

## **Department of Public Health - Ambulatory Health Services Language Access Plan**

### **Purpose of Authority**

The purpose of this document is to establish an effective plan and protocol for the Department of Public Health, Ambulatory Health Services personnel to follow when providing services to, or interacting with, individuals who have limited English proficiency (LEP). Following this plan and protocol is essential to the success of providing high quality services to patients and clients.

### **General Policy**

It is the City's policy to grant access to services or programs to every person even when the person has a limited ability to speak, understand, read or write English. The Department of Public Health, Ambulatory Health Services intends to take reasonable steps to provide LEP persons with meaningful access to services and programs. The Division of Ambulatory Health Services seeks to reduce barriers by increasing its capacity to deliver services and benefits to people in their primary language.

### **Language Access Coordinator or Committee**

#### **Language Access Coordinator**

Vanessa Johnson, Health Center Director  
City of Philadelphia Department of Public Health- Ambulatory Health Services  
555 S. 43<sup>rd</sup> St. Philadelphia, PA 19104  
(215) 685-7521

Cheryl Kramer, Director of Operations  
City of Philadelphia Department of Public Health- Ambulatory Health Services  
500 S. Broad St. floor 2  
(215) 685-6786

### **Direct Contact with LEP Individuals**

The Department of Public Health- Ambulatory Health Services has several points of contact with the public:

The Department of Public Ambulatory Health Services' points of contact with the public include:

- In person Face to Face contact - LEP patients' needs will be met by bilingual staff, interpreters, and through the use of language access lines

- Telephone contact – LEP patients’ needs will be met by bilingual staff, interpreters, and through the use of language access lines

### **Language Access Services and Protocols:**

#### *Interpretation*

To ensure that the inability to communicate in English does not deprive patients of rights and privileges, the Department of Public Health- Ambulatory Health Services will continue to provide an interpreter, at no cost to the patient, for LEP individuals. Services offered include telephonic interpretation and in person interpretation.

When a request for an interpreter is made either orally, in writing or by pointing to a language card, the employee shall determine whether interpreter staff onsite are available to interpret or if the language access line should be utilized.

Personnel will provide LEP persons with services pursuant to the following procedures:

- The language in which patients wish to receive services is accommodated through the use of bilingual staff, onsite interpreters and language access lines
- When an LEP patient is identified, their language of choice is noted in their medical record, making staff aware that interpreter services will be needed.
- When an LEP patient calls the health center for services, bilingual staff, an interpreter, or the Language Access line is used.

#### *Procedures:*

Ambulatory Health Services is charged to assist LEP patients by providing necessary services to meet their needs. When LEP patients request services, their needs are addressed by onsite interpreters, bilingual staff and through the use of designated language access services outlined below:

- Language Services Associates (Telephonic & In-Person Interpretation) – Contract ID 1420294
- Nationalities Service Center (Document Translation & In-Person Interpretation) – Contract ID 1420277
- Geneva Worldwide- Document Translation
- Language Line Services (Telephonic Interpretation) – Contract ID 1420274

#### *Future Plans:*

The Department of Public Health- Ambulatory Health Services recognizes the growing number of diverse and multi-lingual speaking patients and the increasing need for LEP services. The future plans for the Division of Ambulatory Health Services, is to ensure that the public is aware of the availability of these services, by continuing to provide onsite

interpretation, telephonic interpretation, signage, brochures, website information and by training and educating staff. The Division will also continue to schedule language access services for future appointments, scheduled appointments, walk-in services, and continue to hire and allocate for interpreter staff and positions.

### **Signage and Translation documents:**

The Department of Public Health- Ambulatory Health Services has signage located throughout its locations that assist LEP patients in obtaining services. Some signage includes:

- Welcome signs
- Covid documentation
- Urgent Care documents
- Rights and Responsibilities
- Services provided
- Signage informing patients that they have the right to Language Access Services
- Language line instructions
- Instructions on how to request an interpreter through Interpretalk
- Pharmacy instructions on how to apply for affordable prescription plans

#### *Services provided through translation:*

In an effort to provide ongoing language access services to patients, the division will continue to provide translation services. This includes translation of signage, brochures and routine and vital documents.

### **Protocols for Document Translation:**

Vital documents – vital written documents include but are not limited to: consent and complaint forms with the potential for important consequences; written notices of rights, notices of denial, losses or decreases in benefits or services; signs; and notices advising LEP individuals of free language assistance services.

#### *Procedure for submitting a document for translation:*

- Email the editable document to the Office of Immigrant Affairs (OIA)- Language Access Program Manager at [Maria.Giraldo-Gallo@phila.gov](mailto:Maria.Giraldo-Gallo@phila.gov)
- OIA will submit the translation request to the translation vendor to obtain a quote
- OIA will email a quote with a time estimate for delivery of the translation
- Quote must be authorized by person with authority
- Quote is then signed and emailed to OIA
- OIA will email the translated documents

#### *Website*

The Department of Public Health- Ambulatory Health Services provides language access services to the public by including an “other languages” tab on its website that provides resources and instructions in other languages to LEP individuals on how to receive services.

*Future Plans*

The future plans for the Department of Public Health- Ambulatory Health Services for improving already established translation services and protocols is to continue to write public materials in plain English for easier translation. DOHMH’s Publications and Language Access group housed within the Office of External Affairs will continue to edit public materials for plain language and to translate important agency documents and health education materials. Translation services are centralized at DOHMH’s to ensure that translations are clear and consistent.

Resources include telephonic language services such as Language Line Solutions and other translation vendors that perform quality-assurance products and full time translators. The agency has a central budget for translation services in order to encourage broad translation of public materials. Ambulatory Health Services will continue to make resources widely known throughout all health centers and will continue to enforce agency protocols that support high quality translations.

*Bilingual Staff*

The following table list interpreters and staff that are competent to deliver services in a second language:

***Staff that serve as interpreters:***

<b>Last Name</b>	<b>First Name</b>	<b>Title</b>	<b>Name and Title of Employee's Supervisor</b>	<b>Foreign Language Spoken</b>	<b>Work Location</b>
Carvalho	Silvia	Interpreter	Joan Bland, HC Director		HC10
Chevalier	Catherine	Spanish Interpreter	Sara Enes Thorpe, HC Director	Spanish	HC2
Chowdhury	Lina	Interpreter	Joan Bland	Portugese	HC10
Ferdinand	Yolette	Interpreter	Joan Bland, HC Director	Creole, French	HC10

Garcia - Ortiz	Anahi	Spanish Interpreter	Sara Enes Thorpe, HC Director	Spanish	HC2
Hinhar Leung	Susanna	Cantonese/Mandarin Interpreter	Joan Bland, HC Director		HC10
Luna	Yeisy	Interpreter	Shainy Thaiparambil, HC Director	Spanish	HC6
Martinez	Michael	Interpreter	Joan Bland, HC Director	Spanish	HC10
Martinez	Wanda	Interpreter	Joan Bland, HC Director	Spanish	HC2
Mathew	Sally	Interpreter	Joan Bland, HC Director	Malayalam	HC10
Melendez	Enid	Interpreter	Shainy Thaiparambil, HC Director	Spanish	HC6
Preap	Bunara	Interpreter	Sara Enes Thorpe, HC Director	Cambodian	HC2
Reiner	Snow	Interpreter	Sara Enes Thorpe, HC Director	Vietnamese	HC2
Santana Linarez	Madelin	Interpreter	Health Center Director	Spanish	HC6
Tsang Chan	Jenny	Mandarian Interpreter	Sara Enes Thorpe, HC Director		HC2
Utojohardjo	Agnes	Interpreter	HC Directors	Indonesian	HC10

**Bilingual Staff competent to deliver services**

<b>AHS</b>					<b>Civil</b>	<b>Contract</b>
<b>Agnes</b>	<b>Tarpeh</b>	<b>Female</b>	<b>Kru</b>		<b>X</b>	
<b>Agnes</b>	<b>Utdjohardjo</b>	<b>Female</b>	<b>Indonesian</b>			<b>X</b>
<b>Albana</b>	<b>Teme</b>	<b>Female</b>	<b>Albanian</b>			<b>X</b>
<b>Alicia</b>	<b>Shovlin</b>	<b>Female</b>	<b>Spanish</b>		<b>X</b>	
<b>Ana</b>	<b>Arias</b>	<b>Female</b>	<b>Spanish</b>		<b>X</b>	
<b>Anahi</b>	<b>Garcia</b>	<b>Female</b>	<b>Spanish</b>			<b>X</b>
<b>Anna</b>	<b>Bachman</b>	<b>Female</b>	<b>French</b>		<b>X</b>	
<b>Anu</b>	<b>Palackal</b>	<b>Female</b>	<b>Malayalam, Hindi</b>		<b>X</b>	
<b>Archana</b>	<b>Kallumpurathu</b>	<b>Female</b>	<b>Malayalam</b>		<b>X</b>	
<b>Armando</b>	<b>Aponte</b>	<b>Male</b>	<b>Spanish</b>			<b>X</b>
<b>Betcy</b>	<b>George</b>	<b>Female</b>	<b>Malayalam</b>		<b>X</b>	
<b>Bilin</b>	<b>Zacharia</b>	<b>Male</b>	<b>Malayalam, Hindi</b>		<b>X</b>	
<b>Binoy</b>	<b>Kanikunnil</b>	<b>Male</b>	<b>Malayalam</b>		<b>X</b>	
<b>Blake</b>	<b>Marshall</b>	<b>Male</b>	<b>Spanish</b>		<b>X</b>	
<b>Blanca</b>	<b>Gomez</b>	<b>Female</b>	<b>Spanish</b>		<b>X</b>	
<b>Blessy</b>	<b>Methikalam</b>	<b>Female</b>	<b>Malayalam, Spanish</b>		<b>x</b>	
<b>Bunnara</b>	<b>Preap</b>	<b>Female</b>	<b>Cambodian</b>			<b>X</b>
<b>Cheyce</b>	<b>Ruiz</b>	<b>Male</b>	<b>Spanish</b>			<b>X</b>
<b>CHINNU</b>	<b>Alex</b>	<b>Female</b>	<b>MALAYALAM</b>		<b>X</b>	
<b>Christianah</b>	<b>Fatiregun</b>	<b>Female</b>	<b>Yoruba, French</b>		<b>X</b>	
<b>Christine</b>	<b>Phan</b>	<b>Female</b>	<b>Vietnamese</b>		<b>X</b>	
<b>Cynthia</b>	<b>Venegas</b>	<b>Female</b>	<b>Tagalog</b>		<b>X</b>	
<b>Deepthi</b>	<b>Foxhall</b>	<b>Female</b>	<b>Spanish, Kannada</b>		<b>X</b>	
<b>Dhanya</b>	<b>Roshan</b>	<b>Female</b>	<b>Malayalam, Hindi</b>		<b>X</b>	
<b>Dina</b>	<b>Krisjanto</b>	<b>Female</b>	<b>Indonesian</b>		<b>X</b>	
<b>Dorothy</b>	<b>Espinoza</b>	<b>Female</b>	<b>Spanish</b>		<b>X</b>	
<b>Dorothy</b>	<b>Nwakupuda</b>	<b>Female</b>	<b>Igbo</b>		<b>X</b>	
<b>Elisbeth</b>	<b>Hernandez</b>	<b>Female</b>	<b>Spanish</b>		<b>X</b>	
<b>Elizabeth</b>	<b>Mbaya</b>	<b>Female</b>	<b>Swahili</b>		<b>X</b>	
<b>Elizabeth</b>	<b>Reyes</b>	<b>Female</b>	<b>Spanish</b>		<b>X</b>	
<b>Elizabeth</b>	<b>Jacob</b>	<b>Female</b>	<b>Malayalam, Hindi</b>		<b>X</b>	

<i>Enid</i>	<i>Melendez</i>	<i>Female</i>	<i>Spanish</i>			<i>X</i>
<i>Esmeralda</i>	<i>Kaye</i>	<i>Female</i>	<i>Spanish</i>		<i>X</i>	
<i>Farhad</i>	<i>Emami</i>	<i>Male</i>	<i>Farsi, Persian</i>		<i>X</i>	
<i>Fatema</i>	<i>Ahmed</i>	<i>Female</i>	<i>Hindi, Urdu, Bengali</i>			<i>X</i>
<i>Frank</i>	<i>Sarpong</i>	<i>Male</i>	<i>Twi</i>		<i>X</i>	
<i>Gisley</i>	<i>Perez</i>	<i>Female</i>	<i>Spanish</i>		<i>X</i>	
<i>Gracie</i>	<i>Anothony</i>	<i>Female</i>	<i>Malayalum</i>		<i>X</i>	
<i>Haseeda</i>	<i>Salam</i>	<i>Female</i>	<i>Malayalum</i>		<i>X</i>	
<i>Huatine(Eileen)</i>	<i>Zheng</i>	<i>Female</i>	<i>Mandarine, Cantonese</i>		<i>X</i>	
<i>Hung</i>	<i>Nguyen</i>	<i>Male</i>	<i>Vietnamese</i>		<i>X</i>	
<i>Irene</i>	<i>Alvarez</i>	<i>Female</i>	<i>Spanish</i>		<i>X</i>	
<i>Issy</i>	<i>Esangbedo</i>	<i>Female</i>	<i>French</i>		<i>X</i>	
<i>Iventiza</i>	<i>Ortiz</i>	<i>Female</i>	<i>Spanish</i>			<i>X</i>
<i>Jennifer</i>	<i>Quintana</i>	<i>Female</i>	<i>Spanish</i>		<i>X</i>	
<i>Jenny</i>	<i>Tsang Chan</i>	<i>Female</i>	<i>Mandarine, Cantonese</i>			<i>X</i>
<i>Jerry</i>	<i>Brown</i>	<i>Male</i>	<i>Spanish</i>		<i>X</i>	
<i>Jessy</i>	<i>Thomas</i>	<i>Female</i>	<i>Malayalam, Hindi</i>		<i>X</i>	
<i>Jia</i>	<i>Chen</i>	<i>Female</i>	<i>Madarin</i>			<i>X</i>
<i>Jitendra</i>	<i>Shah</i>	<i>Female</i>	<i>Gujarati, Hindi</i>		<i>X</i>	
<i>Jonathan</i>	<i>Quach</i>	<i>Male</i>	<i>Cantonese, Madarin</i>		<i>X</i>	
<i>Joseph</i>	<i>Forson</i>	<i>Male</i>	<i>French</i>		<i>X</i>	
<i>Julie</i>	<i>Cherian</i>	<i>Female</i>	<i>Malayalam</i>		<i>X</i>	
<i>Keimah</i>	<i>Johnson</i>	<i>Female</i>	<i>French</i>		<i>X</i>	
<i>Kewsi</i>	<i>Ghanney</i>	<i>Male</i>	<i>Fante, Ga, Twi</i>		<i>X</i>	
<i>Khudsiya</i>	<i>Khan</i>	<i>Female</i>	<i>Urdu</i>		<i>X</i>	
<i>Kinjalben</i>	<i>Patel</i>	<i>Male</i>	<i>Hindi, Gujarati</i>		<i>X</i>	
<i>Laura</i>	<i>Hribar</i>	<i>Female</i>	<i>Spanish</i>		<i>X</i>	
<i>Leena</i>	<i>Vadaketh</i>	<i>Female</i>	<i>Malayalam</i>		<i>X</i>	
<i>Leji</i>	<i>Abraham</i>	<i>Female</i>	<i>Malayalam</i>		<i>X</i>	
<i>Lenu</i>	<i>Mathew</i>	<i>Female</i>	<i>Hindi, Malayalam</i>		<i>X</i>	
<i>Lenymol</i>	<i>Thomas</i>	<i>Female</i>	<i>hindi, Malayalam</i>		<i>X</i>	

<i>Lilia</i>	<i>Gorovitia</i>	<i>Female</i>	<i>Russian</i>		<i>X</i>	
<i>Ling</i>	<i>Lowell</i>	<i>Female</i>	<i>Chinese, Taiwanses</i>		<i>X</i>	
<i>Lisa</i>	<i>Gauthier</i>	<i>Female</i>	<i>Spanish</i>		<i>X</i>	
<i>Lisa</i>	<i>Shah</i>	<i>Female</i>	<i>Hindi, Gujarati</i>		<i>X</i>	
<i>Liza</i>	<i>Chan-Green</i>	<i>Female</i>	<i>Chinese</i>		<i>X</i>	
<i>LOKADRI</i>	<i>Ramanani</i>	<i>Male</i>	<i>Hindu</i>		<i>X</i>	
<i>Margaret</i>	<i>Umabong</i>	<i>Female</i>	<i>Ibibio</i>		<i>x</i>	
<i>Margarita</i>	<i>Gonzales</i>	<i>Female</i>	<i>Spanish</i>		<i>X</i>	
<i>Maria</i>	<i>Fedorova</i>	<i>Female</i>	<i>Russian</i>		<i>x</i>	
<i>Marie</i>	<i>Flavien</i>	<i>Female</i>	<i>Frence, Creole</i>			<i>X</i>
<i>Marie</i>	<i>Piere</i>	<i>Female</i>	<i>French, Creole</i>		<i>X</i>	
<i>Mariejude</i>	<i>Joseph</i>	<i>Female</i>	<i>Creole</i>		<i>X</i>	
<i>Martin</i>	<i>Medina</i>	<i>Male</i>	<i>Spanish</i>			<i>X</i>
<i>Melchor</i>	<i>Pedraza</i>	<i>Male</i>	<i>Spanish</i>			<i>X</i>
<i>Melinda</i>	<i>Su</i>	<i>Female</i>	<i>Cantonese</i>		<i>X</i>	
<i>Mercy</i>	<i>Isaac</i>	<i>Female</i>	<i>Malayalam</i>		<i>X</i>	
<i>Meredith</i>	<i>McClure</i>	<i>Female</i>	<i>Spanish</i>			<i>X</i>
<i>Michael</i>	<i>Martinez</i>	<i>Male</i>	<i>Spanish</i>			<i>X</i>
<i>Michele</i>	<i>Flavien</i>	<i>Female</i>	<i>French, Creole, Spanish</i>			<i>X</i>
<i>Michelle</i>	<i>Wan</i>	<i>Female</i>	<i>Cantonese</i>			<i>X</i>
<i>MILLEN</i>	<i>Gebreselassi</i>	<i>Female</i>	<i>Amharic and Tigrigna</i>			
<i>Mimoza</i>	<i>Habilaj</i>	<i>Female</i>	<i>Albanian</i>			<i>X</i>
<i>Mina</i>	<i>Mark</i>	<i>Female</i>	<i>Hebrew</i>		<i>X</i>	
<i>Mingchu</i>	<i>Huynh</i>	<i>Female</i>	<i>Mandarin, Cantonese, Vietamese</i>			<i>X</i>
<i>Minimol</i>	<i>George</i>	<i>Female</i>	<i>Malayalam</i>		<i>X</i>	
<i>Mira</i>	<i>Gohel</i>	<i>Female</i>	<i>Gujarati, Spanish</i>		<i>X</i>	
<i>Mirelsa</i>	<i>Borges</i>	<i>Female</i>	<i>Spanish</i>		<i>X</i>	
<i>Neethu</i>	<i>Koshy</i>	<i>Female</i>	<i>Malayalam</i>		<i>X</i>	
<i>Nghi</i>	<i>Lac</i>	<i>Female</i>	<i>Mandarin, Cantonese, Vietamese</i>		<i>X</i>	
<i>Nicholas</i>	<i>Vo</i>	<i>Male</i>	<i>Vietnamese</i>		<i>X</i>	



<b>Nidhin</b>	<b>Paul</b>	<b>Female</b>	<b>Malayalum, Hindi</b>		<b>X</b>	
<b>Norma</b>	<b>Carandang- Panis</b>	<b>Female</b>	<b>Japanese, Filipino</b>		<b>X</b>	
<b>Ponnamma</b>	<b>Yohannan</b>	<b>Female</b>	<b>Malayalam, Hindi</b>		<b>X</b>	
<b>Princy</b>	<b>Shaji</b>	<b>Female</b>	<b>Malayalam</b>		<b>X</b>	
<b>Priscilla</b>	<b>Martinez</b>	<b>Female</b>	<b>Spanish</b>		<b>X</b>	
<b>Raji</b>	<b>Jospeh</b>	<b>Female</b>	<b>Malayalam</b>		<b>X</b>	
<b>Ratha</b>	<b>Rann</b>	<b>Female</b>	<b>Cambodian</b>		<b>X</b>	
<b>Rebecka</b>	<b>Ly</b>	<b>Female</b>	<b>Cambodian</b>		<b>X</b>	
<b>Rita</b>	<b>Eburuoh</b>	<b>Female</b>	<b>Ibo</b>		<b>X</b>	
<b>Robin</b>	<b>Cananda</b>	<b>Female</b>	<b>Spanish</b>		<b>X</b>	
<b>Rosamma</b>	<b>Eapen</b>	<b>Female</b>	<b>Malayalum</b>		<b>X</b>	
<b>Roy</b>	<b>Hoffman</b>	<b>Male</b>	<b>Hebrew, Spanish</b>		<b>X</b>	
<b>Saji</b>	<b>Phillip</b>	<b>Female</b>	<b>Hindi, Malayalam, Urdu</b>		<b>X</b>	
<b>Sally</b>	<b>Matthew</b>	<b>Female</b>	<b>Malayalam</b>			<b>X</b>
<b>Salustiano</b>	<b>Rosario</b>	<b>Male</b>	<b>Spanish</b>		<b>X</b>	
<b>Sanaa</b>	<b>Lahrizi</b>	<b>Female</b>	<b>Arabic, French</b>			<b>X</b>
<b>Sasha</b>	<b>Divikar</b>	<b>Female</b>	<b>Hindi, Telugu</b>		<b>X</b>	
<b>Shainy</b>	<b>Thaiparambil</b>	<b>Female</b>	<b>Malayalam, Hindi</b>		<b>X</b>	
<b>Sharon</b>	<b>Lim</b>	<b>Female</b>	<b>Tagalog</b>		<b>X</b>	
<b>Sheeba</b>	<b>Anooj</b>	<b>Female</b>	<b>Malayalam</b>		<b>X</b>	
<b>Shuyi</b>	<b>Chen</b>	<b>Female</b>	<b>Mandarine, Cantonese</b>			<b>X</b>
<b>Simi</b>	<b>Joseph</b>	<b>Female</b>	<b>Malayalum</b>		<b>X</b>	
<b>Snow</b>	<b>Reiner</b>	<b>Female</b>	<b>Vietnamese</b>			<b>X</b>
<b>Sompors</b>	<b>Uon</b>	<b>Female</b>	<b>Cambodian</b>		<b>X</b>	
<b>Steve</b>	<b>Han</b>	<b>Male</b>	<b>Korean</b>		<b>X</b>	
<b>Suela</b>	<b>Teme</b>	<b>Female</b>	<b>Albanian</b>			<b>X</b>
<b>Sumimol</b>	<b>Karvally</b>	<b>Female</b>	<b>malayalam</b>		<b>X</b>	
<b>Tanya</b>	<b>Inanova</b>	<b>Female</b>	<b>Russian</b>		<b>X</b>	
<b>Tessy</b>	<b>Pothen</b>	<b>Female</b>	<b>Malayalam, Hindi</b>		<b>X</b>	
<b>Thara</b>	<b>Jaison</b>	<b>Female</b>	<b>Hindi, Malayalam, Urdu</b>		<b>X</b>	

<i>Tiffany</i>	<i>Yang</i>	<i>Female</i>	<i>Madarin, Cantonese, Taishanese</i>			<i>X</i>
<i>Tommy</i>	<i>Ng</i>	<i>Male</i>	<i>Madarin, Cantonese</i>			<i>X</i>
<i>Valerie</i>	<i>Bonica</i>	<i>Female</i>	<i>Spanish</i>		<i>X</i>	
<i>Vanessa</i>	<i>Lopez</i>	<i>Female</i>	<i>Spanish</i>		<i>X</i>	
<i>Vinh</i>	<i>Su</i>	<i>Male</i>	<i>Chinese</i>		<i>X</i>	
<i>Vladimir</i>	<i>Perelshteyn</i>	<i>Male</i>	<i>Russian</i>		<i>X</i>	
<i>Wanda</i>	<i>Martinez</i>	<i>Female</i>	<i>Spanish</i>			<i>X</i>
<i>Wanda</i>	<i>Torres</i>	<i>Female</i>	<i>Spanish</i>		<i>X</i>	
<i>Yanni</i>	<i>Zhu</i>	<i>Female</i>	<i>Madarin, Cantonese, Taishanese</i>			<i>X</i>
<i>Yashira</i>	<i>Santos</i>	<i>Female</i>	<i>Spanish</i>			<i>X</i>
<i>Yasmine</i>	<i>Pizarro</i>	<i>Female</i>	<i>Spanish</i>		<i>X</i>	
<i>Yelena</i>	<i>Galkin</i>	<i>Female</i>	<i>Russian</i>		<i>X</i>	
<i>Yollette</i>	<i>Ferdinand</i>	<i>Female</i>	<i>Creole, French</i>			<i>X</i>
<i>Yolanda</i>	<i>Maldonado</i>	<i>Female</i>	<i>Spanish</i>		<i>X</i>	
<i>Yoon</i>	<i>Park</i>	<i>Female</i>	<i>Korean</i>		<i>x</i>	
<i>Yvonne</i>	<i>Claudio</i>	<i>Female</i>	<i>Spanish</i>			<i>X</i>
<i>Zaira</i>	<i>Moldonado</i>	<i>Female</i>	<i>Spanish</i>		<i>X</i>	
<i>Zarna</i>	<i>Shah</i>	<i>Female</i>	<i>Hindi, Jurati</i>		<i>X</i>	

*Future Plans:*

The Department of Public Health- Ambulatory Health Services plan for building in house language capacity is by:

- A) Hiring – Ambulatory Health Services continues to develop in house language capacity through regular hiring of employees with specific language skills. On an ongoing basis, job openings will be designated appropriately, and the Personnel Office will be notified of hiring needs for bilingual staff.
- Reclassify an existing posting. If the need for interpretation and translation services is high and expected to be long term, a position may be redefined to include the required language skills and request Human Resources to study the work and create the position. This request would be made before filling the position.
  - The Department will include the language skill as a desirable qualification in the job announcement.
  - If bi-lingual or multilingual skills are included in the job description, a candidate’s language proficiency will be addressed as part of the selection process. Assessment may include:

1. Formal testing of language proficiency or interpreting /translation ability; and certification, transcripts, diplomas or other evidence of language proficiency in English or other language.
  2. Selective Factor Certification – Civil Service Commission Regulation 11.032 – when a certification of eligible candidates with specified experience, education, training, license, registration, certification or skill is requested in writing by the appointing authority as being necessary by the appointed authority as being necessary for satisfactory performance in a particular position in an established class or series of classes, and the director determines that the reasons given fully justify the request, a certification may be made of the two highest rankings eligible candidates on the appropriate list who possess the specified qualifications. Selection of the eligible to fill the vacancy will then be made in accordance with Civil Service Regulations.
- B) Staff Interpreters - Competent and trained bilingual staff will also function as interpreters, upon completion of appropriate training.
- C) Language Sensitive Assignments – In the event that there is no interpreter available, trained bilingual staff may be utilized to assist in providing services as long as it does not impose an unfair burden.

### **Training staff on Policy Plan and Protocols**

The Department of Public Health- Ambulatory Health Services will distribute the LEP plan to all staff and will have a current electronic copy available so all staff will be knowledgeable of LEP policies and procedures.

#### *Future Plans*

Future plans of the department will include working with frontline programs to update and standardize language access tools and resources across the agency. Ambulatory Health Services will work to ensure that all public facing programs have appropriate language access signage and materials at all sites.

### **Notice of the Right to Language Access**

The department will notify the public of their right to language access through

- Posters notifying LEP individuals of their right to language services will be developed and displayed in areas of public contact.
- Department notices and flyers will also provide notice of the availability of language services and a simple instruction on how to request language assistance
- Staff have access to the City of Philadelphia Language Access Cards. These are cards with a detachable wallet size card that say in both English and a second language “I speak (language) I need assistance in (language).
- In all areas of public contact and on its website, the Department of Public Health- Ambulatory Health Services will post and maintain clear and readable signs in the language most prevalent in the City notifying LEP individuals that free translation and interpretation are available to them.

## **Data Collection and Annual Report**

In order to ensure proper data collection, the following information will be required to be monitored and collected by Health Directors via quarterly reports through the use of the data collection sheet provided by the Office of Immigrant Affairs:

- Number of LEP encounters by language
- Type of language services provided to LEP patients/clients
- Number of documents translated
- Language services expenditures
- Number of bilingual staff
- Number of staff trained in Language Access/Cultural Competency

## **Annual Report/Evaluation**

The Department of Public Health- Ambulatory Health Services will conduct an annual evaluation of its Language Access Plan to determine its overall effectiveness, review the progress of department goals and identify new goals or strategies for serving LEP patients and residents. The evaluation will include the following:

- Assessment of the use of telephonic interpretation, in person interpretation and translation services
- Assessment of data collected about the LEP's primary language
- Assessment of the number and types of language requests during the past year
- Assessment of whether the staff member understand the Language Access Plan and arrangements for those resources are up to date and accessible
- Assessment of complaint information
- Assessment of soliciting feedback from LEP individuals through surveys

## **Language Access Complaint Procedure**

One may file a formal Language Access grievance with the Department of Public Health – Ambulatory Health Services Language Access Coordinator if you believe you have been wrongly denied the benefits of this Language Access Plan. You must file your complaint within 6 months of the alleged denial. To file a formal complaint, you must fill out a Language Access Grievance Form and submit the form in person or by mail to:

Vanessa Johnson, Health Center Director  
City of Philadelphia Department of Public Health- Ambulatory Health Services  
555 S. 43<sup>rd</sup> Street  
Philadelphia, PA. 19104

The form will also be available on the Department of Public Health – Ambulatory Health Services website.

Additionally, any person, regardless of immigration status, may submit a formal legal complaint through the Philadelphia Commission of Human Relations. To do so, please complete a Public Accommodations Discrimination Intake Form and submit in person or by mail:

Philadelphia Commission on Human Relations  
The Curtis Center  
601 Walnut Street. Suite 300 South  
Philadelphia, PA 19106

To access the form and for more information, please visit [www.phila.gov/humanrelations](http://www.phila.gov/humanrelations)

### **Timeline for Implementation**

#### *Implementation Plan Logistics*

Major milestones in our plan will include:

- Continuing to broadly translate and interpret
- Updating agency language access tools and resources
- Exploring additional training opportunities

#### *Timeline*

##### 2021-2022

- The Language Access Committee will meet regularly to discuss language access challenges, best practices, and methods for tracking language access data by program/site as well as brainstorm ideas for new or updated language access resources these staff might need.
- Ambulatory Health Services will update the Language Access Plan periodically to ensure that all information is relevant and update.
- Ambulatory Health Services will work closely with City Hall and will communicate with other City agencies about best tools and practices.
- Ambulatory Health Services will continue to broadly translate materials and provide onsite interpretation as needed and track these activities.
- Ambulatory Health Services will continue to train staff and meet with frontline staff to discuss language access and any emerging needs and challenges.

**SIGNATURE PAGE**



Language Access Coordinator  
Health Center Director  
Department of Public Health  
Ambulatory Health Services

4/29/21

Date



Commissioner  
Department of Public Health

4/29/21

Date