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# Diana Guadalupe Ortiz Tovar

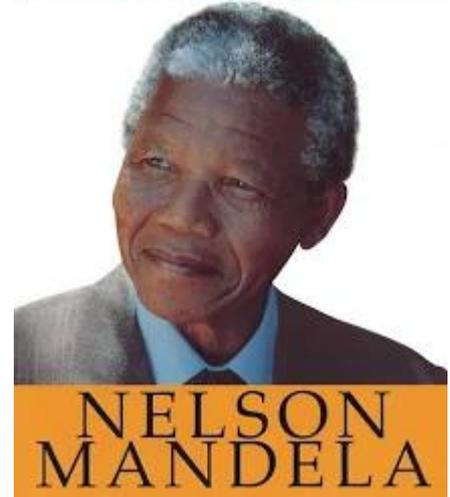
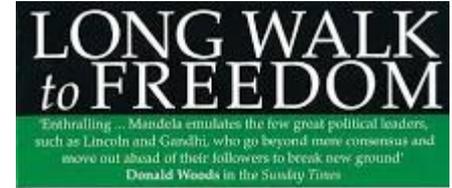
Introducción

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# Language

“We were not different people with separate languages; we were one people, with different tongues.”

~Nelson Mandela



# Statistics–US

## Census Bureau

As of July 1, 2022, the Hispanic population constitutes the largest racial or ethnic minority in the **United States** (63.7 million people or 19.1% of the total population).

- 15.1 % of the **Utah** population identified as Hispanic or Latino in the 2020 US Census.
- 15,076 residents of **Cache County** identified as being Hispanic or Latino according to the 2020 Census.
- Of the top **20 languages spoken in Utah**, *Spanish ranks second* in every county and health district except for San Juan County and health district.
- 9.5 % of people with **disabilities in Utah** are Hispanic/Latino.

# My Practice Experience

10 years working with the Hispanic community of people with disabilities in Cache County.

→ **Frustrations**

What I have witnessed when assisting consumers access social services. What they have shared.

→ **Successes**

What I have seen work. What consumers have shared works.

→ **Recommendations**

Every problem has a solution.

# Frustrations



- Phone calls
- Websites
- Customer Service
- Paperwork

*Examples will not identify specific people or agencies, only experiences consumers and I have encountered when accessing social services.*

## 2023 KFF/LA Times Survey of Immigrants:

–Nationally representative sample of 3,358 immigrants, defined as adults living in the U.S. who were born outside the U.S. and its territories.

- About half of all immigrants have limited English proficiency, and about half among this group say they have faced language barriers in a variety of settings and interactions.
- 53 % of this group say difficulty speaking or understanding English has made it hard for them to do at least one of the following:
  - a. Get health care services
  - b. Apply for government financial help with food, housing, or health coverage.
  - c. Communicate with their children’s school.

—**ADA National Network:** *Spanish Language Outreach Project*

- In 2022, there were 5.9 million Hispanic or Latino people with disabilities in the United States.
- Face underrepresentation and access disparities in education, health care, employment...additional barriers include language, lack of access to information, immigration status etc.

# Successes

- Phone calls
- Customer Service
- Paperwork

→ **Testimonials**

Positive experiences consumers have shared.

→ **What's next?**

How can we make our services more accessible to Spanish and other language speakers?

# A few recommendations:

## ***Provide interpreter services***

- Agencies receiving federal funds are required to provide Language Access.
- ~Title VI of the Civil Rights Act of 1964, Executive Order 13166.
- Tarjimly app
  - Google Translate

## ***Translate documents***

- Intake forms, flyers, any other information about the services you provide in other languages.
- Use Language Identification Cards

<https://www.lep.gov/translation>

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## ***Language accessible websites & automated phone systems***

- Whenever possible, make your website content available in other languages.
- Same goes for automated phone system. \*\*

*Not every agency will have the ability to implement everything , but every agency can do something.*

Kindness  
is a language  
Everyone   
understands



# References

[United States Census Bureau](#)

[2020 Census Race and Hispanic or Latino Origin in Utah](#)

[Utah language data report Revised January 2024](#)

[The 2023 KFF/LA Times Survey of Immigrants](#)

[Federal Register-Improving Access to Services for Persons With LEP](#)

[A Snapshot of Federal Agency Language Access Progress](#)

[LEP.gov](#)

[DSPD Annual report 2023](#)

[ADA National Network: Spanish Language Outreach Project](#)

# Questions?

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