

What you need to know about **NASSAU COUNTY LANGUAGE ACCESS**

Nassau County has over 130,000 residents who need language assistance. At the urging of community advocates, County Executive Edward Mangano signed Executive Orders 67 and 72 last year requiring that language access be provided at most county agencies by July 30, 2014. Many of these programs were already supposed to provide these services under federal law (Title VI of the Civil Rights Act).

What is language access?

Language access allows limited English proficient (LEP) individuals access to a wide range of services without discrimination. As defined by the U.S. Department of Justice, LEP individuals are people who do not speak English as their primary language and who may have a limited ability to read, write, speak, or understand English.

What should change in Nassau County under Executive Orders 67 and 72?

County agencies must ensure that all Nassau County residents receive **meaningful access to services** like healthcare, police protection, and public benefits **regardless of which language they speak, read, write or understand**. **Competent oral interpretation and translation of vital documents must be provided.**

Which languages are included?

- Interpretation (oral) must be provided in all languages
- Translation (written) must be provided in the six most commonly spoken languages in Nassau County (other than English) including **Spanish, Mandarin Chinese, Italian, Persian (Farsi), Korean, and Haitian Creole**

Which agencies are covered?

Nassau County agencies that **have frequent public contact** including the **Nassau County Police Department, Department of Social Services, Office for the Aging, Department of Health, Department of Housing and Homeless Services, Department of Consumer Affairs, Office for the Physically Challenged, Office of the County Executive, Veterans Services, Emergency Management, Parks and Recreation, Probation, Youth Board and others.**

What should I expect when I contact an agency?

- Documents, forms and applications should be readily available in your primary language
- You should be able to **communicate with the agency**
 - **In-person** with a staff member or interpreter who speaks your primary language, or
 - **Over the telephone**, with a bilingual staff member or using a professional interpretation service
- Signs should be posted where you can see them informing you of your right to language services
- **Children should not be used as interpreters**
- You **may not be charged a fee** for interpretation or translation services
- You **should not have to wait longer** to receive assistance than others because of your language needs

What about my immigration status?

- The County **may not ask questions** about your **immigration status** or other confidential information just because you request language services. Using these services will not affect your immigration status.

Where can I file a complaint if language services are not provided?

- Office of the County Executive: (516) 626-4266
- Office of Minority Affairs : (516) 572-1933
- Office of the New York State Attorney General: (516)-248-3302

Please let us know if you encounter any problems by contacting:

Long Island Language Advocates Coalition
225 Eastview Drive
Central Islip, N.Y. 11722
email: NassauLASProblems@gmail.com