



## Mining for Gems: Language Access

The Pennsylvania Victims Compensation Assistance Program (VCAP) is committed to helping victims and their families ease the financial burden crime imposes upon them. VCAP wants to ensure that those with Limited English Proficiency (LEP) are afforded the ability to understand verbally, and in writing, what is being asked of them for processing a claim.

### Implementation

- Researched the most common spoken/written languages in Pennsylvania.
- Claim form and informational brochures were translated into the following languages:
  - Spanish
  - Chinese
  - German
  - Korean
  - Vietnamese
  - Portuguese
  - Turkish
  - Russian
  - Ukrainian
- VCAP had the claim form completed in Braille for those visually impaired.
- Use Language Line for verbal conversations.
- Employ a bi-lingual claim specialist who has a case load of mostly Spanish speaking victims/claimants.
  - This employee helps to translate documents received in Spanish and reviews outgoing correspondence that has been translated.
  - Proofread Program materials and website written in Spanish to ensure accuracy and victim sensitive.

### Benefit/Impact to Victims

- Provides victims the opportunity to read/understand the claim form in their native language.
- Assists victims with asking their advocates further questions to gain a better understanding of what was being asked of them.
- Allows for better communication between the Program and the victim.

### Lessons Learned

- Determining the languages to translate the claim forms was not a difficult task. However, as we began to work with translators, questions would arise about the type of dialect. It was more difficult to determine, so it was decided that, where possible, to use the basic dialect.

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