



**State of Vermont
Department of Public Safety**

Language Access Plan

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A handwritten signature in black ink, appearing to read 'Michael Schirling', written over a horizontal line.

**STATE OF VERMONT – DEPARTMENT OF PUBLIC SAFETY
LANGUAGE ACCESS PLAN**

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RECORD OF PLAN REVISIONS

Revision Date	Summary of Changes	Page(s) Affected	Completed by
11/15/21	Initial plan	All	Lee Dorf
12/30/21	Edits	All	Wilda White & Jen Morrison

DEPARTMENT DIVISIONS AND ACRONYMS

Acronym	Department
DFS	Vermont Division of Fire Safety
DPS	Department of Public Safety
DPS-CO	Department of Public Safety – Commissioner’s Office
F&A	Division of Finance and Administration
RTS	Vermont Radio Technology Services
VCIC	Vermont Crime Information Center
VEM	Vermont Emergency Management
VFL	Vermont Forensics Laboratory
VSP	Vermont State Police

I. DEFINITIONS

Alternative communication methods means methods to communicate a message that either supplement or replace traditional methods of oral and written communication. The purpose of these methods is to better reach those with limited oral language, limited written language or various impairments. Examples of alternative communication methods include graphical illustrations, videos, audio recordings, and sign language. The appropriate alternative communication method will depend on the needs of the audience.

Culture means the behaviors, beliefs, values, attitudes, meanings, and symbols of a group of people. Culture can include a variety of factors including age, national origin, educational attainment, employment status, family type, household type, gender, generation, geographic location, immigration status, income, language, literacy level, military experience, parental status, physical abilities, cognitive abilities, political beliefs, race, ethnicity, religion, and sexual orientation.

Culturally and linguistically appropriate means services that respect and respond to an individual’s traditions, beliefs, and values.

DPS programs means the natural grouping of staff across the department and includes all operations and work units of the Department of Public Safety. For this Plan and per the department’s Title VI/LEP policy, department and division leadership are responsible for determining how they will operationalize this Plan. This should include implementation at all levels of the division where services that benefit individuals with LEP are provided.

For example, division leaders may choose to coordinate the implementation of this Plan at the division, office, program, section, or unit levels.

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Dual-language employees means employees serving in a designated bilingual position who is responsible for translating documents or providing interpretation services in the language indicated in their position description.

Effective communication means communication sufficient to provide the LEP individual with substantially the same level of access to services received by individuals who are not LEP.

Federal Financial Assistance includes, but is not limited to, grants and loans of federal funds; grants or donations of federal property; training; details of federal personnel; or any agreement, arrangement, or other contract which has as one of its purposes the provision of assistance.

Interpretation means immediate oral (or signed) communication of meaning from one language (the source language) into another (the target language). Messages are conveyed orally. Interpretation services that occur over-the-phone are referred to as telephonic interpretation services.

Limited English Proficiency (LEP) means individuals who do not speak English as their primary language, speak English less than “very well,” and/or who have a limited ability to read, speak, write, or understand English.

Meaningful access means language assistance that results in accurate, timely, and effective communication at no cost to the individual with LEP. For LEP individuals, meaningful access denotes access that is not significantly restricted, delayed, or inferior as compared to programs or activities provided to English proficient individuals.

Public means any member of the public regardless of geographical location within Vermont or citizenship status. Public includes the entire population of the United States without regard to citizenship or geographic location.

Translation means the conversion of written communication from one language (source language) to another language (target language) in a written form. An accurate translation is one that conveys the intent and essential meaning of the original text.

Vital documents are paper or electronic written material that contain information that is critical for accessing a program or information or is required by law to be publicly disseminated by DPS. This could include documents, forms, announcements, and other materials. Whether or not a document (or the information it solicits) is “vital” depends upon the importance of the program, information, encounter, or service involved, and the consequence to individuals with LEP if the information in question is not provided accurately or in a timely manner.

II. INTRODUCTION

The State of Vermont Department of Public Safety (DPS) commits to provide timely, high quality and meaningful access to DPS programs and services for persons with limited English proficiency (LEP). This Language Access Plan (Plan) is intended to promote effective communication between DPS and individuals with LEP.

This Plan was created using the [Department of Justice’s Language Access Assessment and Planning Tool for Federally Conducted and Federally Assisted Programs](#), and describes DPS’s strategies for ensuring language access as required by Title VI of the Civil Rights Act of 1964,

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Executive Order 13166, Section 1557 of the Affordable Care Act and its implementing regulations (42 C.F.R. §92).

Additionally, DPS is committed to providing effective communication with individuals with disabilities. Many of the guidelines and resources included in this Plan can be used to ensure effective communication with individuals with disabilities.

DPS will review this Plan every two years and will update the strategies to further the department's commitment to providing services and information that are accessible and culturally and linguistically appropriate.

III. PURPOSE AND SCOPE

A language access plan is a document that spells out how to provide services to individuals who are non-English speaking or have limited English proficiency. Effective communication is critical to providing high-quality, equitable services. Reliance on unqualified individuals to interpret information can lead to misunderstandings or devastating outcomes. A language access plan can help ensure that an organization provides appropriate language services. A language access plan can also help ensure that an organization's staff members are aware of what to do when an individual with limited English proficiency needs assistance.

This plan applies to all divisions and sections of the Department of Public Safety. Following these guidelines is essential to the success of our mission to promote the detection and prevention of crime, to participate in searches for lost and missing persons, and to assist in cases of statewide or local disasters or emergencies.

IV. BACKGROUND

Since the end of the 20th century, Vermont has seen a measurable increase in the number of people who speak a language other than English. National statistics indicate that among Americans five years of age or older, 8.4 percent speak English less than "very well", which is the term and a metric used to define those with Limited English Proficiency (LEP).¹ In Vermont, LEP residents and visitors live and visit throughout the state, with higher numbers in more densely populated areas.

Historically, official documents may have only needed to be translated into French and Spanish, but Vermonters now need access to content and services in more than 13 languages. In addition to English, French, and Spanish, a significant number of Vermonters and visitors who may need the services of DPS now also speak Arabic, Burmese, Chinese, Kirundi, Lingala, Nepalese, Somali, Swahili, and Vietnamese.

Spoken English may also not be effective communication for those who are deaf or hard of hearing, many of whom use American Sign Language (ASL) as their primary language.

The five Vermont counties with the largest concentration of LEP individuals are Chittenden, Franklin, Rutland, Washington, and Windsor. Based on 2015 estimates, the most prevalent languages in Vermont among LEP individuals are French, Spanish, Other Indic languages²,

¹ [American Community Survey, 5-Year Estimates, 2015-2019](#)

² Also called Indo-Aryan languages, <https://www.britannica.com/topic/Indo-Aryan-languages>

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Chinese, and Vietnamese. Forty percent of Vermonters with limited English proficiency speak languages other than the foregoing, listed languages.¹

V. FOUR-FACTOR ANALYSIS

Because there are a multitude of primary languages spoken in Vermont, DPS will utilize the four-factor analysis outlined in the U.S. Department of Justice (DOJ) Guidance to Federal Financial Assistance Recipients, available at the DOJ website, to determine which measures will provide meaningful access to its services and programs.

DPS recognizes that contacts with DPS and its divisions will vary considerably. Therefore, the four-factor analysis must remain flexible and will require an ongoing balance of four factors, which are:

- a) The number or proportion of LEP individuals eligible to be served or likely to be encountered by DPS staff or who may benefit from programs or services within the jurisdiction of DPS or a particular geographic area.
- b) The frequency with which LEP individuals are likely to come in contact with DPS staff, programs or services.
- c) The nature and importance of the contact, program, information or service provided.
- d) The cost of providing LEP assistance and the resources available.

VI. CONTACTS BETWEEN DPS AND LEP INDIVIDUALS

The following table identifies, by division, the most likely interactions between LEP individuals and DPS staff, programs, or services.

	DPS	VSP	VEM	DFS	VFL	VCIC	RTS
WEBSITE & SOCIAL MEDIA	Website	Website	Website	Website	Website	Website Sex Offender Registry website	Website
	Social Media	Social Media	Social Media	Social Media			
PUBLIC FACILITIES	Public Facing Telephone	Public Facing Telephone	Public Facing Telephone	Public Facing Telephone		Public Facing Telephone	
	Offices	Field Offices		Regional Offices		Walk-up Office	

¹ [2015 Vermont Mapping LEP Populations in Your Community – Number by County](#)

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	DPS	VSP	VEM	DFS	VFL	VCIC	RTS
EMERGENCY		9-1-1	VT Alert				
ENFORCEMENT		Field Enforcement		Building Code Enforcement & Safety Services			
		Investigative Field Interviews					
		Custodial Interrogations					
		Bookings					
OUTREACH, INFORMATION, EDUCATION		Complaints					
		Community Outreach	Resources & Publications	Training & Exercise	Public Education & Outreach Information	Criminal History Info – Record Checks	
PERMITS, LICENSES		Permits		Permits, Trade Licenses, Certification & Renewals			
REGISTRY						Sex Offender Registry	

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	DPS	VSP	VEM	DFS	VFL	VCIC	RTS
COMMITTEES AND BOARDS	<ul style="list-style-type: none"> ▪ Law Enforcement Advisory Board ▪ State Police Advisory Commission ▪ Emergency Communications Advisory Council ▪ VIBRS Advisory Board ▪ Governor’s Emergency Preparedness Advisory Council ▪ VALCOUR Governance Board 						

While all contacts, services and individual rights are important, DPS will utilize the four-factor analysis to prioritize service to LEP individuals so that such services may be targeted where they are most needed, according to the nature and importance of the DPS activity involved.

VII. TYPES OF LEP ASSISTANCE AVAILABLE

A. TRANSLATION AND INTERPRETATION SERVICES

The State of Vermont has statewide contracts for translation and interpretation services with (1) Corporate Translation Services Inc. (dba [Language Link](#)); (2) [Telelanguage Inc.](#); and (3) [Worldwide Interpreters Inc.](#) The contracts can be found on the Buildings and General Services (BGS) Current Statewide Contracts page, under “[Translation & Interpretation Services.](#)”

Upon request, the following languages can be **translated**:

Spanish	Italian	French	German	Portuguese
Albania	Bulgarian	Serbo-Croatian (Bosnian, Serbian and Croatian)	Czech	Dutch
Finnish	Greek	Hebrew	Hungarian	Polish
Russian	Arabic	Burmese	Farsi	Japanese
Nepali	Chinese (Mandarin and Cantonese)	Korean	Vietnamese	Turkish

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Akan	Amharic	Maay Maay	Tigrinya	Swahili
Somali	Twi	Af-Maxaa	Kirundi	Hmong
Tagalog				

Languages not listed may be requested and contractors are expected to provide qualified translators as available.

Written translations will be provided with the following timeframes: up to 2,000 words (two calendar days); 2,000 – 4,000 words (four calendar days), more than 4,000 words (up to five calendar days).

For events such as natural disasters or health emergencies, the contractors can provide rush service within 24 hours.

Upon request, the following languages can be **interpreted**:

Arabic	Bosnian	Burmese	Chinese (Mandarin, Cantonese)	French
Kirundi	Karen	Maay Maay	Nepali	Russian
Somali	Af-Maxaa	Spanish	Swahili	Vietnamese

Languages not listed may be requested and the contractors are expected to provide qualified interpreters as available.

These organizations are also capable of providing telephonic and video interpretation services. The list of languages is more limited for interpretation, although languages not specifically listed may be supplied if available when requested.

Interpreter services through these companies can be provided through a toll-free number around the clock every day of the year.

Provider	Contact Number
Language Link	855-295-9177
Telelanguage	888-983-5352
Worldwide Interpreters	866-967-5313

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B. INTERPRETATION SERVICES

The State of Vermont contracts with two additional entities to provide in-person interpreter services.

Provider	Contact Number
Association of Africans Living in Vermont	802-985-3106
US Committee for Refugees & Immigrants	802-654-1700

The Association of Africans Living in Vermont Inc. (AALV) and the US Committee for Refugees & Immigrants will provide on-demand, in-person interpreter services for the following languages:

Armenian	Amharic	Arabic	Bosnian	Bhutanese
Burmese	Chinese (Cantonese)	Chinese (Mandarin)	Haitian Creole	Dinka
French	Hindi	Karen (S’gaw)	Kibembe	Kikongo
Kirundi	Kinyarwanda	Kiswahili	Lingala	Mai-Mai
Nepali	Portuguese	Romanian	Russian,	Serbo-Croatian
Somali	Spanish	Tibetan	Turkish	Vietnamese

Each entity requires a five-working day, lead time to provide services and each interpreter can be used up to three consecutive hours. After three, consecutive hours a different interpreter must be used. The services can be provided during regular and outside working hours.

The entities are also under contract to provide in-person interpretation services in emergency situations if qualified interpreters are available.

Interpretation service requests for US Committee for Refugees & Immigrants can be sent to RequestInterpreterVT@uscmail.org.

Interpretation service requests for AALVI are made by completing the Interpreter Request form ([Attachment D](#)).

Contracts for AALV and US Committee for Refugees & Immigrants can be found on the [BGS Contract Site](#).

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C. SIGN LANGUAGE

The State of Vermont also partners with Vancro Integrated Interpreting Services (VIIS), an American sign language interpreter referral service, to make meetings, appointments, functions, etc., accessible to individuals who are deaf or hard of hearing and who utilize American sign language as their primary means of communication.

VIIS can also provide Nepalese Sign Language.

Services can be requested as follows:

Email	interpretingservices@vancro.com
Online request form (requires a username and password)	https://vancroiis.com/request-interpreter.html

D. VERMONT PUBLIC SAFETY ANSWERING POINTS (PSAPS)

A public safety answering point (PSAP) is a facility with the capability to receive emergency calls, operated on a 24-hour basis, assigned the responsibility of receiving 9-1-1 calls and dispatching, transferring, or relaying emergency 9-1-1 calls to other public safety agency or private safety agencies.

Vermont Public Service Answering Points (PSAPs) can quickly connect services through Telanguage, Inc.

Each PSAP, as well as University of Vermont Dispatch, has its own dedicated phone number to use for data tracking purposes.

The interpreter services available through PSAPs are utilized not only by VSP, but also by other Vermont law enforcement agencies. VSP covers all expenses associated with those calls.

The following are dedicated, PSAP phone numbers:

Vermont Public Safety Answering Points	Dedicated Phone Number
Hartford	844-459-7503
Lamoille County	844-463-9166
Saint Albans	844-567-7289
Shelburne	844-670-9883
University of Vermont Dispatch	844-612-7353
Westminster	844-627-9693
Williston	844-464-1151

E. GOOGLE AND OTHER AUTO-TRANSLATE SERVICES

Currently, DPS, VEM, and VSP websites employ a Google Translate feature, which offers auto-translation of website content into more than 100 languages. Google Translate is not flawless; for less common languages, the translations tend to be literal and some meaning can be “lost in translation.” However, in most cases, the benefits of Google Translate outweigh the risks of erroneous translations.

DPS can use some auto-translation services through other built-in translation services, such as those embedded in social media platforms.

F. DUAL-LANGUAGE EMPLOYEES

Dual-language employees may offer language assistance services under exigent or time sensitive circumstances as necessary. Dual-language employees are not certified interpreters.

VIII. IDENTIFYING LANGUAGE ACCESS NEEDS

DPS will have “I Speak” cards in at least the languages of all LEP Language Groups available to assist LEP individuals in identifying their language access needs at all locations where LEP individuals are expected to interact with DPS on a regular basis. DPS will also have pre-printed statements in all LEP Language Group languages to inform LEP individuals that the DPS employee is arranging language access services.

IX. PLAIN LANGUAGE COMMUNICATION

It is policy that DPS communications team reviews all commonly distributed documents produced by the department for consistency, accuracy, and to guarantee the information includes common, everyday words whenever possible. These commonly distributed documents are reviewed by the subject matter expert and the communications team before being published.

Staff responsible for the development of these documents have received plain language training. Documents are reviewed for clarity before translation and edits are made when necessary. All DPS outreach materials should use plain language principles:

- Content is written in short sentences.
- Content is organized using lists, tables, and headers.
- Content is written in the active voice.
- Content does not contain jargon.

X. ALTERNATIVE COMMUNICATION METHODS

DPS programs are encouraged to assess the public’s needs for alternative communication methods and formats, and to accommodate those needs when feasible. Individuals without LEP may also benefit from alternative communication methods. Such individuals include, but are not limited to, individuals with hearing, vision, sensory, developmental, and/or cognitive challenges and individuals with no or low literacy.

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Alternative communication methods include, but are not limited to, audio and/or video recordings, Braille, large print, and graphical illustrations of written materials.

XI. CULTURAL AND LINGUISTIC APPROPRIATENESS

For communication to be effective, it must be both culturally and linguistically appropriate. DPS programs are encouraged to continuously evaluate and improve the cultural and linguistic appropriateness of their materials and information. DPS programs are encouraged to learn about the principles, methods, and tips for getting feedback about the cultural and linguistic appropriateness of programs, services, and information.

XII. STAFF TRAINING

Staff training about language access will include the following (1) DPS's legal obligations to provide language access services; (2) DPS's resources for providing language access services; (3) how to access and work with interpreters; (4) cultural and linguistic appropriateness; (5) how to obtain translation services; and (5) maintaining records of language access services provided to LEP individuals.

DPS will provide training to all employees on this Language Access Plan and related procedures. DPS will provide refresher training after each update of the Language Access Plan. Human Resources shall maintain records of all LEP training provided and will retain a copy in each employee's training file in accordance with established records retention schedules.

Staff who answer public facing telephone lines at VSP dispatch locations will be provided additional training as part of their specialized training programs.

XIII. STAFF RESPONSIBILITIES

DPS staff must make every effort to provide language assistance services when they encounter, or can anticipate encountering, LEP individuals. Additionally, DPS staff must take reasonable steps to provide language assistance services when they receive a request by a LEP individual who wishes to access DPS services or information. Staff are expected to contact their supervisors for guidance when they are unable to fulfill a request for language assistance.

DPS staff should never refuse service to an LEP individual who is requesting assistance, nor should they require an LEP individual to furnish an interpreter as a condition for receiving assistance.

DPS staff will utilize all reasonably available tools, such as language identification cards, when attempting to determine an LEP individual's primary language.

LEP individuals may choose to accept DPS-provided LEP services at no cost or they may choose to provide their own.

VSP staff shall adhere to VSP-DIR-425 INTERPRETER SERVICES POLICY when language assistance services are provided to LEP individuals.

Staff will complete a Language Assistance Tracking form ([Attachment C](#)) whenever language assistance is requested and/or provided.

XIV. RECORDS RETENTION

Any report or other documentation required under this language access plan shall be retained by the employee completing the report or documentation for three years. In addition, employees shall forward copies of documents and reports to the Title VI Coordinator at DPS.LanguageAccess@vermont.gov who shall retain the reports and documentation according to State and federal retention policies.

XV. MONITORING AND EVALUATION

DPS will evaluate this Plan annually and will update it as needed to ensure that current language access activities are contemporary and responsive to the linguistic needs of the public.

This evaluation will include a process for obtaining feedback from community partners and members. Evaluation measures may include, but are not limited to:

- Tracking use of language assistance services
- Satisfaction with language assistance services
- Monitoring language access complaints
- Community partner perception of meaningful access and/or barriers
- Gaps where DPS language assistance services are not meeting LEP individuals' needs
- Number and type of complaints and agency response
- State of Vermont demographic changes related to language, literacy, LEP, and cultural factors

The results of the evaluation will be used to inform subsequent Language Access Plans.

XVI. VITAL DOCUMENT TRANSLATION

Vital documents or those that are frequently used will be translated into languages most likely to be encountered. The Title VI Coordinator will arrange to make these translated documents available, as necessary.

XVII. EMERGENCY PREPAREDNESS

During emergency crises, DPS will employ all resources described in the Language Access Plan (e.g., vendor contracts, dual-language employees, Google Translate) to ensure critical messages are disseminated to LEP individuals statewide. Crisis communication channels will include, but are not limited to, social media, news media, mobile apps, and public address systems.

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VEM’s Community Preparedness [webpage](#) provides links to the following community preparedness documents in languages other than English:

Document Title	Languages
What to Do If a Hurricane is Coming Fact Sheet	Vietnamese, Swahili, Spanish, Somali, Serbo-Croatian, Russian, Nepali, French, English, Chinese, Burmese, Arabic
What to do when the Electricity Goes Out Fact Sheet	Arabic, Burmese, Chinese, English, French, Nepali, Russian, Servo-Croatian, Somali, Spanish, Swahili, Vietnamese
Winter Storm Facts - Fact Sheet	Arabic, Burmese, Chinese, English, French, Nepali, Russian, Servo-Croatian, Somali, Spanish, Swahili, Vietnamese
Before & After the Flood Fact Sheet	Vietnamese, Swahili, Spanish, Somali, Serbo-Croatian, Russian, Nepali, French, English, Chinese, Burmese, Arabic

[Ready.gov](#) is a national public service campaign designed to educate and empower the public to prepare for, respond to, and mitigate emergencies. The goal is to promote preparedness through public involvement. The website has a widget that allows the content to be translated into several languages. The website also has documents, such as [Family Emergency Communication Plan templates](#), available in English, Spanish, Simplified Chinese, Traditional Chinese, Vietnamese, Korean and Tagalog.

XVIII. OUTREACH AND PUBLIC AWARENESS OF LANGUAGE ACCESS SERVICES

Signage stating that interpreters are available free of charge to LEP individuals will be posted in appropriate places at DPS facilities. Signage will also inform the public how to file a complaint about language access.

Signage will be posted in the following languages: English, French, Spanish, Other Indic Languages, Chinese, Vietnamese, Arabic, Burmese, Kirundi, Lingala, Nepalese, Serbo-Croatian, Somali and Swahili.

Refer to [Attachment E](#) for a listing of DPS public facing facilities where signage will be posted.

XIX. LANGUAGE ACCESS FEEDBACK AND COMPLAINT PROCEDURE

Feedback about language access is welcome and received through the Title VI Coordinator.

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Individuals who have complaints about language access may direct their complaints to the Title VI Coordinator, who is responsible for tracking and resolving language access complaints.

Individuals may use the Language Access Complaint form ([Attachment B](#)) to submit their complaint. The Language Access Complaint form will be available in the following languages: English, French, Spanish, Other Indic Languages, Chinese, Vietnamese, Arabic, Burmese, Kirundi, Lingala, Nepalese, Serbo-Croatian, Somali and Swahili. Other languages will be translated as needed.

Signage describing how to make a language access complaint will be posted in all public facing facilities and included on DPS websites in the following languages: English, French, Spanish, Other Indic Languages, Chinese, Vietnamese, Arabic, Burmese, Kirundi, Lingala, Nepalese, Serbo-Croatian, Somali and Swahili.

XX. TITLE VI COORDINATOR

A. Purpose

The Title VI Coordinator is responsible for language assistance services and oversees the performance and implementation of the language access plan.

B. Name and Contact Information

DPS's Title VI Coordinator is the Deputy Commissioner of the Department of Public Safety (or designee), who can be reached at the following contact information:

- By telephone at (802) 244-8727
- By email at DPS.LanguageAccess@vermont.gov
- By first class mail at 45 State Dr, Waterbury Village Historic District, VT 05676

C. Reporting Relationships

The Title VI Coordinator reports to the Commissioner of the Department of Public Safety.

D. Roles and Responsibilities

The Title VI Coordinator may oversee personnel and performance of employee and non-employee interpreters and translators, including

- Identifying qualified interpreters and translators to be included in an interpreter database;
- Outlining measures to ensure quality control of interpreters and translators;
- Training and testing dual-language individuals including staff who provide language assistance services;
- Assigning qualified interpreters, translators and dual language employees to perform language assistance functions;
- Maintaining a regularly updated list of all qualified, dual language employees, contract interpreters, and contract translators that includes their availability, non-English language(s) spoken, and contact information;

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- Developing a procurement strategy for contract language assistance services providers;
- Searching for funding and other resources to support interpretation and translation; technological and other infrastructural support, and staffing;
- Providing input in budgetary and procurement matters related to implementation of the language access policy, plan, and procedures; and
- Coordinating procurement for interpreter and translator compensation for services rendered.

The Title VI Coordinator will also:

- Ensure signage stating the interpreters are available free of charge to LEP individuals is posted in appropriate areas and in the most commonly spoken languages
- Review existing and newly developed documents to determine which are vital documents and should be translated, and into which languages the documents should be translated.
- Receive and respond to complaints and feedback regarding DPS LEP services.
- Ensure appropriate processes are in place to provide for the prompt and equitable resolution of complaints and inquiries regarding discrimination in access to DPS services, programs and activities.
- Periodically assess demographic data and other resources, including contracted language services utilization data and community-based organizations, to determine if there are additional documents or languages that are appropriate for translation.
- Periodically review efforts of the DPS in providing meaningful access to LEP individuals, and, as appropriate, develop reports, new procedures or recommend modifications to this policy.

E. Designated Local Language Access Coordinator

The designated, local Language Access Coordinator, with the support and assistance of the Title VI Coordinator, serves as a resource to their respective division to ensure that individuals with Limited English Proficiency (LEP) have meaningful access to their respective division’s programs and services at no cost to the LEP individual.

The name and contact information of the designated, local language access coordinator for each division are as follows:

Division	Name and Contact Information
Vermont State Police	Co-Directors, Fair & Impartial Policing and Community Affairs
Vermont Emergency Management	Planning Section Chief or VEM Director
Vermont Division of Fire Safety	Assistant Fire Marshal & Public Education Officer
Vermont Forensic Laboratory	VFL Director
Vermont Crime Information Center	VCIC Director

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Division	Name and Contact Information
Vermont Radio Technology Services	VRTS Director
DPS Finance & Administration	Operations & Internal Controls Manager

ATTACHMENT A: VSP-DIR-425 INTERPRETER SERVICES POLICY

1.0 Purpose

- 1.1 The purpose of this policy is to provide guidelines for obtaining interpretation services for department employees engaged in departmental business.

2.0 Policy

- 2.1 It is the policy of the Vermont State Police to provide efficient and equitable services to all members of the public by facilitating communications with non-English speaking persons by using an interpretation service when necessary.
- 2.2 Members should comply with Title VI of the 1964 Civil Rights Act and utilize professional interpreter services either in person or telephonically when necessary to speak with a person with limited English proficiency.
- 2.3 Under federal and state law, law enforcement agencies are required to provide qualified interpretation services to any person in need of it. Members shall not contact federal authorities for interpretation services, unless a clear emergency requires it and licensed interpretation services are not available through any other means.
- 2.4 Unless one of the following exceptions applies, the member shall not ask about the immigration status of the person for whom interpretation is required:
 - A. The agency member is working with Federal partners in the Stone Garden program or similar Federal initiatives.
 - B. Civil immigration status is necessary to the ongoing investigation of a criminal offense. It is important to emphasize that the member should not use a person's characteristics as a reason to ask about immigration status.

3.0 Procedure

- 3.1 When a Department member or employee needs to communicate with a non-English speaking person, and it has been determined that an interpreter is needed, and there is no trooper available who speaks the language, the Department approved interpretation service shall be utilized. Prior supervisor approval is not necessary.
- 3.2 Interpretation services are available by telephone with the interpreter acting as a bridge between the non-English speaker and the Department member or employee. The following is the process for contacting an interpreter:
 - A. Attempt to identify the language of the non-English speaker.
 - B. Contact dispatch by phone at which point the dispatcher will connect the trooper with the interpretation service. The contact telephone number and account number are on file at each PSAP.

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- C. The dispatcher will then put the trooper in direct phone contact with the interpreter. Communication between the Trooper, non-English speaking person and the interpreter will take place via phone.
- D. For tracking and billing purposes, an Interpreter Service Tracking Form shall be completed by the dispatcher and submitted to the PSAP Supervisor each time the interpretation service is utilized. This form is available at each PSAP and in Power DMS.
- E. For planned in-person interviews that are scheduled ahead of time the Association of Africans Living in Vermont (AALV) and the Vermont Refugee Resettlement Program (VRRP) also have interpreters available. The contact information for these organizations are on file at each PSAP. To facilitate scheduling, these organizations should be contacted with as much advanced notice as possible.
 - 1. Vermont Refugee Resettlement Program Interpreter will require that a contact form, on file in Power DMS, be used to document the use of their interpreters. There is a charge for their services which will be billed to the department. In some instances, they may have interpreters available after hours or when the need is urgent.

3.3 Restrictions

- A. Use of the Department approved interpretation services is authorized for official Departmental business only. Any other use is strictly prohibited and may result in disciplinary action up to and including termination.

Effective January 30, 2019

The Vermont State Police Manual provides only internal Vermont State Police guidance. It is not intended to, does not, and may not be relied upon to create any rights, substantive or procedural, enforceable at law by any party in any civil, criminal, or administrative matter. It is not intended to and does not apply in any criminal or civil proceeding outside of internal Department proceedings. No policy included in this publication should be construed as creating a higher legal standard of safety or care in an evidentiary sense with respect to third party claims.

ATTACHMENT B: LANGUAGE ACCESS COMPLAINT FORM

Complete and return to:

Title VI Coordinator, Department of Public Safety

By Email: DPS.LanguageAccess@vermont.gov

By First Class Mail: 45 STATE DR
WATERBURY VILLAGE HISTORIC DISTRICT,
VT 05676

YOUR FIRST NAME	YOUR LAST NAME
YOUR MAILING ADDRESS	
YOUR PHONE NUMBER	YOUR EMAIL ADDRESS
WHAT LANGUAGE DO YOU PREFER TO COMMUNICATE IN?	
DO YOU NEED LANGUAGE INTERPRETATION?	IF YES, WHAT LANGUAGE?

If you are complaining about an individual, please state:

INDIVIDUAL'S NAME	INDIVIDUAL'S TITLE	INDIVIDUAL'S DIVISION

DESCRIBE WHY YOU ARE COMPLAINING (USE ADDITIONAL PAPER, IF NEEDED)

DESCRIBE HOW YOU WANT YOUR COMPLAINT RESOLVED (USE ADDITIONAL PAPER, IF NEEDED)

The above information is true and complete to the best of my knowledge and belief.

YOUR SIGNATURE	DATE
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**ATTACHMENT C: DEPARTMENT OF PUBLIC SAFETY LANGUAGE ASSISTANCE
TRACKING FORM**

INSTRUCTIONS: This form is used to track requests for and the provision of language assistance services. Please complete the form for each request and/or provision of language assistance services.

Email completed form to DPS.LanguageAccess@vermont.gov and retain a copy for your records for three years.

EMPLOYEE NAME	DIVISION	EMAIL ADDRESS

LANGUAGE REQUESTED	DATE OF REQUEST
PROGRAM OR SERVICE FOR WHICH LANGUAGE ASSISTANCE REQUESTED	

POINT OF CONTACT

Telephone Walk-in Appointment Other (please specify)

Language Assistance Service	Requested	Provided
Oral interpretation	<input type="checkbox"/>	<input type="checkbox"/>
Written translation	<input type="checkbox"/>	<input type="checkbox"/>
Dual-language employee	<input type="checkbox"/>	<input type="checkbox"/>
Sign Language	<input type="checkbox"/>	<input type="checkbox"/>
Auto-translation	<input type="checkbox"/>	<input type="checkbox"/>

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ATTACHMENT D: AALVI INTERPRETER REQUEST FORM



Interpreter Request / Appointment Form
AALVInterpret

Order #:

Department _____	Appointment Date _____
Division/ Program _____	Start Time _____
Program Code _____	Location _____
Address: _____	_____
Contact Name _____	Language _____
Phone # _____	_____
e-Mail _____	_____

Was a reminder call Requested by the provider?
Yes No

Date of contact	Time of contact	Name of person contacted

If no contact was made please complete the following:

Not a working number	Left a voice message	Date of message

Arrival Time of Interpreter	INTERPRETER CHECK-IN To be completed by PROVIDER ONLY

Client First Name	Client Last Name	Start Time	End Time	# of Hours	Approved By (signature)
					(Print Name Here)

AALVInterpret
20 Allen St.
Burlington, VT 05401
Tel: 802-985-3106
Fax: 802-881-0521

Notes:

Interpreter Name: _____

Interpreter Signature: _____

Revised April 17, 2020

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ATTACHMENT E: DPS PUBLIC FACING FACILITIES

Division	Facility	County	Predominant Languages ¹
Fire Safety	Waterbury Central Office Division of Fire Safety 45 State Drive Waterbury, VT 05671	Washington	French, Serbo-Croatian, German, Vietnamese, Spanish, Other Languages (14%)
	Division of Fire Safety 56 Howe Street, Building A, Suite 200 Rutland, VT 05701-3449	Rutland	Chinese, French, Tagalog, Spanish, Japanese, Other Languages (40%)
	Barre Regional Office 1311 U.S. Route 302 - Suite 500 Berlin, VT	Washington	French, Serbo-Croatian, German, Vietnamese, Spanish, Other Languages (14%)
	Division of Fire Safety 100 Mineral Street, Suite 307 Springfield, VT 05156-3168	Windsor	Spanish, French, Korean, Chinese, German, Other Languages (17%)
	Division Fire Safety 380 Hurricane Lane, Suite 101 Williston, VT 05495	Chittenden	Other Indic, Vietnamese, French, Chinese, Spanish, Other Languages (43%)
	Vermont Fire Academy 93 Davison Drive Pittsford, VT 05763	Rutland	Chinese, French, Tagalog, Spanish, Japanese, Other Languages (40%)

¹ Source: U.S. Census 2011-2015 American Community Survey Data Table B16001

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Division	Facility	County	Predominant Languages ¹
Vermont State Police	Williston Barracks - Troop A 2777 St George Rd Williston, VT, 05495	Chittenden	Other Indic, Vietnamese, French, Chinese, Spanish, Other Languages (43%)
	St Albans Barracks - Troop A 140 Fisher Pond Road St Albans, VT, 05478	Franklin	French, Spanish, Polish, Tagalog, German, Other Languages (5%)
	Middlesex Barracks - Troop A 1080 US Route 2 Middlesex, VT, 05602	Washington	French, Serbo-Croatian, German, Vietnamese, Spanish, Other Languages (14%)
	St Johnsbury Barracks - Troop A 1068 US Route 5, Suite #1 St Johnsbury, VT, 05819	Caledonia	
	Derby Barracks - Troop A 35 Crawford Road PO Box 410 Derby, VT, 05829	Orleans	
	Westminster Barracks - Troop B 1330 Westminster Heights Rd Putney, VT, 05346	Windham	
	Royalton Barracks - Troop B 2011 VT Route 107 Bethel, VT, 05032	Windsor	Spanish, French, Korean, Chinese, German, Other Languages (17%)
	Shaftsbury Barracks - Troop B 96 Airport Road Shaftsbury, VT, 05262	Bennington	
	Rutland Barracks - Troop B 124 State Place Rutland, VT, 05701-9332	Rutland	Chinese, French, Tagalog, Spanish, Japanese, Other Languages (40%)
New Haven Barracks - Troop B P.O. Box 83 New Haven, VT, 05472	Addison		