













Khmer	N	Y	N	Y	N	N	Y	N	N	N
Korean	N	Y	Y	Y	N	Y	Y	N	N	N
Lao	N	Y	N	Y	N	N	Y	N	N	N
Malay	N	Y	N	Y	N	Y	Y	N	N	N
Malayalam	N	N	N	N	N	Y	N	N	N	N
Oriya	N	N	N	N	N	Y	N	N	N	N
Pashto	N	N	N	N	N	Y	N	N	N	N
Portuguese	N	Y	Y	Y	N	Y	Y	N	N	N
Punjabi	N	N	N	N	N	Y	N	N	N	N
Russian	N	Y	Y	Y	N	Y	Y	N	N	N
Sinhalese	N	N	N	N	N	Y	N	N	N	N
Tagalog	N	N	N	N	N	Y	N	N	N	N
Tamil	N	N	N	N	N	Y	N	N	N	N
Telugu	N	N	N	N	N	Y	N	N	N	N
Thai	N	Y	Y	Y	N	Y	Y	N	N	N
Turkish	N	N	N	N	N	Y	N	N	N	N
Ukrainian	N	N	N	N	N	Y	N	N	N	N
Urdu	N	N	N	N	N	Y	N	N	N	N
Vietnamese	N	Y	Y	Y	N	Y	Y	N	N	N

\*Currently available on the Blue Campaign Website for user download. All other material is being checked for 508 compliance and will be uploaded once cleared per the website upgrade taking place (to be completed in FY16).

++May not include translation for all 6 available pamphlets

- The Blue Campaign also has the following Information Sheets (other than the “HT 101”), pamphlets (other than the 6 noted above), and videos available in English ONLY on the website.
  - Human trafficking indicators pamphlet
  - Continued Presence pamphlet
  - U Visa law enforcement certification resource guide
  - Human Trafficking 101 for school administrators and staff
  - First Responder human trafficking “coffee break” training
  - Blue Campaign and DHS anti-human trafficking efforts
  - Immigration relief for victims of human trafficking and other crimes<sup>1</sup>

- “I speak” language identification guide
- Human trafficking Awareness Video for First Responders
- Victim Support Video for Law Enforcement Part 1
- Victim Support Video for Law Enforcement Part 2
- Law Enforcement Training Video Preview
- Combating human trafficking message (video) from Deputy Secretary Mayorkas
- The Blue Campaign has presented and conducted presentations in Spanish for stakeholders that are not proficient in English.

*Language Access Projects that are currently in process:*

- The Blue Campaign is expanding the translation of outreach materials into Spanish (posters) and additional languages based on stakeholder and partner feedback.
- The Blue Campaign is reviewing all material currently existing for 508 Compliance. Once all material has been vetted and approved, it will be uploaded onto the Blue Campaign resource website (<http://www.dhs.gov/blue-campaign/share-resources>). Stakeholders will be notified of the updated and available material for download, distribution, and hard copy requests.
- The Blue Campaign will review outreach materials and other Blue Campaign policy materials for quality improvement and review purposes.
- The Blue Campaign will continue to track trends in data related to LEP stakeholders who contact the office, seek assistance, seek partnership and attend stakeholder events.
- The Blue Campaign will continue to assist customers in overcoming potential language barriers as needed and will share information about free or pro bono translation resources in response to LEP inquiries when Blue Campaign translation services are unavailable.

## **LEP Communities Served or Encountered**

The determination for material translation was initially chosen by the critical areas vulnerable to human trafficking, which was determined by the State Department. Based on this list, the Blue Campaign began translating critical material to reflect the industry needs (subject to availability of funds). Below are the top languages requested for Blue Campaign materials:

1. English
2. Spanish,
3. Chinese (simplified)
4. Chinese (traditional)
5. Thai
6. Vietnamese

7. Malay
8. Russian
9. Indonesian
10. Portuguese
11. Korean
12. French Creole
13. Hindi
14. Arabic

## Tracking

---

The Blue Campaign will track material requests by language to obtain critical data such as (1) the demand each language available per material type, (2) the demand for each language not available per material type, (3) frequency of request for each language available per material type, and (4) frequency of request for each language not available per material type. The information gathered can then be used to track metrics for the Blue Campaign on language needs and trends.

In the future, once the Blue Campaign has uploaded all material to the website, the number of clicks on each translated material can be tracked for frequency of visits. The Blue Campaign has also proposed to develop an order form to streamline material requests on the website. Once developed, the Blue Campaign will also include a feedback section from a requester on other languages they would like to see material translated to. This will help to identify a gap in material not currently translated by the Blue Campaign.

All information will be tracked on a spreadsheet and stored in the Blue Campaigns' share drive for staff access and available. The information will also be rolled into the overall metrics for the Blue Campaign, which is still in development in the Strategic Plan.

## Prioritization

---

The Blue Campaign is working on the following planned activities to improve language access. Since the Blue Campaign is not an appropriated office, **all projects are subject to availability of funds.**

- The Blue Campaign will track material requests by language to obtain critical data such as (1) the demand each language available per material type, (2) the demand for each language not available per material type, (3) frequency of request for each language available per material type, and (4) frequency of request for each language not available per material type. The information gathered can then be used to track metrics for the Blue Campaign on language needs and trends.
- The Blue Campaign is currently reviewing all material currently existing for 508 Compliance. Once all material has been vetted and approved, they will be uploaded onto

the Blue Campaign resource website (<http://www.dhs.gov/blue-campaign/share-resources>). Stakeholders will be notified of the updated and available material for download, distribution, and hard copy requests.

- A new material request form will be developed to streamline this process. The Blue Campaign will also include a feedback section from a requester on other languages they would like to see material translated to. This will help to identify a gap in material not currently translated by the Blue Campaign.
- The Blue Campaign will track the number of clicks on each translated materials loaded on the resource section of the Blue Campaign website.
- The Blue campaign will expand public engagement focused on LEP communities and request feedback on material and language needs for human trafficking vulnerable populations.

## **Language Access Procedures/Protocols**

The Blue Campaign will continue to request feedback and identify gaps in material or other LEP needs. The procedures or protocols that staff should follow to provide language services to LEP persons encountered in their daily activities will include:

- Recognizing the LEP status of human trafficking vulnerable populations needs
- Identifying the language spoken
- Identifying situations requiring appropriate language assistance
- Work closely with the DHS Office for Civil Rights and Civil Liberties (CRCL) to identify gaps in material that need translation.

Work closely with partners, stakeholders, NGOs, and other government agencies knowledgeable of victims vulnerable to human trafficking that need to be reached through the Blue Campaign material.

## **Employee Duties and Development**

Currently, there is no language requirement in any of Blue Campaign's job descriptions (for neither detailees nor permanent staff). Blue Campaign may begin assessing job descriptions after determining where the need for language requirements would be most beneficial, and to develop a strategic plan to address the need, as applicable.



























