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Duolingo, a startup that aims to translate online, said it will offer an English language test starting May 13, which will be administered via Android smartphones for \$20. To help the test gain widespread recognition, the translation startup said it would partner with Google when launching to recognize certification. Duolingo plans to offer certificates in other languages later this summer and release an iOS app in the second half of the year, a Fast Company spokesperson said. When Duolingo raised \$20 million in February, the Pittsburgh-based company has spoken openly about creating an online certification program. Duolingo co-founder Luis von Ahn described some problems with existing certification programs, such as a foreign language English test, which can cost hundreds of dollars depending on the country and requires testers to travel long distances to certain test centers. On the other hand, the Duolingo test can be taken by anyone, anywhere. The \$20 fee will cover the cost of a proctor that will use a smartphone camera to make sure users aren't cheating (the obvious sign: someone is looking away from the screen often). The company said the University of Pittsburgh is conducting a study to see if there is a correlation between Duolingo tests and other widely recognized language exams. One of the main problems that the startup will face is that organizations recognize its certificate. Getting Google on board is the first step, but the company is keen to add more partners down the line. External links to other sites are only for information and do not have the approval of HHS and OCR. Promoting effective communication, cultural competence, - patient and child care (Joint Commission resource website) Data collection and use of inequality tools is a web tool for collecting data on race, ethnicity and primary language in patients. (Foundation for Health and Education Research) Medical Interpreter Training Program for Bilingual Hospital Staff - Form request information. (New Jersey Hospitals Association Health Research and Educational Trust) I say - Language Identification Guide. (Collaboration between the Ohio Criminal Division, the National Association of Judicial Translators and Translators, the Summit County Sheriff's Office and the American Association of Translators) Language Services Resource Guide for Health Care Providers - Publishing language services, developing a language access plan, identifying language services, training programs, and evaluation tools. (National Health Law Program) Direct Conversation: Hospital Model Of Language Access Policy and Procedures - Publishing Excellence in policies and procedures to address language access issues. (California California Health Net Institute) Content created by the Office of Civil Rights (OCR) Content was last reviewed on June 18, 2019. MMH consists of a main hospital and five clinics serving about 50,000 people over 2,500 square miles in rural California. (8/21/14) Read the HHS newsletter Read the Resolution Agreement by the Mississippi Department of Human Services, The Department of Family and Children's Services (MDHS-DFCS) - OCR and (MDHS-DFCS) have signed a voluntary resolution agreement to expand language assistance services for people with limited English proficiency (LEP). Under the agreement with OCR, MDHS-DFCS will take a comprehensive approach to ensure individuals with LEP have meaningful and timely access to a variety of critical services, activities and programs. (04/15/14) Read the Voluntary Authorization Agreement Read the Bulletin Memorial Health System (MHS) in Colorado Springs (CO) - OCR and MHS have signed a voluntary resolution agreement to provide effective communication with and improve the quality of services for people who are deaf, visually impaired, or have limited English experience. This voluntary authorization agreement demonstrates ocd's commitment to enforcing federal laws prohibiting discrimination by health care providers and service providers. (Date: 11/07/12) Read the Voluntary Resolution Agreement (EN) Read the Bulletin of shenandoah Memorial Hospital (SMH) in Woodstock, (VA) - OCR and SMH have signed a voluntary resolution agreement to expand language care services for limited English-speaking experienced (LEP) individuals. If health care providers and patients do not understand each other clearly and cannot communicate effectively, the quality of care is compromised, sometimes even compromised. This voluntary permit agreement demonstrates the benefits of hospitals, working in conjunction with OCR to enforce Sections VI. (Date: 8/28/12) Read the Voluntary Authorization Agreement (IL) - OCR Region V resolved a complaint alleging that Resurrection Hospital Health, a group of six Chicago hospitals totaling more than 2,000 beds, violated Title VI of the Civil Rights Act of 1964, unable to provide language care. To resolve the complaint, Resurrection Healthcare agreed to appoint a language care coordinator, train 37 staff as translators, contract with an interpreter agency to provide additional services, and create a comprehensive employee training program on revised language policies and procedures Alameda County Medical Center, Highland Campus (CA) - Under Title VI of the Civil Rights Act of 1964, OCR Region IX resolved a complaint against Alameda County Alameda Center, Highland Campus, 236 bed facility in Auckland. To resolve the complaint, the Medical Center has agreed to improve its language care services by: (1) training its staff to comply with Sections VI and assessing the oral/written communication needs of patients with LEV; (2) issuing medical cards to indicate the patient's main language; (3) update signage in the registration area to include the five most commonly used languages in the service area; (4) posting signs indicating that the services of an interpreter are available for free; and (5) contracts with video and telephone interpreters that can serve Karen-speaking immigrants from Burma. Maryvale Hospital (AP) - Region X OCR has resolved a complaint alleging that Maryvale Hospital violated Title VI of the Civil Rights Act of 1964 by failing to provide language care services to limited English-experienced (LEP) patients in the emergency department. In response to the OCD investigation and technical assistance, the Hospital has taken remedial measures to improve its language services programme, including: (1) a review of its LEP policy to notify consumers that face-to-phone, telephone and video services are available free of charge; (2) the publication of the revised LEP policy on its website and in patient materials; (3) training staff under the revised LEP policy; (4) to contract with new providers of interpretation services offering American sign language and sixty spoken languages; and (5) posting information on language interpretation in the main lobby, reception area and emergency department. Rhode Island Department of Human Services (RIDHS) - OCR Region I have entered into a voluntary permit agreement with RIDHS that helps ensure that customers with limited English proficiency - those who have limited ability to read, write, speak or understand English - will have improved access to RIDHS programs and services, including access to Medicaid and other social programs. Under the agreement, RIDHS will also ensure that current and new employees receive comprehensive training in supplier duties under Title VI of the Civil Rights Act of 1964. The settlement agreement resolves a complaint filed with OCR by the Rhode Island chapter of the American Civil Liberties Union and a simultaneous review conducted by OCR to determine whether RIDHS complies with an open agreement with OCR to improve language access services for RIDHS LEP customers. HHS/OCR, Resolution Agreement, Montgomery Department of Social Services, October 2009 Read Maryvale Hospital (AP) - OCR Region X resolved a complaint alleging that Maryvale Hospital violated Title VI of the Civil Rights Act of 1964, language services limited English experienced (LEP) patients in their emergency department. In response to and the provision of technical assistance to the Hospital has taken steps to rectify its language services programme, including: (1) a review of its LEP policy to notify consumers that telephone and video interpretation services are available free of charge; (2) the publication of the revised LEP policy on its website and in patient materials; (3) training staff under the revised LEP policy; (4) to contract with new providers of interpretation services offering American sign language and sixty spoken languages; and (5) posting information on language interpretation in the main lobby, reception area and emergency department. Rhode Island Department of Human Services (RIDHS) - OCR Region I have entered into a voluntary permit agreement with RIDHS that helps ensure that customers with limited English proficiency - those who have limited ability to read, write, speak or understand English - will have improved access to RIDHS programs and services, including access to Medicaid and other social programs. Under the agreement, RIDHS will also ensure that current and new employees receive comprehensive training in supplier duties under Title VI of the Civil Rights Act of 1964. The settlement agreement resolves a complaint filed with OCR by the Rhode Island chapter of the American Civil Liberties Union and a simultaneous review conducted by OCR to determine whether RIDHS complies with an open agreement with OCR to improve language access services for RIDHS LEP customers. Read the Montgomery County Department of Social Services (NY) Voluntary Resolution Agreement (NY) - OCR Region II secured a Voluntary Resolution Agreement with the Montgomery County Department of Social Services (MCDSS) in New York to ensure that people with limited English proficiency (LEP) - those who do not speak English as the primary language and who have limited ability to read, write, speak, or understand English - will have improved access to Medicaid and other social services. MCDSS provides or manages a wide range of publicly funded social services and cash assistance programs, including temporary assistance to families in need, the Supplemental Nutrition Assistance Program (formerly known as the Food Stamp Program), Medicaid, Emergency Assistance, General Assistance, Adult Protection, and Personal Hygiene Services. Its programs will reach about 28,000 people. Under the agreement, MCDSS voluntarily committed to taking steps to ensure that its customers' language access needs are properly assessed and that customers are competent to access the language for a full range of services, including home visits and evaluations. MCDSS has agreed to provide timely language assistance services for Effective communication during home visits and assessments; notify LEP customers that they have a free language Use family or friends as interpreters only at the request of the client after the client has been notified of the possibility of free language assistance; Translation of vital policy documents and establish mandatory staff training on their obligations under Section VI. (08/10/2009) Read the Resolution Agreement Lea el comunicado de HHS prensa en Espa'ol (Read the HHS press release in Spanish) Medco Health Solutions, Inc. (CA) - OCR Region II has provided corrective action that resolves lep's complaint to Medco Health Solutions (Medco), a pharmacy advantage management company that is also the country's largest pharmacy postal ordering company. The complaint alleged that Medco did not provide LEP members with meaningful access to pharmacy services by mail and other pharmacy management services. Medco agreed to address these issues in the complaint and provided OCD with written assurances that it would take a number of steps to strengthen the provision of language assistance services to LEP members with whom Medco communicates directly. (06/15/2009) Medco Commitment Letter Letter (en) Lea el comunicadoro de HHS prensa en Spain (Read HHS press release in Spanish) University of New Mexico (UNM) Hospital (NM) - OCR Region VI resolved a complaint that claimed that the 75-year-old Hispanic person was not provided with language care services during her medical appointment. In response to the OCD investigation and the provision of technical assistance, the 431-bed hospital has taken corrective action to improve its language services programme, including: (1) a review of its limited English language policy (LEP); (2) Coordinating their interpreters and translations through the newly established Department of Language Translator Service; (3) Preparing a training programme for language services; (4) a qualification testing and training programme for interpreters; (5) the placement of signs informing the public about the availability of language assistance services; (6) translation of more than 900 forms and vital documents; and (7) periodic reviews and monitoring to ensure the effectiveness of language services for LEP providers. These corrective measures were also implemented in the hospital's clinics, as well as at the Riot Police Children's Hospital, the Riot Police Children's Psychiatric Centre, the Riot Police Psychiatric Centre, the IOM Cancer Centre and the IOM Carrie Engle Hospital. Read the Letter on the Search of the State of Hawaii Department of Human Services - (serving the state's population of more than 1.2 million people) has signed a state settlement agreement to ensure that limited British professionals have equal access to their programs and services, including health care for those with low incomes income. Read the Agreement on the Authorization of Erie County Medical Center Psychiatric Department (NY) - - Region II resolved a complaint against the Erie County Psychiatric Center involving a 63-year-old Hispanic homeless man. The human language barrier limited medical personnel from conducting various psychological assessments. The OCD investigation found that the person did not receive the services of consistent interpretation during his 150-day stay at the Centre. As a result of OCD intervention, the Centre has made systemic changes to its policies, procedures and practices to ensure that interpretation needs to be identified as soon as possible to ensure that services are properly provided. The Centre has developed a clinical alert system to provide an objective assessment of the timeliness and quality of care based on the patient's needs. New York City Office of Human Resources Management (NYC) - Region II OCR has made systemic changes for several thousand customers who are eligible for benefits, as well as from NYC HRA and the agency with which it contracts to conduct assessments for people with intellectual and disabilities, the Health Care Systems (HSS). HSS has expanded its communications assistance to customers using Language Line, a telephone interpreter service to provide interpreter services for languages not spoken by HSS employees. As a result of OCR intervention, some 124,230 clients, 42 per cent of whom are LEP, will be notified of the possibility of access to translation and interpretation services. Revising the policies and training of NHS employees will help them better identify and serve their customers who speak different languages. PA Department of Public Welfare (PA DPW) - The OCR III Region Office has resolved a complaint filed by Community Legal Services on behalf of the Philadelphia Refugee Communities Coalition, alleging that PA DPW discriminates against LEP individuals based on their national origin, unable to provide the language assistance needed in providing employment and training services to the Employment and Training Bureau (BETP) and contract agencies with DPW. As a result of the OCD investigation and follow-up technical assistance, DPW/BETP has taken the following basic measures: BETP has expanded standards in its Employment and Training Guidelines to ensure that its various contractors are able to provide all services and activities to LEP individuals; BETP encourages its contractors to subcontract with organizations that are willing to provide language and employment and training services to LEP; BETP has translated various forms and general information into Spanish, with efforts being made to translate the material into other non-named languages; BETP has developed monitoring tools to determine contractors' ability to identify language needs and provide language assistance to LEP individuals; BETP agreed to add a standard to the Guidelines that contractors provide lep training to their subcontractors and that subcontractors provide the language assistance needed to ensure meaningful access to LEP individuals; and BETP has incorporated the LEP component into its curriculum, which is provided to its contractors on an annual basis. BETP requested OCD's participation in training, and OCD provided LEP training sessions to BETP contractors. PA DPW, BETP will continue its efforts to remove potential barriers and will take appropriate measures to ensure that LEP TANF beneficiaries have meaningful access to employment and training programs and services. Madison Center for Early Childhood, Loveland (CO) - As a result of the OCR investigation and interference, the Head Start Program has discontinued its practice of placing non-English speaking children in classes with English-only speaking teachers. Bilingual assistants are now placed in classrooms with the teacher, so there is a more effective communication between the teacher and the students. This change will affect about 105 students each year. Marin Hospital (MGH), Greenbrae (CA) - A community attorney on behalf of a Spanish-speaking LEP man has filed this complaint against MGH. Marin County has a significant Latino population. The complaint alleged that IHG discriminated against a LEP person on the basis of his national origin by failing to provide him with an interpreter during his stay in the hospital and when he received discharge instructions, and that the inability of IHG to provide language assistance to LEP persons denied them equal access to IHG services. The OCR investigation substantiated the allegations in the complaint, and as a result of our investigation, MGH has taken significant steps to increase services for its LEP patients. In response to the OCR finding, MGH has taken the following steps: formed a Task Force Translator to enhance its services for LEP patients and visitors; revised its policy on language assistance to LEP individuals; provided OCR with information about a new program offered by MGH's parent corporation, which determines whether MGH's willing employees can provide a basic and/or medical interpretation to LEP patients and visitors; Contract with the service to provide telephone interpretation for patients with LEP; Appointed a translation services coordinator to oversee the agency's interpretation and translation services; and began monthly training of all new hospital staff in translation services and MGH LEP policies and procedures. It is important to note that MGH now determines whether the patient is lep during the admission process and regularly translates the prescribing instructions into Spanish for their Spanish-speaking patients. MGH also provided OCR with documentation of multilingual posters; oral notification services, and hospital signage are available in Spanish. New Haven Hospital (YNHH) (CT) - OCR An agreement that resolves the LEP complaint against YNHH, a health care provider in southern Connecticut and one of the main referral centers of the Northeast and Primary School Hospital for Yale University School of Medicine. In 2003, YNHH provided services to approximately 447,350 outpatients (outpatient visits) and 45,349 patients as hospital patients (hospital discharges). The OCD Region I investigation of complaints and concerns about THE NEWHH's interpreter policy. In the Resolution Agreement, YNHH agreed to implement its current interpreter policy and take additional steps to ensure that LEP patients have meaningful access to their services. Catholic Charities of Maine (CCME) - The OCR secured a signed agreement resolution that resolves a complaint filed against Catholic Charities of Maine (CCME), alleging that the CCME Home and Family program failed to provide interpreters to lep clients speaking Somali, Vietnamese and Cambodian. CCME has contracted with the Maine Department of Human Services (ME DHS) to provide home services to LEP families to provide child protection services, including LEP education training and refugee resettlement assistance. OCR's Region I investigated these allegations and worked with representatives of CCME and ME DHS to address the OCR issues identified during the investigations. OCR and CCME resolved these issues through the Resolution Agreement, in which CCME agreed to introduce a new language assistance policy and to take additional steps to ensure that LEP individuals have meaningful access to all of their more than 40 programs in more than 15 locations across the state. Services include senior services; Services for children and young people; Substance Abuse and Mental Health Services; Services for refugees and immigrants; dental and pregnancy services. CCME has also developed an interpreter service program to provide written and oral language services to hospitals and other service providers in Maine since the complaint was filed. Their full-time translators provide language services for more than 25 different languages. Translators are recruited from the community in which they serve, are trained in interpretation, ethics and protocol, and will provide useful language and cultural explanations for both the client and the service provider. Los Angeles County Department of Public Social Services (LADPSS) - OCR has entered into an agreement with the Los Angeles County Department of Public Social Services (LADPSS) to address complaints of discrimination by the Asia Pacific American Law Center, the Western Center for Law and Poverty, the Los Angeles Legal Aid Foundation and the Los Angeles Legal Aid Foundation. San Fernando Valley services. The lawsuit was filed on behalf of LEP members as well as low-income communities in Los Angeles County. Los Angeles. is the district agency responsible for managing public assistance programs, including the CalWORKs (California TANF program). OCR and LADPSS have entered into a Voluntary Resolution Agreement that will lead to increased efforts to provide meaningful access to people seeking LADPSS services who have LEP. The agreement is important because of the large and diverse population of Los Angeles County, the large load load of LADPSS (over 1.9 million people), and because more than 40 percent of the population served by LADPSS defines the language other than English as the primary language. Under the terms of the Agreement, LADPSS will ensure that there is a comprehensive policy and procedure to ensure that those to which LEP have meaningful access to all programs and services managed and contracted by LADPSS. LADPSS has agreed to take various concrete actions to facilitate meaningful access, including the establishment of a LADPSS branch to ensure that appropriate language assistance is provided to LEP individuals who are contacted and participating in CalWORKs and monitor the compliance of LADPSS VI with the title and agreement; Ensuring that the main language of entrants and participants is accurately identified; Active recruitment and fair use of bilingual staff. Ensuring that all interpreters are competent in interpretation; and notifying LEP applicants and participants of the availability of free language assistance and training for LADPSS public relations officers and their civil rights managers affecting LEP persons. D.C. Revenue Maintenance Authority (IMA) - OCR has closed a review of compliance with the D.C. Revenue Maintenance Authority's TANF program. The compliance review focused on access to the IMA for individuals in relation to lep. During the review, OCD participated in the IMA's annual diversity training, during which OCD presented a review of the ocd's revised guidance on the prohibition of Title VI on discrimination of national origin affecting LEP persons. About 450 IMA employees took part in the training. In addition to training, OCR worked with IMA to modernize IMA systems to identify and track LEP individuals and languages spoken in IMA service, and discussed changes in policy and practice to address access for LEP individuals seeking IMA services. As a result of the audit, IMA will provide notifications of information and marketing materials on the availability of translation services if necessary. IMA will also monitor the work of its LEP suppliers. Maryland Department of Health and Mental Hygiene - After conducting civil rights training for the Maryland Department of Health and Mental Hygiene in 2005, OCR held compliance reviews of three local health departments in rural and urban settings State. As a result of these reviews, county health departments have agreed to conduct periodic assessments of language needs in their service areas and to include different sources of data. They have also revised their policies and procedures to address critical components of an effective language assistance programme; they formed a committee to identify, prioritize and develop a protocol for translation of written materials; they have developed a single method of identifying and tracking individuals in which LEIs document the provision of language assistance services; they agreed to provide medical training to bilingual staff who provided language assistance and to assess their level of proficiency in the second language; and they have developed a comprehensive and unified monitoring system to assess language assistance services and make changes when necessary. Northwestern Medical Foundation (NMFF) - Based on reports from advocacy groups, OCR conducted a review of the NMFF to determine the extent to which NMFF provides interpreter services to its patients who are limited in their English language proficiency (LEP), and OCR also reviewed NMFF services for those with hearing impairments. In June 2005, the President of NMFF signed two agreements with OCR, one relating to NMFF services for hearing impaired patients and the other related to its services to LEP patients. With regard to LEP issues, the organization involved agreed: to raise patient awareness of the availability of language assistance and to raise staff awareness of language care procedures; to amend their patient tracking system so that if the LEP patient uses an interpreter during one visit, the patient will be asked if he or she will require an interpreter on all subsequent visits; Make technological change useful for facilitating language aid; include the right to an interpreter in the NIFF Bill of Rights of Patients and provide brochures on the availability of interpreter services in all doctors' departments; training of all staff, including doctors, under Article 504 and Title VI; and publish brochures on the availability of interpreter services, which will be widely displayed in the offices of its doctors. 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