U.S. Department of Homeland Security

Federal Protective Service

Language Access Plan

June 10, 2024

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Language Access Policy Statement

The Federal Protective Service (FPS) confirms its commitment to the Department of Homeland Security (DHS) Policy on Language Access:

> It is the policy of DHS to provide meaningful access for individuals with limited English proficiency to operations, services, activities, and programs that support each Homeland Security mission area by providing quality language assistance (services that provide accurate, timely, and effective communication to the persons who are Limited English Proficient (LEP) in a timely manner). DHS Components, therefore, should incorporate language access considerations into their routine strategic and business planning, identify and translate crucial documents into the most frequently encountered languages, provide interpretive services where appropriate, and educate personnel about language access responsibilities and how to utilize available language access resources.[1]

This plan applies throughout FPS nationwide, including all federal employees and contract personnel.

Key Terms

Interpretation and translation: Interpretation involves *oral* communication whereas translation involves *written* communication.[2] Interpretation involves the immediate communication of meaning from one language into another. An interpreter conveys meaning orally, as a result, interpretation requires skills different from those needed for translation. Interpreting is a complex task that combines several abilities beyond language competence in order to enable delivery of an effective professional interpretation in a given setting. From the standpoint of the user, a successful interpretation is one that faithfully and accurately conveys the meaning of the source language orally, reflecting the style, register, and cultural context of the source message, without omissions, additions, or embellishments on the part of the interpreter.

Professional interpreters are subject to specific codes of conduct and should be trained in interpretive skills, ethics, and subject-matter language. Translation also involves specific skills, experience, and training and may require official certification depending on the context and need of the Component.

If bilingual staff are asked to interpret or translate, they should be qualified to do so. Assessment of language ability, training on interpreter ethics and standards, and clear policies that delineate appropriate use of bilingual staff will help ensure the quality of language services and the integrity of DHS programs and services delivery.

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[1] https://www.dhs.gov/sites/default/files/2023-11/23_1115_dhs_updated-language-access-plan.pdf

[2] Modes of interpretation include simultaneous, consecutive, and sight translation interpretation. Types of interpreting include but are not limited to on-site, telephonic, remote, team, and relay interpreting. More information about these and other forms of interpretation and Translation can be found at Interpretation | LEP.gov. More information about translation can be found at Translation | LEP.gov. Components are also encouraged to refer to the American Translator's Association (ATA) Position Paper on Remote Interpretation, including its best practices related to team interpretation.

Meaningful Access: Meaningful access is the provision of language assistance services that results in accurate, timely, and effective communication at no cost to the person who is LEP. For individuals who are LEP, meaningful access denotes access that is not significantly restricted, delayed, or inferior as compared to programs or activities provided to English proficient individuals.

Persons who are Limited English Proficient: Persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English. Individuals who are LEP may be competent in English for certain types of communication (e.g., speaking or understanding), but have limited proficiency in English in other areas (e.g., reading or writing). LEP designations are also context-specific; an individual may possess sufficient English language skills to function in one setting, but these skills may be insufficient in other settings.

Primary Language: An individual's primary language is the language in which an individual most effectively communicates.

Sight Translation: Oral rendering of written text into spoken language by an interpreter without change in meaning based on a visual review of the original text or document.

Vital Document: A vital document is a document that contains information that is critical for obtaining any aid, benefit, or services or is required by law. Vital documents can include: applications; consent and other forms that require signatures; complaint forms; notices of rights; notices on the availability of free language assistance; and letters or notices that require a response from the beneficiary, customer, or noncitizen.

Interactions with the Public

FPS leverages language assistance services to provide interpretation for persons who are LEP as part of daily law enforcement functions conducted by FPS law enforcement officers (LEO) and daily security operations conducted by FPS Protective Security Officers (PSO) in support of FPS-protected or General Service Administration (GSA)-Controlled facilities nationwide.

FPS's Language Access Plan (LAP) will be posted along with the Department of Homeland Security LAP to the DHS external website (www.dhs.gov/language-access) and disseminated to interested stakeholders.

Responsible Staff and Oversight

The activities presented in the FPS LAP will be implemented through coordinated efforts between FPS Headquarters Directorates and Regional offices. The Headquarters Directorates represented in the FPS LAP provide national-level governance and leadership whereas Regional offices oversee implementation nationwide:

- The FPS Director has the responsibility to ensure that FPS has a LAP, administered through the Principal Deputy Director, to provide language assistance services in support of the FPS mission related to protection of federal facilities.
- The Deputy Director for Operations has overall authority over law enforcement and security responsibilities.

- o The MegaCenter Program develops and implements standard operating procedures that define specific actions related to use of the language assistance services for dispatch operations.
  - o The Protective Security Operations Division Director deploys the DHS Civil Rights and Civil Liberties (CRCL) "I-Speak" Language Identification Guide and DHS CRCL "Guide for Interacting with People Who have Disabilities" by incorporating them into the PSO reference "Smartbook" (Security Manual and Resource Tool) and in procedures that are incorporated into post orders referenced by PSOs.
  - o FPS Law Enforcement Officers request interpretation through the FPS MegaCenter language assistance services if they are unable to effectively communicate with a persons who is LEP to provide instructions or gather information.
- The Deputy Director for Training and Professional Development has overall responsibility for training of FPS staff on the FPS LAP.
- The Deputy Director for Policy, Communications, and Engagement has overall responsibility for the development and management of the FPS LAP and communication regarding the program to FPS.

Languages Encountered

Based on data gathered on interpretation performed over the past four years through the language line service, the top language services provided included Spanish, Chinese/Mandarin/Hmong, Arabic languages, Haitian Creole, Hindi, Russian, Vietnamese, Portuguese, and Somali.

The language line service includes indigenous and rare languages as part of their service offering but FPS has not yet encountered them. See Attachment 1 for a complete list of languages supported on the language line.

Actions to include additional languages are not in demand currently. Types of languages encountered, the frequency of use of services, and demographics of the public interactions do not call for additional activities for language services or use of Artificial Intelligence (AI) or new technology. FPS will continue to monitor data from the language assistance services to assess prioritization of services, the need for technology, and the need to respond to surges through the language vendor.

Tracking of Frequently Encountered Languages

FPS collects and manages data on the use of language assistance services associated with the FPS vendor as provided to FPS LEOs in support of FPS-protected or GSA-controlled facilities.

MegaCenters record language assistance services provided to FPS LEOs and PSOs. From 2020 to 2024, there were fewer than 10 requests nationwide per month.

From most to least frequent, the top nine language services provided included:

- Spanish

- Chinese/Mandarin/Hmong
- Arabic languages
- Haitian Creole
- Hindi
- Russian
- Vietnamese
- Portuguese
- Samali

Languages encountered only once from 2020 to 2024 included:

- French
- Italian
- Korean
- Nepali
- Polish
- Serbian
- Swahili
- Vietnamese

The data does not indicate any surges in demographics of LEP population served or encountered.

Projects

Language Access Projects that have been implemented are:

- FPS uses a language assistance service that provides access to interpreters in a wide variety of languages that the LEOs and PSOs may encounter. See Attachment 1 for a list of languages.

- FPS post orders contain procedures for PSOs to respond to individuals, including persons who are LEP, seeking an exception or exemption in order to permit entry of an otherwise prohibited item (such as Kirpans for people practicing Sikhism). Wallet cards explaining the procedures for those individuals seeking accommodations of otherwise prohibited items are provided in three languages (English, Spanish, and Punjabi).

- Development and distribution of training and communications materials for FPS staff, PSO vendors, PSOs, and stakeholders including presentations, bulletins, and "I Speak" materials.

Language Access Procedures/Protocols

Language Access Procedures are communicated to LEOs through an official release of the FPS LAP via an FPS Broadcast. In addition, ongoing access to the FPS LAP is available via the FPS SharePoint library and as a module in the FPS Training and Academy Management System (TAMS). PSOs receive procedures though the FPS Smartbook and post orders.

When FPS LEOs respond to a law enforcement incident, interpretation services may be required if persons who are LEP are involved so that FPS LEOs may provide instructions or gather information. At the first point of contact, FPS LEOs will:

- Determine whether the person can communicate effectively in English (e.g., understand and respond fully to questions in English);
- Attempt to identify the language spoken by the person who is LEP by asking the person who is LEP directly or using "I Speak" language identification materials;
- Contact the FPS MegaCenter and provide information on the situation, including the language spoken and the questions the LEO will ask, after which the MegaCenter establishes a three-way connection;
- If the language is not known, the MegaCenter contacts the language assistance service provider for help with identifying the language; and
- If a person who is LEP contacts the MegaCenter directly by telephone, the MegaCenter will contact the language assistance service provider to determine the nature of the call and take appropriate action.

Upon entry to an FPS-protected or GSA-controlled facility, FPS PSOs may request interpretation services so that a persons who is LEP can understand security requirements associated with visitor processing, access control and screening. Post orders include procedures with actions for the PSOs to take at the first point of contact to:

- Determine whether the person can communicate effectively in English (e.g., understand and respond fully to questions in English);
- Attempt to identify the language spoken by the person who is LEP by asking the person who is LEP directly, or using "I Speak" language identification materials;
- Facilitate access to interpretation services for the persons who are LEP through GSA or facility tenant agency point of contact. If the GSA or facility tenant agency point of contact is unavailable or not applicable for the situation, the FPS PSOs may contact the MegaCenter for language assistance service.

Minors may not be used for providing language services in DHS Component programs and activities except in rare circumstances (e.g., exigent circumstances involving life and safety and only until such time as a qualified interpreter or translator can be secured). The use of family members, friends, or other persons associated with the persons who are LEO should also be limited to rare situations and with nonessential information.

Translation of vital documents that are provided to persons who are LEP as part of visit-related activities inside GSA-controlled facilities may be performed by GSA or the tenant agency as part of their language services. Requests for documents to be translated that are associated with FPS LEO activities and access control in FPS-protected facilities that are not GSA-controlled

facilities shall be submitted via email to the Deputy Director for Policy, Communications, and Engagement to determine the need and priority of the translation.

Training

FPS is implementing the use of an online training module via TAMS to distribute the content of the FPS LAP including language assistance responsibilities and available services. The updated FPS LAP and availability of the training module will be distributed to all staff and posted for reference by the end of Fiscal Year 2025.

MegaCenter dispatchers receive instruction on the FPS LAP, as well as standard operating procedures, established for interpretation services. FPS offers this as initial training; as refresher training on a routine basis; upon change in procedure or policy; and as part of the new employee orientation training.

PSO vendors and the PSOs receive information that explains language assistance responsibilities of PSOs at security posts inside FPS-protected and GSA-controlled facilities as part of the Smartbook with standard procedures for interacting with persons who are LEP, accessing interpretation services, and use of materials such as "I Speak" cards.

Resources

Current language assistance services offered through the MegaCenters are funded through FPS Headquarters Operations Directorate using existing resources.

Notice to Persons Who are LEP

FPS PSOs will interact with the person who is LEP inside FPS-protected or GSA-controlled facilities in accordance with the procedures in the post orders for how interpretation will be provided, including accessing language assistance services and use of materials such as "I Speak."

For interactions that occur between an FPS LEO and a person who is LEP , the FPS LEO has immediate access to interpretation through the FPS MegaCenter and will inform the person who is LEP of the availability of FPS language services.

Contact Information and Assistance

The FPS MegaCenters may be contacted at 1-877-4FPS-411 for more information on language assistance services.

Complaints about language assistance in FPS programs and activities may be filed with DHS CRCL. For more information about filing complaints with CRCL, see www.dhs.gov/crcl, or contact CRCL at CRCLCompliance@hq.dhs.gov. Complaints may be filed in any language.

Procedures for Quality Control

The FPS language assistance service provider monitors performance through quality assurance and internal review processes to raise and quickly address problems to resolve any possible impact to service. The service provider's quality specialists regularly monitor calls to ensure language assistance quality and if there is a problem during the call, they will implement established protocols for corrective action.

Outreach to LEP Communities

FPS coordinates with DHS CRCL on efforts to engage with and provide information to LEP communities on FPS programs and services and available language services.

Monitoring and Performance Measures

FPS collects and manages data on its use of language assistance services. The FPS MegaCenters maintain an active log of the language assistance service contract use, which is leveraged on a monthly basis, in conjunction with the review of purchase card charges.

Language assistance services are also evaluated on an annual basis, or in conjunction with a contract option year or renewal, whichever is sooner, to evaluate whether the scope of the requirement has changed. Examples include whether the encounters with persons who are LEP have changed by number, language, location, or type of law enforcement interaction. FPS reviews and updates, if needed, directives, procedures, and any associated materials at a minimum of every two years in accordance with the DHS LAP requirement.

Acronyms

AI	Artificial Intelligence
CRCL	Civil Rights and Civil Liberties
DHS	Department of Homeland Security
FPS	Federal Protective Service
GSA	General Services Administration
LAP	Language Access Plan
LEO	Law Enforcement Officers
LEP	Limited English Proficiency
PSO	Protective Security Officers

Attachment 1 – Language List

LanguageLine Language List

Languages Available for Audio Interpreting

Acholi	Cebuano	Fukienese	Ibanag	Koho	Mizo	Quechua	Tajik
Afar	Chaldean	Fulani	Icelandic	Korean*	Mnong	Quichua	Tamil
Afrikaans	Chamorro	Fuzhou	Igbo	Krahn	Mongolian	Q'eqchi'	Telugu
Akan	Chaochow	Ga	Ilocano	Krio	Montenegrin	Rade	Tetun
Akateko	Chin Falam	Gaddang	Indonesian	Kunama	Moroccan Arabic	Rakhine	Thai*
Albanian*	Chin Hakha	Gaelic-Irish	Inuktitut	Kurmanji	Mortlockese	Rohingya	Tibetan
Amharic*	Chin Mara	Gaelic-Scottish	Italian*	Kyrgyz	Napoletano	Romanian*	Tigré
Anuak	Chin Matu	Garifuna	Jakartanese	Laotian*	Navajo	Rundi	Tigrigna*
Apache	Chin Senthang	Garre	Jamaican Patois	Latvian	Ngambay	Russian*	Toishanese
Arabic*	Chin Tedim	Gen	Japanese*	Liberian Pidgin English	Nepali*	Samoan	Tongan
Armenian*	Chipewyan	Georgian	Jarai	Lingala	Nigerian Pidgin	Sango	Tooro
Assyrian	Chuukese	German*	Javanese	Lithuanian*	Norwegian	Seraiki	Trique
Azerbaijani	Cree	German Penn. Dutch	Jingpho	Luba-Kasai	Nuer	Serbian	Turkish*
Bahasa	Croatian	Gheg	Jinyu	Luganda	Nupe	Shanghainese	Turkmen
Bahdini	Czech	Gokana	Juba Arabic	Luo	Nyanja	Shona	Tzotzil
Bahnar	Danish	Greek*	Jula	Maay	Nyoro	Sichuan Yi	Ukrainian*
Bajuni	Dari	Guarani	Kaba	Macedonian	Ojibway	Sicilian	Urdu
Bambara	Dewoin	Gujarati	Kam Muang	Malay*	Oromo	Sinhala	Uyghur
Bantu	Dinka	Gulay	Kamba	Malayalam	Pampangan	Slovak	Uzbek
Barese	Duala	Gurani	Kanjobal	Maltese	Papiamento	Slovene	Vietnamese*
Basque	Dutch		Kannada	Mam	Pashto*	Soga	Visayan
Bassa	Dzongkha		Kaba				
Belarusian	Edo	Hakka China	Karen*	Mandarin*	Plautdietsch	Somali*	Welsh
Bemba	Ekegusii	Hakka Taiwan	Karenni	Mandinka	Pohnpeian	Soninke	Wenzhounese
Benaadir	Estonian	Hassaniyya	Kashmiri	Maninka	Polish*	Sorani	Wodaabe
Bengali*	Ewe	Hausa	Kazakh	Manobo	Portuguese*	Spanish*	Wolof
Berber	Farsi*	Hawaiian	Kham	Marathi	Portuguese Brazilian*	Sudanese Arabic	Yemeni Arabic
Bosnian*	Fijian	Hebrew*	Khana	Marka	Portuguese Cape Verdean*	Sunda	Yiddish
Bravanese	Fijian Hindi	Hiligaynon	Khmer*	Marshallese	Pugliese	Susu	Yoruba
Bulgarian	Finnish	Hindi*	K'iche'	Masalit	Pulaar	Swahili*	Yunnanese
Burmese*	Flemish	Hindko	Kikuyu	Mbay	Punjabi*	Swedish	Zapoteco
Cantonese*	French*	Hmong*	Kimiiru	Mien	Putian	Sylhetti	Zarma
Catalan	French Canadian*	Hunanese	Kinyarwanda	Mirpuri		Tagalog*	Zo
		Hungarian	Kissi, Northern	Mixteco		Taiwanese	Zyphe

* Audio Interpreting languages are available for LanguageLine® DirectResponse℠, our end-to-end language solution for inbound calls.

Languages of lesser diffusion may require additional interpreter connect time.
Lists are subject to change with interpreter availability. If you have a question regarding language availability, please contact your Account Executive or Customer Care.

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Languages Available for Video Interpreting

Albanian	Burmese	Italian	Polish*	Tigrigna
American Sign Language*	Cantonese*	Japanese	Portuguese*	Turkish
Amharic	Farsi	Karen	Punjabi	Ukranian
Arabic*	French*	Khmer	Romanian	Urdu
Armenian	German	Korean*	Russian*	Vietnamese*
Bengali**	Greek	Laotian	Somali**	
Bosnian	Haitian Creole	Lithuanian	Spanish*	* Available 24/7
British Sign Language	Hebrew	Malay	Swahili	** Extended weekend hours
	Hindi	Mandarin*	Tagalog	
	Hmong	Nepali	Thai	

For information on audio and video interpretation: **1-800-752-6096**

Translation and Localization Top Requested Languages
More than 298 unique languages and 480 language pairs are available.

· Afrikaans	· Croatian	· Hmong	· Mandinka	· Spanish (Iberian)
· Albanian	· Czech	· Hungarian	· Marathi	· Spanish (Latin)
· Amharic	· Danish	· Icelandic	· Navajo	· Swedish
· Arabic	· Dutch	· Indonesian	· Norwegian	· Tagalog
· Bahasa	· Estonian	· Italian	· Oromo	· Tamil
· Bengali	· Farsi	· Japanese	· Polish	· Telegu
· Bosnian	· Finnish	· Karen	· Portuguese (Brazil)	· Thai
· Bulgarian	· French (Canadian)	· Kazakh	· Portuguese (Euro)	· Turkish
· Burmese	· French (Euro)	· Khmer	· Punjabi	· Ukrainian
· Cape Verdean Creole	· Georgian	· Korean	· Romanian	· Urdu
· Catalan	· German	· Laotian	· Russian	· Vietnamese
· Chinese (Simplified)	· Greek	· Latvian	· Serbian	· Yiddish
· Chinese (Trad–HK)	· Gujarati	· Lithuanian	· Sinhalese	· Zulu
· Chinese (Traditional)	· Haitian Creole	· Macedonian	· Slovak	
· Chuukese	· Hebrew	· Malay	· Slovenian	
	· Hindi	· Malayalam	· Somali	

Additional languages and dialects may be available. If you have a question regarding language availability, please call 1-800-878-8523 or contact us at translation@languageline.com.

Learn more about the LanguageLine Solutions® difference at:

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