

Tiffany Hanson (she/hers)

- Gender: Cisgender woman
- Sexual Orientation: Heterosexual
- Race: Caucasian
- National Origin: American born citizen
- Socioeconomic Class: Middle class
- Religion: Agnostic
- Disability: None
- **Age:** Mid 30's
 - Technically a (dreaded) Millennial

Tiffany Hanson



Language Services • Outreach and Engagement Manager



Indy**Pride** • Director of Marketing and Communications



Board Member and Professional Development Director



People naturally feel comfortable with people that...





People naturally feel comfortable with people that

- 1) they look like,
- 2) they already have a relationship with, or
- 3) they can communicate with

How do we communicate this in our marketing and public relations to build trust and make all constituents to feel safe and included?

Know Your Community's Demographics

- By 2025, Indiana will be a minority majority state
- Indiana has over 100 languages represented (only 39 are recorded on the Census)
- 1/20 Hoosiers are foreign born (U.S. Census 2017)
- Indiana has received refugees from 46 countries, and we have one of the largest growing immigrant populations in the nation.
- Central Indiana has a disproportionately high population of Deaf community members as compared to most other areas of the country.
 - Does anyone know why this is?

Where to find demographic information:

- LEP.gov
- Census
- Schools
- Hospitals
- Courts
- Language Service Companies!
 - Email me at tiffany@luna360.com

Demographic Data

To Identify Your Service Population

While public survey sources are never a perfect indicator of demographics and language needs, especially with individuals who do not use English fluently, it is a good place to begin for language access planning. The following websites/organizations are a good place to begin your research.

U.S. Bureau of the Census

census.gov

factfinder.census.gov

census.gov/topics/population/language-use.html

U.S. Bureau of Labor Statistics

stats.bls.gov/blshome.html

Data Gov

data.gov

Current Population Statistics

bis.ggy/cps/

Demographic Profile Generator

mcdc2 missouri edu/websas/xtabs3v2.html

Gallaudet University

https://www.gallaudet.edu/research-support-and-international-affairs/research-support/ research-resources/demographics

Migration Policy Institute

migrationpolicy.org

National Center for Education Statistics

nces.ed.gov/

National Institutes of Health

nidcd.nih.gov/health/statistics/quick-statistics-hearing

Pew Research Center

pewresearch.org/topics/language/



Limited English Proficiency (LEP)

A Federal Interagency Website



EP Resources and Information

requently Asked Questions

Executive Order 13166

tesources by Subject

nterpretation and Translation

.EP and Title VI Videos

Demographic Data

.EP Mapping Tools

.EP Compliance

ederal Agency LEP Plans

.EP Guidance for Recipients

JOJ LEP Guidance for Recipients

Recipients of Federal Assistance

File a Complaint with DOJ

OOJ Agreements and Settlements

.EP.gov

search LEP.gov

juggest LEP Resources

Report Broken Links on LEP.gov

Yivacy and Security Notice

ast Updated: February 4, 2019

Limited English Proficient (LEP) Maps

Language Map App

The Civil Rights Division's Language Map App is an interactive mapping tool that helps users find out the concentration of and languages spoken by LEP individuals in a community. Click on your state or county to identify the number or percentage of LEP persons, download language data, or visually display LEP maps for presentations. We encourage users to test the features of the Language Map App and provide feedback to help us improve functionality.

Year of app data 2015

Language Map App

Accessible Alternative with Downloadable Data

Additional LEP Maps



Limited English Proficiency (LEP)

gov A Federal Interagency Website

Search LEP.go

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EP Mapping Tools

EP Compliance

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.EP Guidance for Recipients

.EP Guidance for DOJ Recipients

lle a Complaint

EP.gov

uggest LEP Resources

leport Broken Links on LEP-gov ast UpdatedFebruary 5, 2019->

Demographic Data

A federally conducted or funded program should consider assessing the number or proportion of limited English proficient (LEP) persons from each language group in its service area to determine appropriate language assistance services. Below are federal government and non-governmental sources of language data that can assist in assessing the LEP communities in your service area. These are a sampling of the resources that may be useful and are not necessarily endorsed by the Department of Justice or by the Federal Interagency Working Group on LEP.

U.S. Census Bureau

U.S. Census Bureau - 2013-2017 American Community Survey 5-Year estimates, including language data, is on American Factfinder (December 6, 2018)

U.S. Census Bureau-Reports at Least 350 Languages Spoken in U.S. Homes (Novemer 3, 2015) [Detailed Tables]

U.S. Census Bureau-How Well Do You Speak English? Assessing the Validity of the American Community Survey English-Ability Question (October 7, 2015) [Working Paper]

U.S. Census Bureau, American Community Survey (ACS), Language Use Data

U.S. Census Bureau- Language Map based on 2007-2011, Language Data

U.S. Census Bureau- Accessing and Using Language Data from the Census Bureau (PDF), September 3, 2008

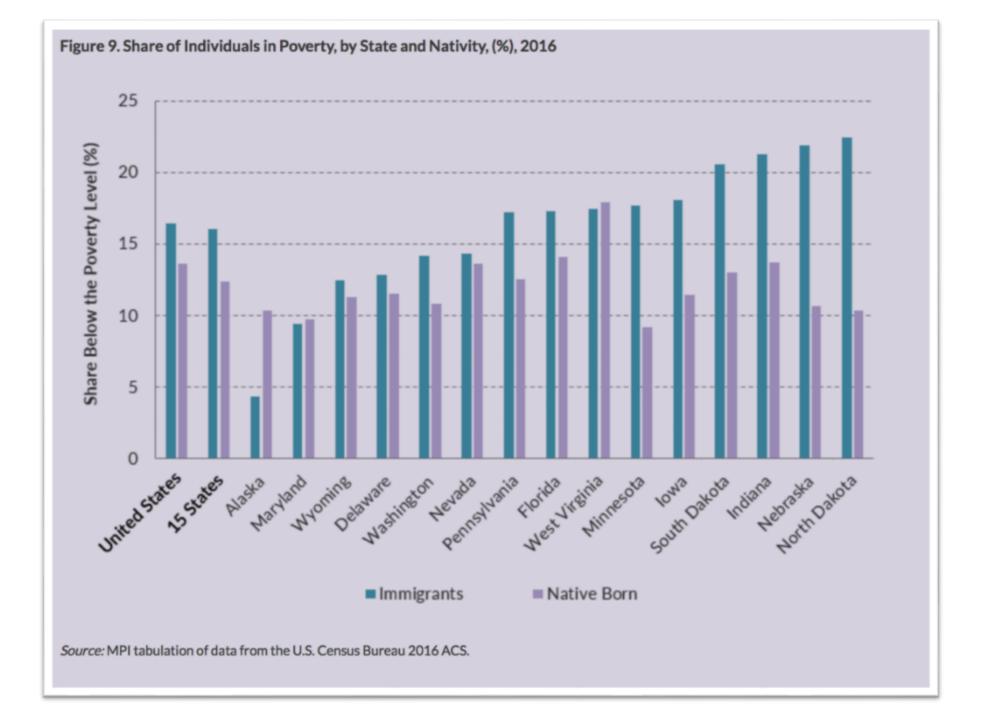
U.S. Census Bureau- Accessing and Using Language Data from the Census Bureau (PDF), March 15, 2007

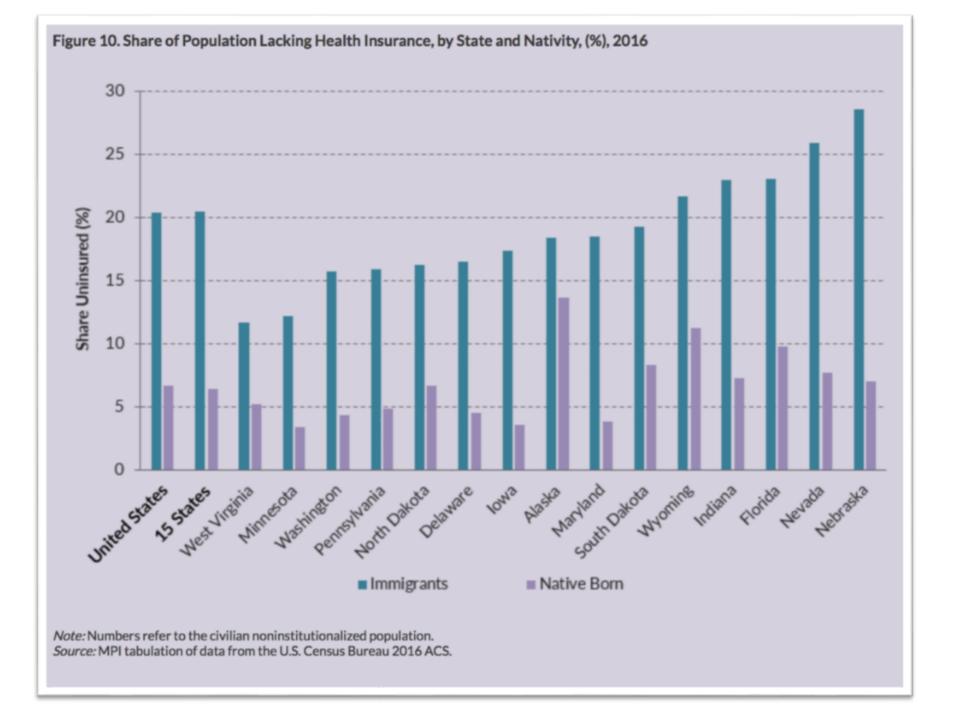
U.S. Department of Education

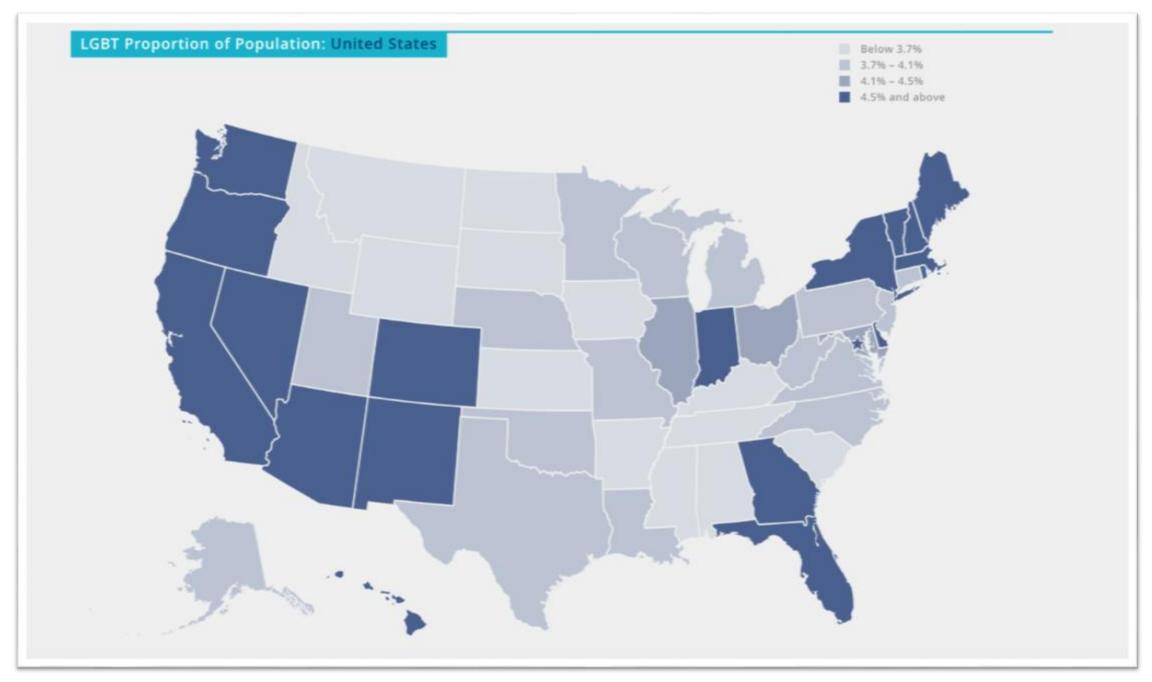
National Center for Education Statistics (NCES), English Language Learners (ELL), ELL Fast Facts

U.S. Department of Health & Human Services

Frequently Asked Questions on Section 1557 of the Affordable Care Act (ACA): Applying the Tagline Requirement to Covered Entities that Operate Health







Gallup Poll from 2017

1) People naturally feel comfortable with people they look like.

Be cognizant of the imagery you are using on your website, outreach materials, and social media feeds.

Published by Tiffany Hanson [?] · May 22 at 4:44 PM · 3

Join us for our second annual Deaf Pride Presented by Lilly on June 3rd at Gregs Our Place!

RSVP and get the details on your calendar at https://bit.ly/2W0FXGA #IndyPride2019





Indy Pride

May 24 at 4:18 PM · 3

Who is stoked to show us what your #TransGlam looks like?! Kick off Pride week on June 1st by hanging out at TransGlam 2019 Presented by Eskenazi Health.

RSVP to get the details on your calendars and to let us know how much food to provide! https://bit.ly/2OZzO7V

#IndyPride2019



United Way of Central Indiana

WHAT WE'RE UP TO: IMPACT FUNDS

BASIC NEEDS FUND

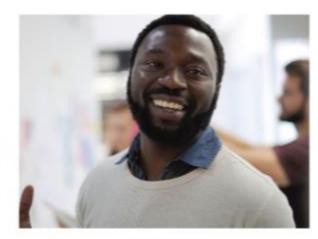


FAMILY OPPORTUNITY FUND



Addressing the needs of the entire family to break the cycle of poverty

SOCIAL INNOVATION FUND



New solutions to accelerate positive change

LEARN MORE →

Providing the essentials to our most

vulnerable neighbors

LEARN MORE -

LEARN MORE -

Ask your constituents who have benefitted from your services if they would be willing to help others Work to bring them on as staff, leadership, or volunteers

Community Outreach



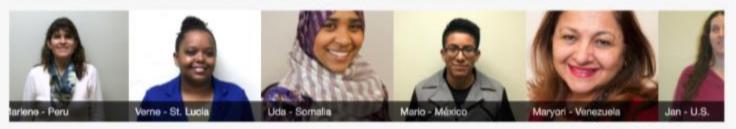
The Immigrant Welcome Center reaches out to the community in a variety of ways to provide information about immigrants and refugees in Central Indiana.

As part of our community outreach efforts, our staff and volunteers:

- Provide sessions for community groups on immigrants in Indianapolis and how they are changing
- * Attend fairs, festivals, and community events to talk about the Immigrant Welcome Center and a
- Work with the Indianapolis Public Library to provide staff training on how to interact with different
- · Host job fairs and health fairs for immigrants and refugees.
- . Present sessions on human trafficking to increase awareness about this illegal activity that is take
- Work with high school and college students to connect them with local immigrants and help the in Indianapolis.

Meet Our Natural Helpers

Immigrants and refugees can work with a <u>Natural Helper volunteer</u> who speaks their <u>language</u> or who is from their <u>country of origin/region</u>. Natural Helpers provide information and referral to community resources for jobs, language classes, education, housing, transportation and more.



Our Natural Helpers provide assistance at our branches or help by phone, e-mail and in-person. To find a branch near you, <u>click here</u>. To get assistance from a Natural Helper by phone, by e-mail or in-person, <u>click here</u>.



LGBTQ Suicide Prevention Resources

- National Suicide Prevention Lifeline 1-800-273-TALK (8255) Veterans: Press 1
- Text TALK to 741741

 Text with a trained counselor from the Crisis Text Line for free, 24/7
- The Trevor Project
 Trevor Lifeline: Available 24/7 at
 1-866-488-7386

TrevorText: Text TREVOR to 1-202-304-1200

TrevorChat: Via thetrevorproject.org

Trans Lifeline

Support for transgender people, by transgender people 1-877-565-8860

SAGE LGBT Elder Hotline

Peer-support and local resources, for older adults 1-888-234-SAGE

The LGBT National Hotline

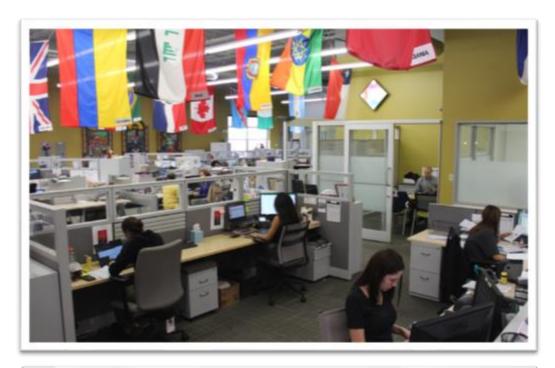
Peer-support and local resources for all ages 1-888-843-4564

afsp.org/lgbtq



This can include representing internal characteristics in a visual way











2) People naturally feel comfortable with people that they already have a relationship with.

Forge strong and **genuine community partnerships** with individuals and groups who represent the cultural communities that you would like intentionally be more inclusive of.

Listen and learn from them and collaborate on ways to better serve the community **together**.

Collaborate with partner organizations on events to co-brand and re-align yourself with this representation





Collaborate with partner organizations on programs to co-brand



Axis Latino Young Professionals

- City of Indianapolis
- Indiana Latino Expo
- Indiana Undocumented
 Youth Alliance
- Indy Achieves

Promote and support events of these partner organizations that might be helpful for your constituents and SHOW UP







3) People naturally feel comfortable with people that they can communicate with.

Accommodation is providing language access upon request.

Inclusion is automatically providing language support.

Provide interpreters for events and be sure to promote this!





Point to your language. An interpreter will be called.

ARABIC	أشر إلى لغتك. سيتم استدعاء مترجم فوري.
BURMESE	သင့်တာသာကေားကို ညှှန်မြပါး ကောမြန် ခေါ်ပေးမည်။
BURMESE - HAKHA (CHIN)	Na hmanmi holh sawh tuah, holhlettu kan in auhpiak lai.
BURMESE - KACHIN	Tinang a amyu ga hpe madi madun u. Ga byan shaga mai ai.
BURMESE - KAREN	စုးနဲ့န်တာကတိုးနက်ဦးတက္၏ ပူကတီးနွန်း ပူးကိုင်ထံတာ်။
BURMESE - KARENNI	ම්පලි සේවුයන් සේවුවන්වේ පරිදු කුරු පැවසින් වියවුණ වීරම
BURMESE - LISU	NU X LEM AG: A XU: A GO MM. GTLY, GO LENY NU TY. AO: L'1, GT. SU HW GT. AO
BURMESE - FALAM (CHIN)	Na ttong thiam mi kha sawh awla, ttong lettu kawhsak na si ding.
BURMESE - MIZO (CHIN)	I tong thiam kha khih rawh. Tonglettu an ko sak ang che.
BURMESE - MATU (CHIN)	Na mãh oí te khí or thuí (Matu), tí atah nang ham oí leh kung te han khue pa ni
BURMESE - TEDIM (CHIN)	Pau na deih pen kawk in. Kamphen ong ki sap sak ding hi.
BURMESE - ZO/ ZOPHEI (CHIN)	Naa rei kha suh la, rei pa leh aa ca awy pa ah

CHINESE CANTONESE	根據您的語言調用翻譯人員。
CHINESE MANDARIN	选择您的语言,我们会为您要求翻译。
FRENCH	Montrez-nous votre langue. On vous appellera un interprète
HINDI	अपनी भाषा के ओर इशारा करें ,दुभाषिया बुलाया जाएगा.
JAPANESE	あなたの言語を指差して下さい。通訳をお呼びいたします。
KOREAN	언어를 선택해주세요. 동역사를 호출해 드라겠습니다.
NEPALI	तपाईको भाषामा दर्शाउनुहोस्। एक अनुवादकलाई बोलाइनेछ।
PUNIABI	ਆਪਣੀ ਭਾਸ਼ਾ ਵਰਿ ਇਸ਼ਾਰਾ ਕਰੋ, ਇੱਕ ਦੁਭਾਸ਼ੀਏ ਨੂੰ ਬੁਲਾਇਆ ਜਾਵੇਗਾ
RUSSIAN	Укажите на ваш язык. Переводчика вызовут.
SOMALI	Tilmaan luqaddaada. Turjubaan baa loo yeedhi doonaa.
SPANISH	Indique su idioma. Un intérprete recibirá una llamada.
TAGALOG	Ituro ang iyong wika. Ipatatawag ang isang Tagasalin.



317.341.4137 | info@LUNA360.com | LUNA360.com

Use phone interpreting to communicate with people who walk in and may speak limited English.

Post a visual queue that you want to communicate with them!





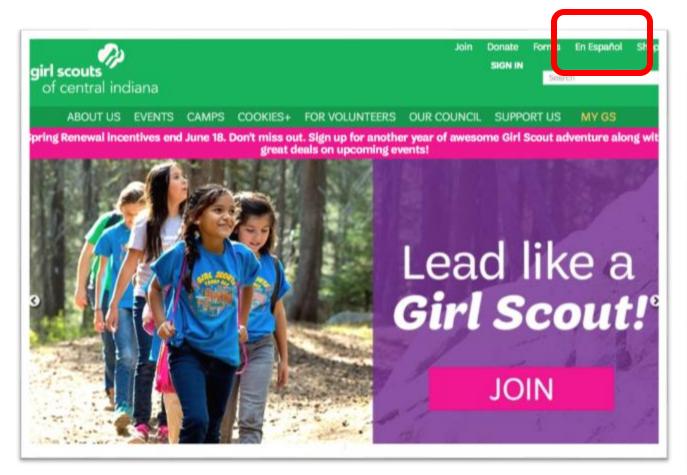
Learn vocabulary or greetings of different language groups



Utilize:

- Online resources
- Your employees
- Your constituents

Translate vital pages of your website





Translate outreach materials and vital documents



Westfield Washington Schools

Responsibility, Respect, Compassion, Honesty, Hard work

Home > Parents > Important Documents > Home

IMPORTANT DOCUMENTS

Home

Calendars and Annual Report

Supply Lists Directory

College and Career Readiness

Food Menus & Nutrition Newsletters

GENERAL

FAQ - Start Times

2018-19-free-and-reduced-application

2018-19-parent-letter-and-instructions

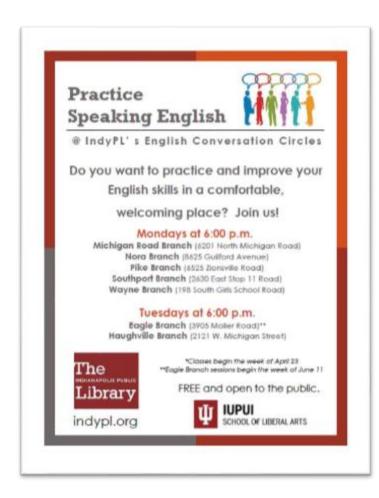
2018-19-spanish-fr-application

2018-19-spanish-parent-letter-and-instructions

Student Accident Insurance Online Enrollment - New

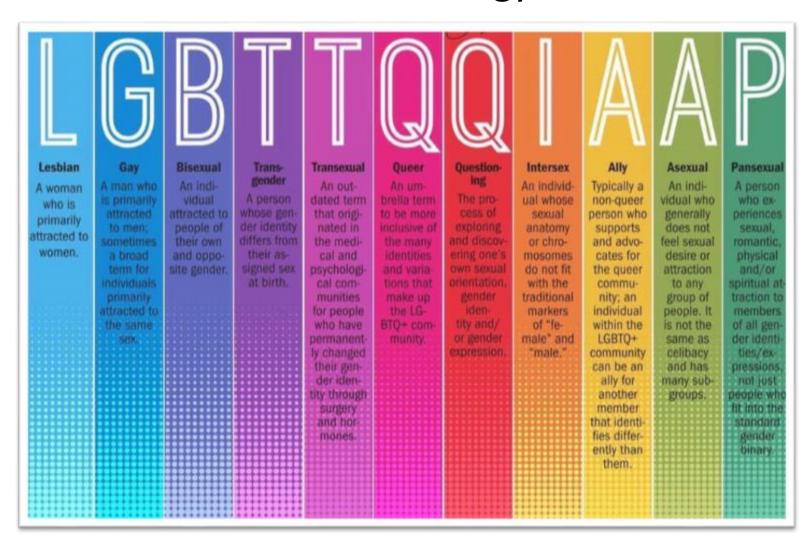


The Indianapolis Public Library provided promotional information in English, Spanish, Yoruba, Arabic, French, Burmese, Hakha Lai, Karen, and Kiswahili.



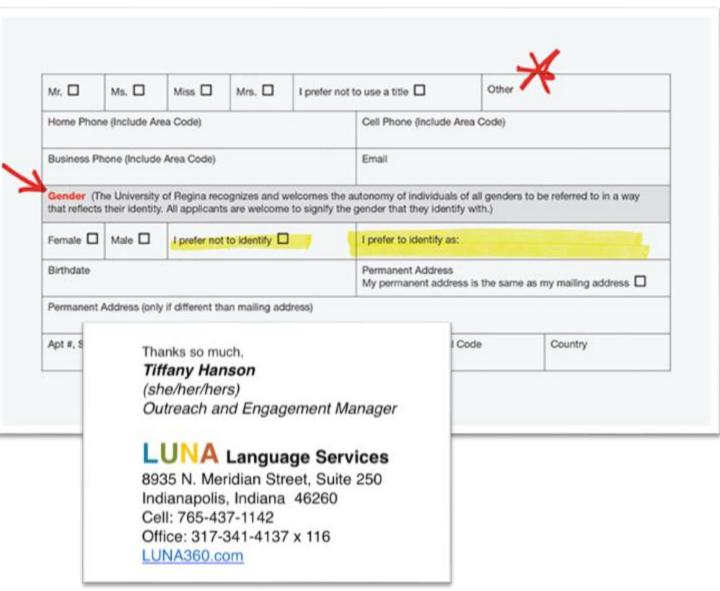


"Speaking the language" isn't always about language, it is about terminology as well.



Respect the pronouns of others.





Hospitality language.....

By saying that you welcome people of all races/religions/sexual orientations/etc. into your organization, this may assert that certain cultural groups may not already be present or may have felt unwelcome in the past.

Be careful with how you use "welcome" statements.



From Visit Indy in an article in response to RFRA:

All" campaign. Which was frustrating, to have to defend something that is inherent to your culture. We've already had our own human-rights ordinance in Indianapolis for a decade that prevents against discrimination, including against discrimination based on sexual orientation and gender identity. We're known for "Hoosier Hospitality." And we've been recognized for our Super Bowls, and our Finals Fours, and [as] the USA Today number-one convention city, which was in large part because the customers who have met here are such great evangelists for Indianapolis that they went out and they spread the word to other customers.

When to use welcome statements: If you are hosting an event to celebrate a specific cultural group



On June 3rd, Indy Pride and the Hoosier Rainbow Alliance of the Deaf is hosting Deaf Pride Night at Greg's from 6pm-11pm!

This is a night where LGBTQ+ Deaf community members come together to be their authentic selves and to also be immersed in Deaf culture

together. All community members are welcome to attend. We encourage the hearing community to come to learn about and experience Deaf culture!

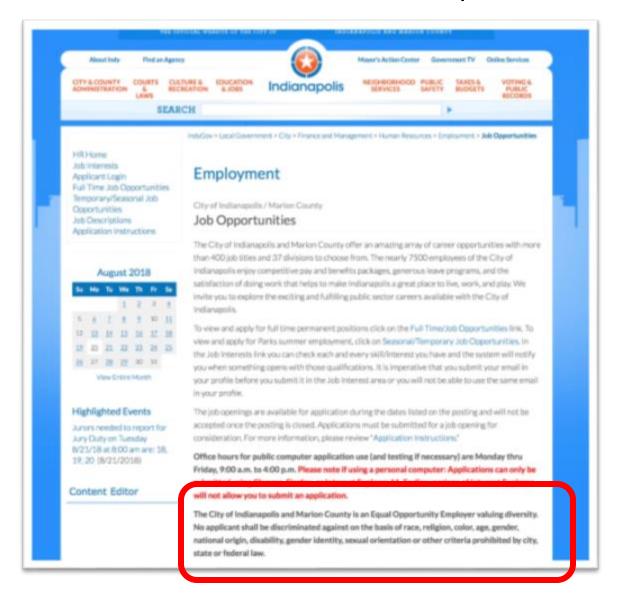
LUNA Language Services will provide American Sign Language (ASL) interpreters at the event for the hearing community. Join us to enjoy Deafies in Drag and more!

When to use welcome statements: If organizations like yours may have a reputation for discrimination of a specific group



Welcome to Christ Church Cathedral. Wherever you are in your journey of faith, there is a place for you at the "Little Church on the Circle." We welcome all, serve all, and widen the circle of God's embrace. Looking to get connected? Click here.

When to use welcome statements: In an explicit discrimination policy



The City of Indianapolis and Marion County is an Equal Opportunity Employer valuing diversity. No applicant shall be discriminated against on the basis of race, religion, color, age, gender, national origin, disability, gender identity, sexual orientation or other criteria prohibited by city, state of federal law.

How to be inclusive.....

You don't always have to say it, you just have to do it!

2019 Grand Marshals



Senator JD Ford



Low Pone



Shelly Fitzgerald



Trinity Haven



Alex Kemery So not a single PoC based on the pictures provided?

Like · Reply · Message · 6w





Tyree Coleman Alex Kemery Not one

Like · Reply · Message · 6w



Tony Dale Alex Kemery 2 are organizations and not individuals, so you don't know who they'll be sending in their place. It used to be only 1 grand Marshall traditionally and it's been 1+ for several years now. I'm not sure what you're trying to imply here but In... See More

Like · Reply · Message · 6w · Edited



Nate Walden this is such a lazy critique. Low Pone is one of the most diverse queer organizations in the city. Trinity Haven is an organization offering housing to Indianapolis homeless youth, which according to groups like IYG, the homeless youth in Indianapolis is disproportionately POC. It's pretty hard to argue against JD or Shelly as Grand Marshalls.

The announced entertainment for the festival is diverse. The board of directors has never been more diverse.

I'm no Pride apologist, but you saw a picture and decided to make a judgement and prove your wokeness.

It's a lazy critique.

Like · Reply · Message · 6w



When you are inclusive in genuine ways, your constituents will notice.

Tiffany Hanson

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<u>Marketing@indypride.org</u>