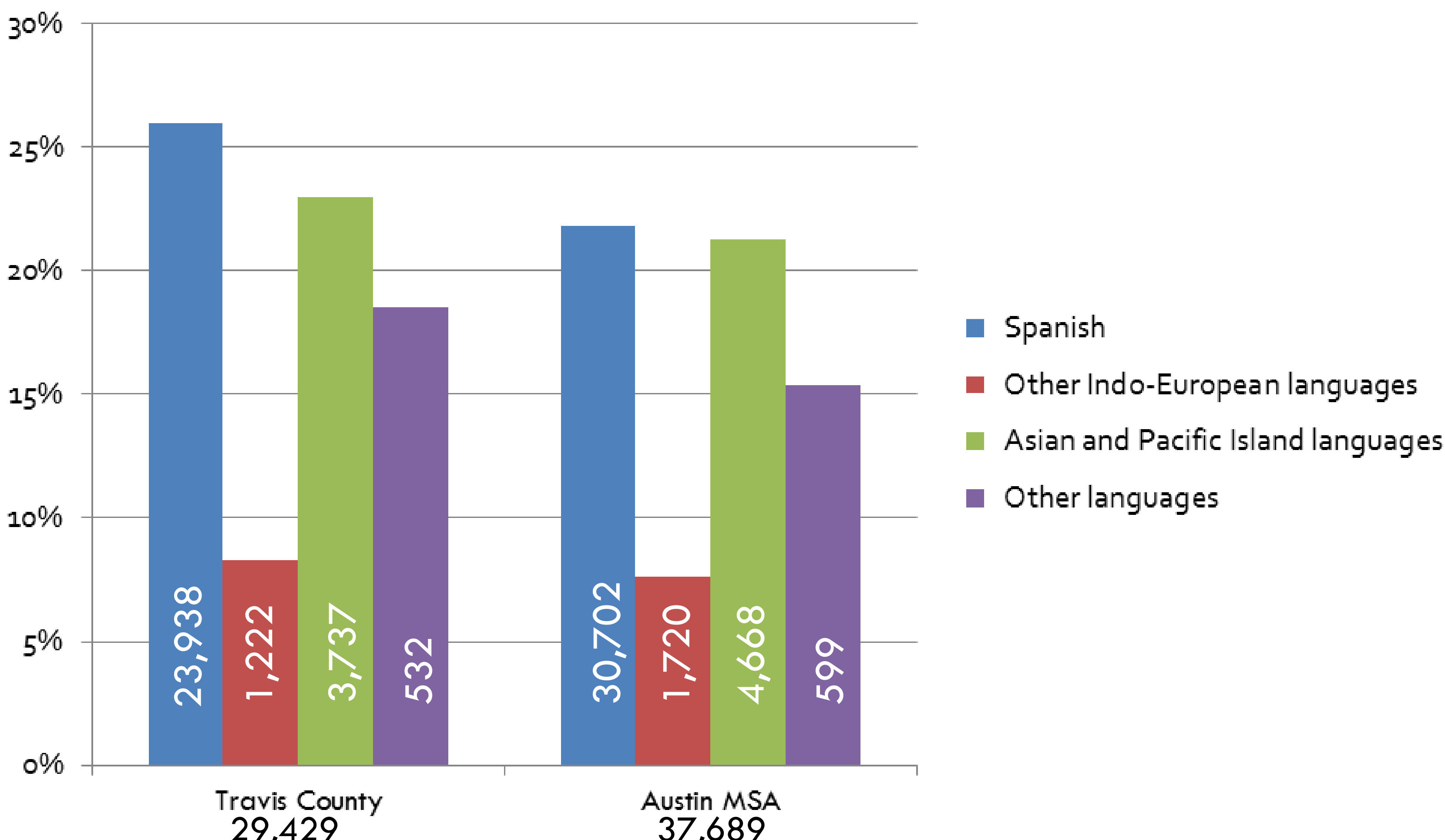
CAN
LANGUAGE ACCESS FORUM
OVERVIEW

April 20, 2015

Linguistically-Isolated Households*



- No one in the household over the age of 14 speaks English only or English "Very Well"
- Numbers on graph represent number of linguistically-isolated households

Source: U.S. Census, 5-Year American Community Survey and 2000 Decennial Census, SF3

LEP Residents, Austin MSA, 2009-2013

	Number of Speakers	Speak English Less Than "Very Well"	
Spanish	358,346	**150,230**	42%
Vietnamese	13,575	**7,546**	56%
Chinese	13,324	**5,018**	38%
Korean	5,303	**2,478**	47%
Other Asian Languages	9,018	**1,605**	18%
Arabic	3,885	**1,289**	33%
French	6,260	**998**	16%
Urdu	3,763	**988**	26%
African Languages	2,771	**925**	33%
Gujarati	2,349	**907**	39%

Note: Estimates for Urdu are unreliable at the 90% confidence level

Source: U.S. Census, 5-Year American Community Survey

Population with a Hearing Difficulty

	Individuals with a Hearing Difficulty	
City of Austin	18,495	2%
Travis County	23,987	2%
Austin-Round Rock-San Marcos MSA	45,750	3%
Texas	830,355	3%
USA	10,499,792	3%

*Of the Civilian, Non-Institutionalized Population

Source: U.S. Census, 5-Year American Community Survey, 2009-2013

Language Survey

- 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 Boards of Directors, Community Council, and other issue area groups and planning coalitions (e.g. One Voice Central Texas, Aging Services Council, etc.)
- Open from January 21 to February 23, 2015
- Received 121 completed responses

Organization Characteristics

Organization Type	Organization Sector

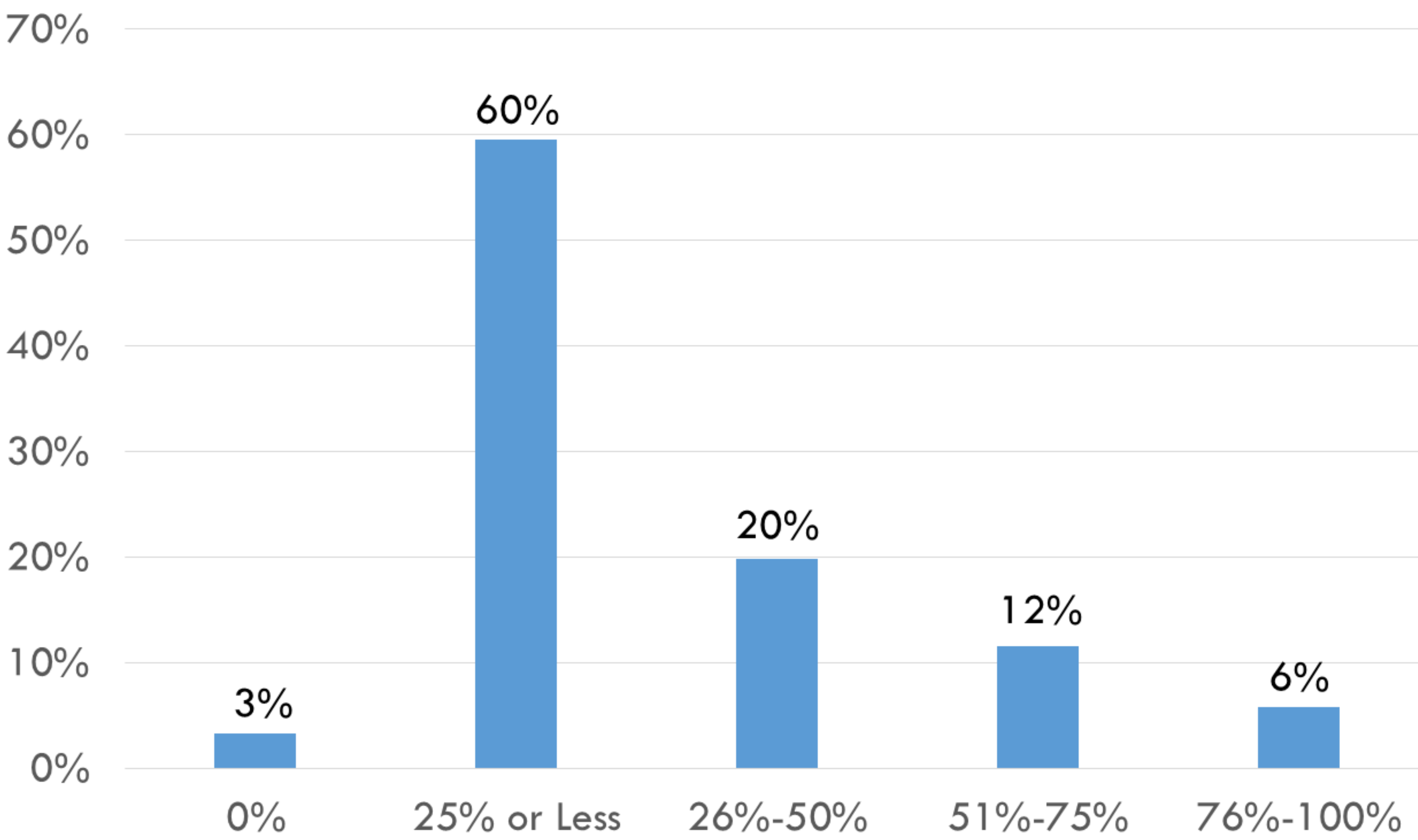
Organization Type

- Government-
  - Fed, State, Local: 43%
  - School: 3%
  - Other gov't: 3%
- Non-Profit:
  - (> $3million): 23%
  - ($1-3million): 12%

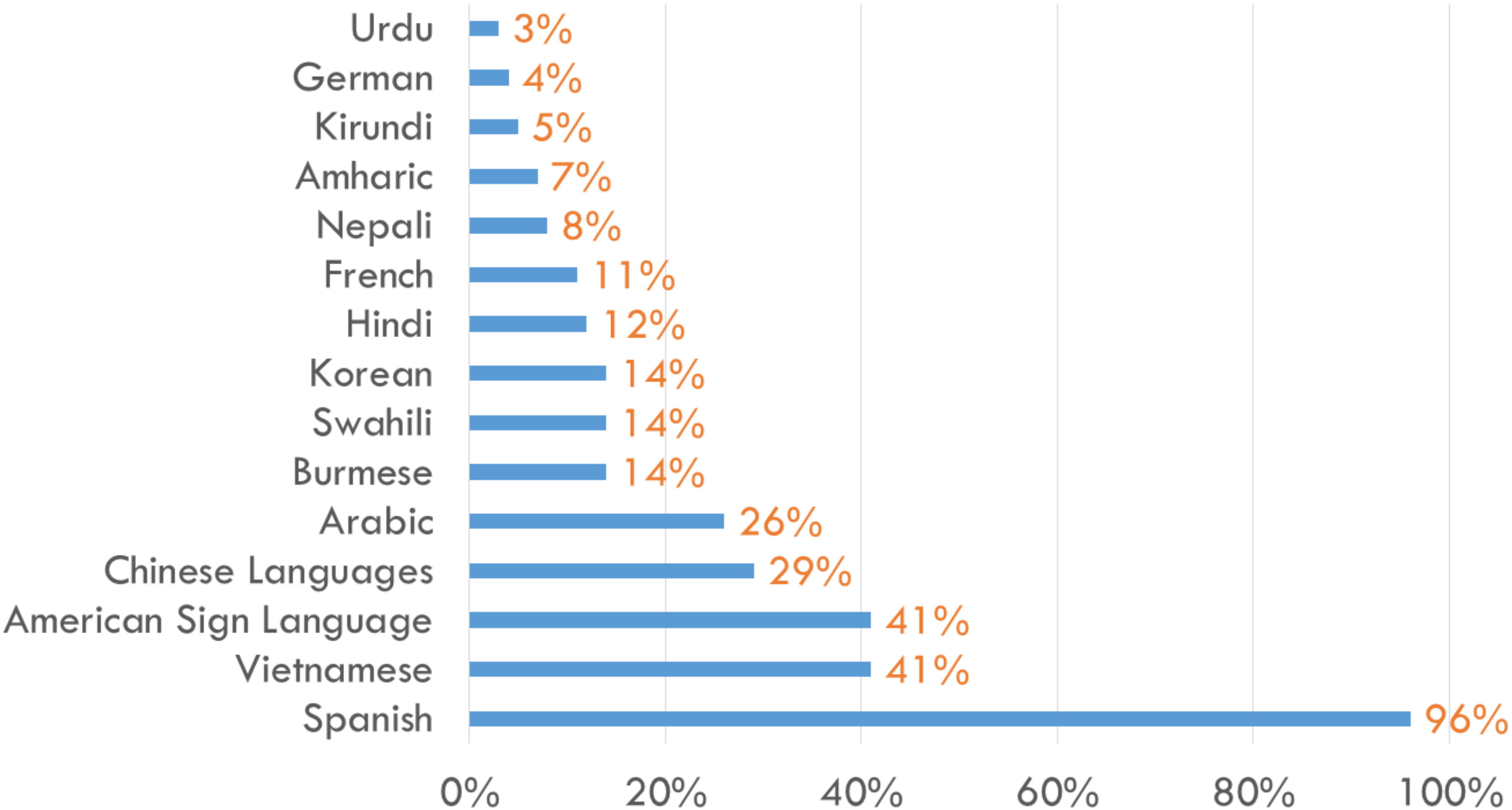
Organization Sector

- Basic Needs: 33%
- Healthcare: 31%
- Community Building/ Development: 21%
- Criminal Justice: 14%
- Education: 13%

Clients Requiring Interpretation/Translation Services

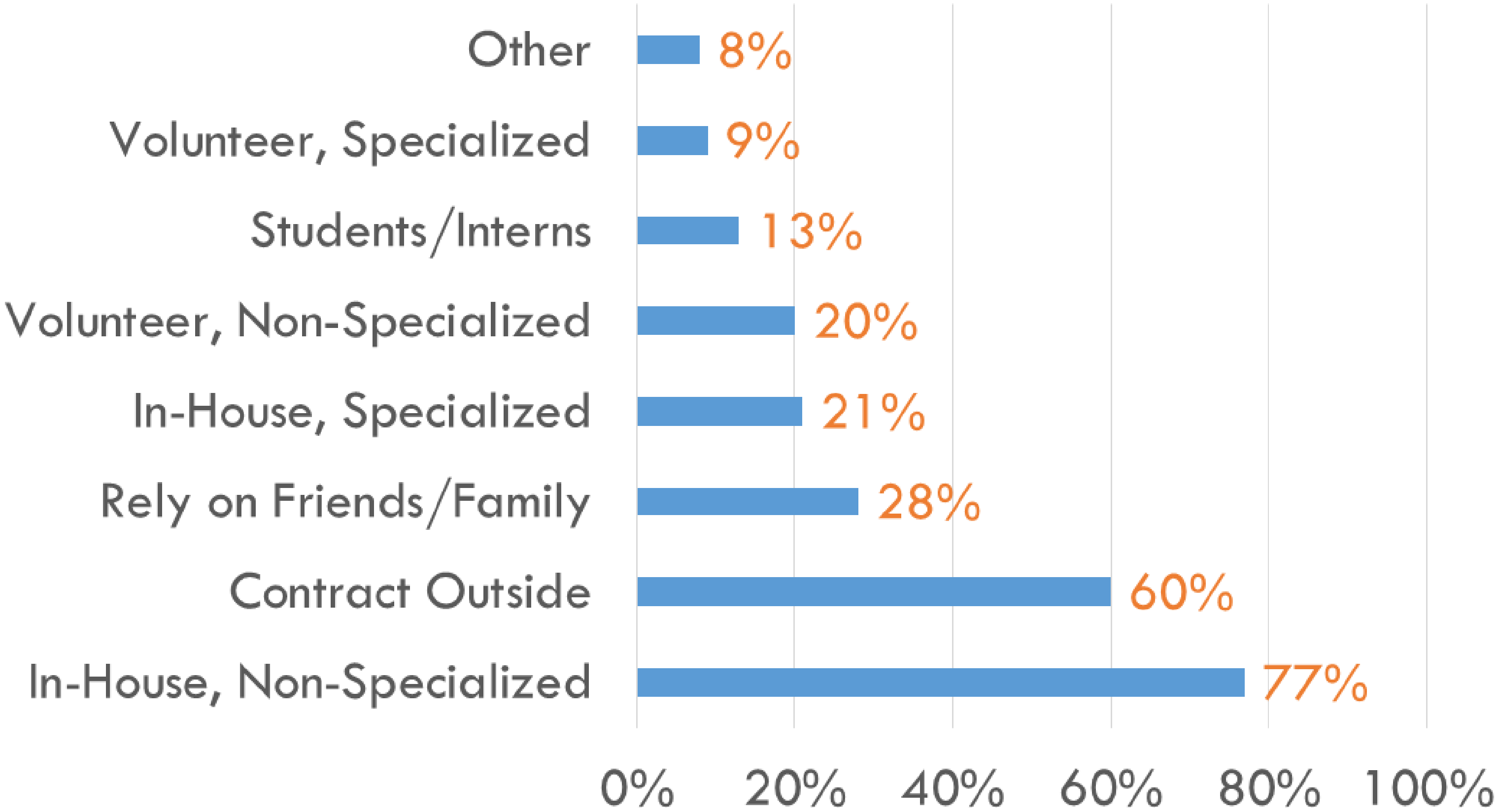


Languages Spoken Among Clients



Method of Providing I/T Services

- 70% provide both interpretation and translation



Service Perceptions

- 55% say organization meets the needs of LEP clients most of the time
- 41% say their organization sometimes misses out on clients
  - 48% rarely or sometimes turn away customers; 47% say never
- 70% believe organization can meet the needs of Spanish speakers
  - Of these, 65% struggle to meet the needs of people who speak less-common languages

Interest in Collaborating

- 93% interested; 55% very or extremely interested
- Level of Support:
  - Shared list of contracted interpreters/translators: 64%
  - Shared list of volunteer interpreters/translators: 64%
  - Database of common forms: 50%
  - Not-for-profit regional hub: 37%
  - Identify certification standards: 36%
  - Listserv: 36%
  - Collective purchasing: 35%
  - Shared stipend programs: 32%
  - Shared service arrangements: 32%

Language Access Forum

- March 24, 2015
- 48 attendees
- Presentations from:
  - Laura DeGrush, Caritas of Austin
  - Esther Diaz, Translator and Interpreter Trainer
  - Douglas Matthews, City of Austin Public Information Office
- Discussion of needs and interest in collaboration

Take-a-ways

- Language access is a large and growing need
- Lack of standardized policies and procedures across the community
- Individual organizations main separate lists of interpreter/translator contacts
- Interest in further collaboration:
  - Google Group: https://groups.google.com/d/forum/language-access
  - Possible further collaborative working group

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cancommunitydashboard.org

canatx.org

Discussion Questions

- What are your biggest challenges related to language services?
- In what areas are you most interested in collaborating?