

Priority: Enhance the capacity of local organizations and systems to provide access for immigrants with limited English Proficiency (LEP) and increase the ability of LEP residents to exercise and advocate for their language rights.

Action Step	Potential Partners	Short (6 – 12 mos) Mid (1 – 2 yrs) Long (3 – 5 yrs)
Create a central Language Coordinating Entity		
1. Establish startup funds and request proposals from interested parties to act as the central coordinating entity to advance language access standards and capacity in Allegheny County through information and resource exchange, monitoring and oversight, and collaboration with key organizations.	Steering Committee Foundation Community	Mid
Increase awareness of language access responsibilities and rights		
2. Conduct a targeted awareness campaign to educate and engage local institutions and organizations in key sectors regarding language access.	ISAC, I&I Initiative (limited) Language Coordinating Entity	Short Mid
3. Develop and disseminate informational materials to educate local LEP communities about their language-related rights and how to exercise them.	ISAC, Allegheny Co. Bar Assn. Language Coordinating Entity	Short Mid
Increase use of best practices for ensuring meaningful access to essential services for residents with LEP		
4. Develop and disseminate training modules, resources and technical assistance to advance language access capacity within key institutions. This could include model policies and plans; public brochures, notices, and outreach materials; promising practices; compliance guidelines; approaches to needs assessment and data collection; and acquisition and use of appropriate language assistance services.	ISAC, I&I Initiative (limited) Pittsburgh Hearing and Deaf Services Language Coordinating Entity	Mid Mid Long
5. Issue a public proclamation or executive order to establish clear expectations and requirements for local institutions that ensure meaningful access to essential services for individuals with LEP.	Steering Committee Mayor County Executive	Short Mid
6. Assist and secure commitments from local organizations in key sectors to ensure language access for LEP residents, including public safety, health, criminal justice, legal services, schools, banking, public benefits, human services, utilities, housing and transportation.	Language Coordinating Entity	Mid
7. Advocate for key institutions (see sectors listed above) to designate staff members as language access “representatives” or “champions” who promote language access within their organizations, provide guidance for other staff members, act as liaisons, and participate in wider efforts to improve language access.	Language Coordinating Entity	Mid

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Collect and share language-related data		
8. Designate entities and develop mechanisms to collect and share data related to foreign-born populations, languages and LEP in Allegheny County, to be used by key institutions, agencies, and other stakeholders for planning and decision-making purposes.	I&I Initiative (limited) Language Coordinating Entity	Short Mid
Establish mechanisms for learning and sharing information		
9. Establish a community-based forum for interpreters and translators to communicate, exchange information, and promote the integrity of professional language services in Allegheny County.	Steering Committee University community	Short Mid
10. Create a community-based forum for individuals involved in strengthening language access policies and practices within their organizations to gather and network with others, share information and best practices, and advance language access standards in Allegheny County.	Language Coordinating Entity	Mid
Increase standards and use of interpretation and translation services		
11. Foster reliable connections and referral protocols between language service providers and organizations in need of interpretation and/or translation.	I&I Initiative Language Coordinating Entity	Short Mid
12. Develop and maintain a repository of bilingual professionals, interpreters and translators who can provide volunteer language assistance services in emergency situations or when professional services are not required.	Vibrant Pittsburgh Global Pittsburgh Welcoming Pittsburgh	Mid
13. Incentivize and advocate for local organizations to recruit bilingual staff members and assign them to work directly with LEP individuals and / or train them to act as interpreters and translators in appropriate situations.	I&I Initiative Vibrant Pittsburgh Language Coordinating Entity	Mid Long
14. Explore the possibility of securing funds from health insurance carriers to provide language assistance services in healthcare service settings.	Steering Committee	Short
15. Convene foundations and other funders around the issues and challenges of language access and foster investment to address the needs in this area.	Grantmakers of Western Pennsylvania	Mid
Leverage new developments in language technology		
16. Engage local communication technology experts to explore the use of technology in providing interpretation and translation services or overcoming the language barrier in other ways.	Language Coordinating Entity Corporate partners University partners	Mid