



<https://www.dmas.virginia.gov/for-members/forum-on-language-and-disability-access/>



Breaking Barriers: How Language and Disability Access Training Can Improve Access for People with Limited English Proficiency and People With Disabilities

December 5th, 2023 (10AM-12PM)



Today's Agenda

10:00 AM – 10:05 AM

Welcome and Introductions

10:05 AM – 10:10 AM

Opening Keynote - *Patricia Michelsen-King, Federally Certified Interpreter, VCU Faculty*

10:10 AM – 10:30 AM

Presentation – *Tips to Help you Implement a Civil Rights Training.* By Montserrat Serra, DMAS Civil Rights Coordinator

10:30 AM – 11:45 AM

Panel Discussion – *How Language and Disability Access Training Can Improve Access for People with Limited English Proficiency and People With Disabilities*

- Office of New Americans, VA DSS
- Office of the County Administrator, Public Affairs and Communications | Loudoun County
- Virginia Department of Health
- Virginia Employment Commission

11:45 AM – 11:55 AM

Q&A and Public Comments

11:55 AM – 12:00 PM

Closing

Opening Keynote

Patricia Michelsen-King

Federally Certified Interpreter,
Translator, Consultant,
Trainer, VCU Faculty-Spanish English
Translation Interpretation (SETI)
program



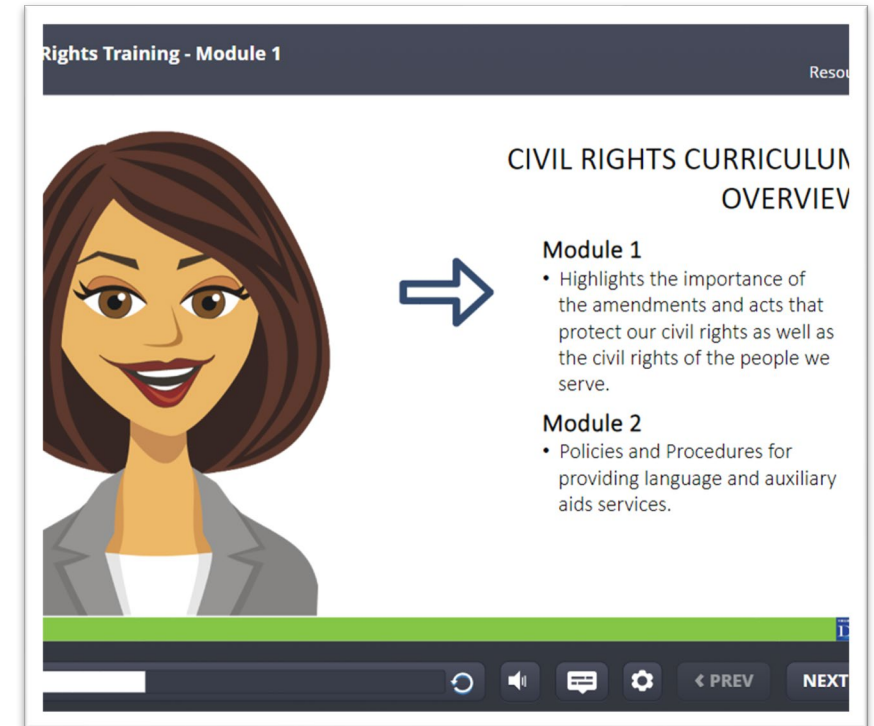
Presentation

Tips to Help You Implement a Civil Rights Training

By Montserrat Serra, DMAS Civil Rights Coordinator

Agenda Overview

- Importance of Civil Rights Training
- Planning
- Development
- Implementation
- Post-Implementation



Sample of DMAS Civil Rights Training e-Module

Importance of Civil Rights Training

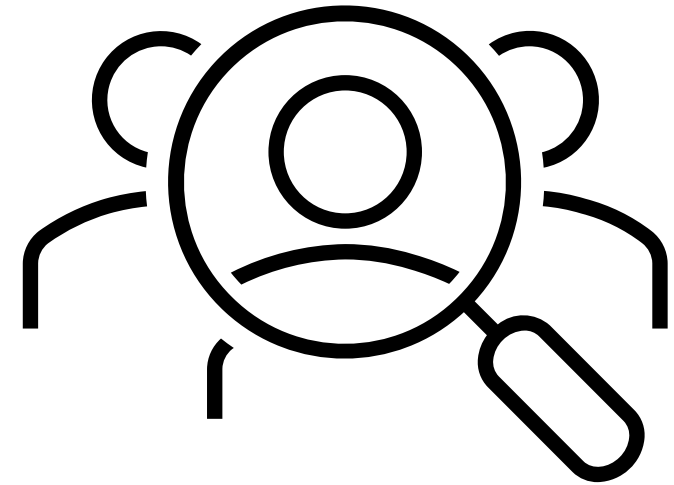
- Legal Compliance
- Employees Learn Policies/Procedures
- Promotes Inclusivity
- Prevents Discrimination
- Enhances Public Trust



Sample of DMAS Civil Rights Training e-Module Refresher Prototype

Planning Phase

- Tailor Training to Agency Needs
- Choose Training Medium
- Assess Resources (internal vs. external)
- Establish Realistic Timeline
- Promote Interactive Learning
- Engage Leadership Early



Development Phase

- Outline/Storyboard
- Legal Requirements and Applicable Regulations
- Practical Procedures for Language and Disability Access
- Use Visual Aids for Engagement

Civil Rights Refresher Training Storyboard

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Sample of DMAS Civil Rights Training Refresher Storyboard

Implementation Phase

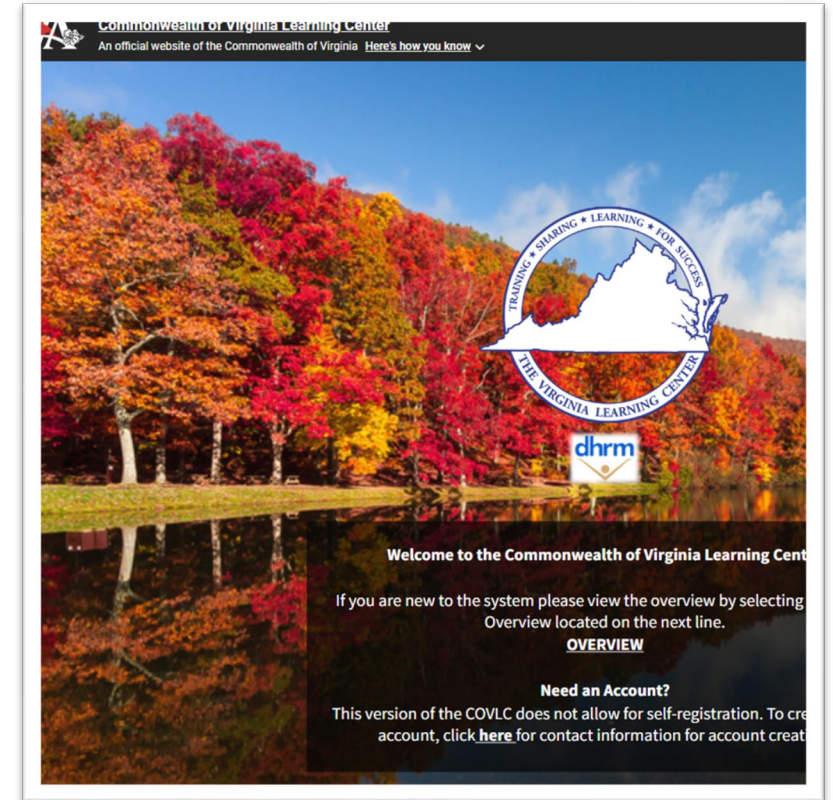
- Create Conducive Training Environment
- Use Interactive Learning Methods
- Incorporate Real-Life Scenarios
- Encourage Assessment and Feedback
- Ensure Accessibility
- Time Management for Training



Sample of DMAS Civil Rights Training e-Module Refresher Prototype

Post-Implementation Phase

- Track Training Completion
- Ongoing Training and Updates
- Gather Feedback
- Integrate Training with Onboarding
- Assess Program Effectiveness



Virginia Learning Center Web Page

Key Take Aways

- Importance of Civil Rights Training
- Phases to Implement a Civil Rights Training

Panel Discussion:

How Language and Disability Access Training Can Improve Access for People with Limited English Proficiency and People With Disabilities

- **Office of New Americans, VA DSS**
Seyoum Berhe, State Refugee Coordinator
- **Office of the County Administrator, Public Affairs and Communications | Loudoun County**
Sahar Behboudifar, Accessibility Services Manager
- **Virginia Department of Health**
Cameron Moore, Language Access Coordinator
- **Virginia Employment Commission**
Ma. Lorna Battles, Language Access Coordinator

Panelists Questions

1. What are the current training practices implemented by your organization to address language and disability access for your staff?

Panelists Questions

2. How does your organization use technology to enhance language and disability access training for your employees?

Panelists Questions

3. What are the key components of your organization's comprehensive language and disability access training curriculum for your employees?

Panelists Questions

4. How does your organization tailor training to meet the specific needs of different departments or job roles within the organization?

Panelists Questions

5. How do you track training completion?

Q&A and Public Comments

Questions and comments will be addressed during today's event as time allows.

- Type your question on the chat, or
- Email your question to civilrightscoordinator@dmas.virginia.gov

Unaddressed questions will be published on the [DMAS website](#)

Closing Remarks and Resources

- [Title VI Guidance for Recipients](#)
- [ADA Requirements: Effective Communication](#)
- [Create professional slide layouts with Designer](#)
- [Add Cut-Out People To PowerPoint Slides!](#)
- Patricia Michelsen-Kin, Certified Interpreter, VCU Faculty
 - ❑ [Email: pmichelsenki@vcu.edu](mailto:pmichelsenki@vcu.edu), piva@verizon.net
 - ❑ Ph.: (804) 301-9219