

Appendix F:

Online general resources

Department of Administration-Demography Center

www.demography.state.mn.gov

First Call for Help

www.firstcallnet.org

Flags of the World

www.flags.ndirect.co.uk

League of Women Voters Study-Immigration in MN Challenges and Opportunities

www.lwvnmn.org

Midwest Art Fairs Directory

www.midwestartfairs.com

The Minneapolis Public Library LIST-Guide to the Internet

www.mplib.org/list.asp

Minneapolis Public School data, MN Department of Education Data Center

cfl.state.mn.us/datactr/

Minnesota Humanities Commission

www.thinkmhc.org

Minnesota Literacy Council

www.themlc.org

MN Advocates for Human Rights

www.mnadvocates.org

The Multicultural Development Center: World Cultural Events

http://mcdc.org/worldevents.html

Nonprofit Organizations of Color in Minnesota

www.cura.umn.edu

Passport Information

www.travel.state.gov/foreignentryreqs.html

Resources for Ethnic Americans

www.immigration.about.com/cs/usethnicsclubs

Twin Cities International Directory

www.tcglobal.org/directory

The United Nations High Commission on Refugees

www.unhcr.ch

United State Census Information

www.uscensus.gov

United States Citizenship and Immigration Service

www.uscis.gov

United Way of Minneapolis -Immigrants in the Twin Cites; A Snapshot

www.uwmisp.org

WorldLinks-Hennepin County Library System

www.hclib.org/worldlinks/

Appendix G: Online resources for LEP service

- **LEP.gov: Meaningful access for people who are limited English proficient**, *www.lep.gov*. An electronic clearinghouse run by the federal government, providing and linking to information, tools, and technical assistance regarding Limited English Proficiency and language services for federal agencies, recipients of federal funds, users of federal programs and federally assisted programs, and other stakeholders.
- **Policy Guidance on the Title VI Prohibition Against National Origin as It Affects Persons with Limited English Proficiency**, *Federal Register* Vol.65 No 169 August 30, 2000. Available through *www.lep.gov*
- **National Standards for Culturally and Linguistically Appropriate Service in Health Care** Available through *www.lep.gov*
- **Cultural Competence Guides for Managed Care Plans, Centers for Medicare & Medicaid Services (CMS)** Information on developing a language services plan to meet the needs of customers/patients, including assessing cultural competency. Available through *www.lep.gov*

Appendix H: Online resources for notice

“Free interpreter services are available” poster

Downloadable PDF templates of poster in various languages giving notice of right to service

See CityTalk. Click on “Work Tools” and then on “Language and Translation Services”

“Attention: If you want free help translating this information” block

Downloadable PDF of “language block” template

See CityTalk. Click on “Work Tools” and then on “Language and Translation Services”

Appendix I: Online resources for identification

“I Speak” cards

Downloadable PDF templates of flashcards to help identify an LEP individual’s preferred language

See CityTalk. Click on “Work Tools” and then on “Language and Translation Services”

Appendix J: Online resources for interpreting

“Waiver of rights to free interpreting services” form

Downloadable PDF of form to allow LEP individual to decline offer of free interpreting services

See CityTalk. Click on “Work Tools” and then on “Language and Translation Services”

“What Does An Interpreter Do?”

www.ricintl.com/interprets_task.html

An overview of key concepts in interpreting, provided by a national interpreting and translation agency.

“Helpful hints for using telephone interpreters”

Tips excerpted from the Minnesota Department of Human Service Limited English Proficiency Plan

See CityTalk. Click on “Work Tools” and then on “Language and Translation Services”

Appendix K: Online resources for translation

“The 39 Steps: Questions you need to ask yourself when undertaking a translation”

www.iti.org.uk

A checklist from the Institute of Translation and Interpreting, England

“Model contract for translators”

www.atanet.org/model_contract

A sample contract that suggests translation duties, from the American Translators Association

Appendix L: Online resources for staffing

Sample job descriptions for City hires

- Job description when language skills are “highly desirable”
- Job description when an interpreter is being hired

See CityTalk. Click on “Work Tools” and then on “Language and Translation Services”

Assessment benchmarks for potential interpreters

Standards from the Minnesota Advisory Committee on Interpreter Standards, 2000

See CityTalk. Click on “Work Tools” and then on “Language and Translation Services”

Assessment test for language proficiency

From the website for the American Council of Teachers of Foreign Languages,
www.actfl.org

Training opportunities for interpreters and translators

A list of courses and classes. See CityTalk. Click on “Work Tools” and then on “Language and Translation Services.”

Appendix M: Resources for training (proposed)

Curriculum content (to be developed; fall, 2004) Suggestions for training content include

- Communicating with accented English speakers
- Addressing typical objections to LEP services, such as “English is the ‘official’ language of the United States” and “Providing LEP services creates dependency and slows English language acquisition among immigrants.”

