

**U.S. Department of Homeland Security**

**U.S. Secret Service**



# Language Access Plan

*October 23, 2015*

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## Purpose

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The purpose of the United States Secret Service (Secret Service) Language Access Plan is to implement Executive Order 13166, *"Improving Access to Services for Persons with Limited English Proficiency"* (LEP) (August 11, 2000), which requires, among other things, that each Federal department and agency "examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services consistent with, and without unduly burdening the fundamental mission of the agency."

This directive explains the implementation plan for federally conducted programs and activities. It provides guidance on how the Secret Service can assess the need for LEP services. It outlines efforts already underway throughout the Secret Service to provide service to LEP individuals. In addition to describing the Secret Service's current language access activities, the plan includes steps to improve and increase language services for LEP individuals in operations, services, activities, and programs across the Secret Service.

This Secret Service Language Access Plan establishes standards, operating principles, and guidelines to govern the delivery of language services to ensure meaningful access to programs, services, and activities by LEP individuals.

This plan also serves as a management tool to outline and define specific organizational tasks and priorities, assign responsibilities, describe resources necessary for implementation and compliance with language access requirements, and explain to Secret Service employees how to access and deliver language services to LEP individuals.

## Scope

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The Secret Service Language Access Plan applies to all Secret Service offices and divisions that interact with members of the public via any medium, including, but not limited to, websites, email, phone, and in-person contact.

## Background

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On August 11, 2000, the President signed Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," stating that people with LEP should have meaningful access to federally conducted and funded programs and activities.

The Executive Order requires Federal agencies to examine the services they provide, identify any need to provide these services to those with LEP, and develop and implement a system to provide those services so LEP persons can have meaningful access to them. It is expected that agency plans will provide for such meaningful access consistent with, and without unduly burdening, the fundamental mission of the agency. The Executive Order also requires that

Federal agencies work to ensure that recipients of Federal financial assistance provide meaningful access to their LEP applicants and beneficiaries.

To assist Federal agencies in carrying out these responsibilities, the U.S. Department of Justice has issued a Policy Guidance Document, "*Enforcement of Title VI of the Civil Rights Act of 1964 - National Origin Discrimination against Persons with Limited English Proficiency*" (LEP Guidance). Pursuant to Executive Order 13166, the LEP Guidance on meaningful access to people with LEP applies to the programs of federal agencies. This LEP Guidance sets forth the compliance standards that agencies must follow to ensure that their programs and activities, normally provided in English, are accessible to LEP persons and thus, do not discriminate on the basis of national origin.

To ensure compliance with Executive Order 13166, the Department of Homeland Security (DHS) issued its Language Access Plan in February 2012. The purpose of this plan is to implement Executive Order 13166 to improve access to federally conducted programs and activities by persons who, because of their national origin, are limited in their English proficiency.

## **Policy**

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Consistent with the DHS policy on language access, it is the policy of the Secret Service to take reasonable steps to provide timely, meaningful access for individuals with LEP to participate in or benefit from operations, services, activities, and programs. Therefore, the Secret Service will, when appropriate, incorporate language access considerations into routine strategic and business planning, identify and translate crucial documents into the most frequently encountered languages, provide interpretive services where appropriate, educate personnel about language access responsibilities, and demonstrate how to utilize available language access resources. The Secret Service will periodically monitor implementation of the plan to ensure that the rights of LEP individuals are protected.

## **Definitions of Key Terms**

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- a) **Persons with Limited English Proficiency:** Persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.
- b) **Bilingual Persons:** Persons who are bilingual are fluent in two languages and are able to conduct the business of the workplace in either of those languages. This is to be distinguished from proficiency in more than one language. An individual who is proficient in a language may, for example, be able to greet an LEP individual in his or her language, but not conduct agency business in that language.
- c) **Interpretation and translation:** Interpretation and translation require the interpreter to

be fluently bilingual. Interpretation involves *oral* communication. Translation involves *written* communication. Interpretation involves the immediate communication of meaning from one language into another. An interpreter conveys meaning orally; as a result, interpretation requires skills different from those needed for translation. Interpreting is a complex task that combines several abilities beyond language competence in order to enable delivery of an effective professional interpretation in a given setting. From the standpoint of the user, a successful interpretation is one that faithfully and accurately conveys the meaning of the source language orally, reflecting the style, register, and cultural context of the source message, without omissions, additions, or embellishments on the part of the interpreter.

Professional interpreters are subject to specific codes of conduct and should be trained in interpretive skills, ethics, and subject-matter language. DHS Components utilizing the services of interpreters should request information about certification, assessments taken, qualifications, experience, and training. The Rowley Training Center (RTC) Employee Development Section (EDS) will maintain records of employees meeting foreign language proficiency requirements.

Interpreters may be physically present, or, in appropriate circumstances, may appear via videoconferencing or telephonically. When videoconferencing or telephonic interpretation are used, options include connecting directly to a specific professional interpreter with known qualifications, or using a company that provides telephonic interpretation services and has in place quality control and privacy safeguards.

If bilingual staff is asked to interpret or translate, staff should be qualified to do so. Assessment of ability, training on interpreter ethics and standards, and clear policies that delineate appropriate use of bilingual staff, or contract interpreters and translators, will help ensure quality and effective use of resources. As stated above, the Rowley Training Center (RTC) Employee Development Section (EDS) will maintain records of employees meeting foreign language proficiency requirements.

- d) **Associated Costs:** the cost of the use of professional language services and the cost for recruiting multi-language speakers.

## LEP Population Needs Assessment

The Secret Service utilized the DHS Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons and the Department of Justice's "Four Factor Analysis" in the LEP Guidance to determine the extent to which to provide language services. The Secret Service used these guides to develop this need assessment.

### **1. Ways in which the component program or office interacts with the public:**

The Secret Service, as mandated by statute and executive order, carries out a significant integrated mission: protection and criminal investigations. The Secret Service protects the President, Vice President, and their families; former presidents and their spouses; visiting foreign heads of state/heads of government; major candidates for the office of President and Vice President, and their spouses within 120 days of the general election and other designated individuals. The Secret Service also investigates threats against protectees; protects the White House Complex, Vice President's Residence, foreign missions, and other buildings within Washington, D.C.; and plans and implements operational security measures for designated National Special Security Events. The Secret Service also investigates violations of laws relating to counterfeiting of obligations and securities of the United States; financial crimes that include, but are not limited to, access device fraud, financial institution fraud, identity theft, computer fraud, and computer-based attacks on our nation's financial, banking, and telecommunications infrastructure.

The Secret Service mission, as identified above, creates unique situations for members of the Secret Service to interact with the public. Some situations where the Secret Service interacts with the public are:

- a) Providing security for the White House complex, Vice President's Residence, foreign missions, and other buildings within Washington, D.C.; securing protective sites being visited by Secret Service protectees; and providing security for designated National Special Security Events.
- b) Performing and investigating violations of laws relating to financial crimes.

## **2. Languages frequently encountered:**

Because of the nature of the Secret Service's mission, the agency encounters hundreds of different languages. Therefore, the Secret Service utilized the U.S. Census Bureau through its American Community Survey report released in April 2010 to identify the most frequent languages likely encountered by the Secret Service workforce.

The top five foreign languages encountered by Secret Service personnel in the field and at headquarters are:

1. Spanish
2. Chinese
3. French
4. German
5. Tagalog (major language spoken in the Philippines)

The estimated percent of languages spoken by LEP individuals encountered by Secret Service employees are:

1. Spanish - 72.19%
2. Indo-Europe - 8.35%
3. Asian/Pacific Islanders - 13.28%
4. All Other - 6.18%

### **3. Nature and importance of the activity or benefit provided:**

In the performance of law enforcement duties related to the protective and investigative missions of the agency, communications with LEP persons can involve the exchange of vital information (i.e., Miranda Rights). It is impossible to compose a list of all situations law enforcement officials encounter. However, serious situations that law enforcement officials must handle include determining if a crime has occurred, rendering/obtaining medical treatment, and apprehending perpetrators of crimes. In these situations, the Secret Service may need to utilize bilingual community or local citizens to assist in providing immediate services to LEP individuals.

Once the situation is stabilized, or if the absence of language services is determined to create a burden on LEP persons, the agency can ensure program delivery communications through its internal multilingual workforce or via the agency's existing language interpretation contract.

### **4. External Recipients Receiving Federal Financial Assistance:**

Due to the nature of the Secret Service's mission, personnel interact with other local, state, and federal law enforcement agencies on a recurring basis. In addition, the Secret Service has partnerships with external stakeholders. Examples include:

- As part of the 1994 Crime Bill, Congress mandated the Secret Service to provide forensic/technical assistance in matters involving missing and exploited children. The Secret Service offers this assistance to Federal, state, and local law enforcement agencies and the National Center for Missing and Exploited Children. On April 30, 2003, President George W. Bush signed the PROTECT Act of 2003, known as the "Amber Alert Bill", which gave full authorization to the Secret Service in this area.
- The Secret Service has supported the National Center for Missing and Exploited Children and local law enforcement agencies with its expertise in forensic photography, graphic arts, video production, audio/image enhancement, voice identification, computerized 3D models, and video and audio tape duplication services.
- Since September 2000, the Secret Service has worked in partnership with the Boys and Girls Clubs of America. The Boys and Girls Clubs of America is a non-profit youth organization with almost 3,900 clubs that have helped 4.6

million young people in our country. Service populations include participants from LEP communities.

## Resources

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- Executive Order 13166
- DHS Language Access Plan
- DHS Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons (DHS Recipient Guidance).
- CRCL, Training (Power Point) on *Language Access Responsibilities, Overview for DHS Employees.*
- CRCL "I Speak" Materials. CRCL has developed a set of three tools for use by DHS personnel, recipients, and partners who work directly with the public and may need to identify the language of the person with whom they are interacting. These include: the "I Speak" Poster, Pocket Guide, and Job Aid. Upon request, the CRCL Institute will provide customized, digital versions of these tools. All three of the "I Speak" tools include more than 85 languages.
- CRCL: "How To Access Demographic Data Regarding a Geographic Region's Population"
- CRCL: "How to Provide Language Services During Encounters with LEP Persons"
- Federal Interagency Working Group on Limited English Proficiency website: [www.LEP.gov](http://www.LEP.gov) contains resources, tools, technical assistance, and updated information on language access activities for agencies of the Federal Government, recipients, and other entities that support language access.
- U.S. Department of Justice, Civil Rights Division, Federal Coordination and Compliance Section *Language Access Assessment and Planning Tool for Federally Conducted and Federally Assisted Programs*, May 2011, available at [www.lep.gov/resources/2011 Language Access CAQ TA Guidance.pdf](http://www.lep.gov/resources/2011%20Language%20Access%20CAQ%20TA%20Guidance.pdf), contains helpful guidance Components may wish to review in creating the Language Access Plans.



## Secret Service Language Access Working Group

The Secret Service Language Access Working Group (Working Group) will provide continuous assessment of foreign language requirements, capabilities, and accessibilities across the agency, and make recommendations on the management of foreign language services. Among other things, the Working Group will develop proposed agency-wide standards for ensuring quality of language services, serve as a clearinghouse of best practices and opportunities for leveraging resources across the Secret Service, and research and disseminate information on existing language technologies and the appropriate use of these technologies.

Members will be comprised of a representative from the following Offices: Equal Employment Opportunity and Diversity (EEOD); Office of Protective Operations (OPO); Office of Investigations (INV); Investigations Support Division (ISD); Office of Human Resources (HUM); Office of Training (TNG); Rowley Training Center (RTC); Office of Government and Public Affairs (GPA); Office of the Chief Counsel (LEG), and the Uniformed Division (UND).

### **Roles and Responsibilities of the Working Group**

The Working Group is responsible for providing guidance on developing policy and providing oversight to the delivery of language services program by:

- Providing a forum for communication and coordination of language services programs;
- Making policy recommendations; and
- Coordinating the development of measurements related to the delivery of language services.

The Working Group will meet on an as-needed basis to address current or developing issues related to execution of the language service programs.

*The Office of Equal Employment Opportunity and Diversity (EEOD):* Responsible for providing guidance and oversight for implementing the provisions of Executive Order 13166 and this Language Access Plan.

To ensure consistency and accountability across the agency, the EEOD office will:

1. Chair the Working Group to coordinate efforts to implement the provisions of this Secret Service Language Access Plan.
2. Serve as the Secret Service Official Representative and work with respective component leadership or their designated representative(s) to assess the extent to which existing foreign language programs and activities within the Secret Service address foreign language needs and make recommendations.

3. Monitor and coordinate Secret Service language access activities.
4. Provide ongoing technical assistance in the development of the Language Access Plans.
5. Track and develop annual statistical reports of complaints filed under this policy.
6. Support efforts to train managerial and front-line employees on language access responsibilities and protocols.

*Office of Training (TNG):* Supports the Language Access Plan by integrating the necessary data collection efforts into its biannual foreign language needs assessment and performing other related human resources duties associated with implementation of the plan (e.g., professional pay issues for interpretation services). TNG will maintain an electronic database of all employees' Federal Interagency Language Roundtable (FILR) proficiency tests. TNG will maintain a roster of employees who are proficient in a language. This roster will be distributed semi-annually both electronically and hard copy and be provided to INV, UND, EEOD and OPO.

Rowley Training Center (RTC): Administers the language aptitude test and facilitates the foreign language oral proficiency test.

Performance Management and Employee Relations Division (PFR), Office of Human Resources (HUM), uses the proficiency test scores maintained by Rowley Training Center (RTC), TNG, to process Foreign Language Cash Awards for law enforcement members.

*Office of Professional Responsibility- Inspection Division:* Investigates complaints concerning denial of meaningful access to Secret Service programs, activities, or services due to LEP. They will conduct fair and impartial investigation into allegations of denial of access to Secret Service programs. In addition, Inspection Division will provide a report of the nature of allegations of denial of meaningful access filed by LEP individuals to the Office of Integrity and to the Office of Equal Employment Opportunity and Diversity. All complaints regarding the provisions of meaningful access in DHS conducted programs and activities will also be sent to DHS Office for Civil Rights and Civil Liberties (CRCL) for review and assessment.

*INV Investigative Support Division (ISD):* Coordinates the foreign language assistance program. ISD and INV determine the continued need for foreign language services based on the effectiveness of this program and the frequency of its use. ISD and INV monitor all foreign language service requests.

*Uniformed Division (UND):* Responsible for coordinating and implementing all aspects of the Secret Service Language Access plan for all UND officers and personnel that provide services to LEP individuals.

# Language Access Plan Implementation

## **Current Language Activities**

The Secret Service has significant and meaningful mechanisms in place to provide to the LEP population. The following are examples of ongoing activities within Secret Service which provide meaningful access for LEP persons.

## **Foreign Language Proficiency**

The Secret Service has the following agency-wide foreign language initiatives:

- Foreign language training in 31 different languages is made available to employees with the approval of their immediate supervisor. This training is delivered through user licenses for the commercial-off-the-shelf (COTS) Rosetta Stone language training program which is available on-line 24 hours per day, 7 days a week.
- Foreign language cash awards are paid to law enforcement employees who possess and make substantial use of foreign language in the performance of their official duties. These payments are authorized by Title 5 United States Code Section 4523. The actual payment will depend on the availability of funds.
- Foreign language recruitment bonuses are paid to newly hired special agents who speak a foreign language at the general professional proficiency level as defined by the Defense Language Institute. The availability of the bonus will depend on the availability of funds.

## **Rosetta Stone**

The RTC offers foreign language training through the Rosetta Stone program (versions 2&3). Rosetta Stone offers 31 different languages and is available online 24 hours per day, 7 days a week. Advanced speech recognition technology is also available on all version 3 language programs which gives learners feedback on pronunciation and teaches them to speak proficiently. (Version 2 languages of Rosetta Stone do not offer this feature.)

Rosetta Stone is available to all Secret Service employees. However, priority will be given to those offices with a requisite need (i.e., foreign offices and offices with a large foreign language speaking population). Those wishing to register for Rosetta Stone language training must be granted prior approval through their immediate supervisor. The requesting office's Training Coordinator must send an e-mail to [rtclanguage@uss.dhs.gov](mailto:rtclanguage@uss.dhs.gov) in order to register. The e-mail should include the employee's full name, title or position, assigned office or division, and the approving official name and title.

Once registration is completed, the learner will receive access information via e-mail.

## **Foreign Language Recruitment Bonus**

A one-time recruitment bonus (25 percent of basic annual pay) may be paid (if funds are available) to newly hired special agents who are identified as having a foreign language skill and can test at the S-3 level. The foreign language proficiency tests ratings are based on the Federal Interagency Language Roundtable (FILR) level description system.

The S-3 level requires that the applicant be able to speak the language with sufficient structural accuracy and vocabulary to participate effectively in most formal and informal conversations on practical, social, and professional topics.

The recruitment bonus must be approved prior to the applicant's first day of employment and will be paid as a lump sum upon successful completion of all required training and graduation from the Secret Service training program. The availability of the recruitment bonus will depend on the availability of funds.

### **Process for Testing for Foreign Language Bonus**

#### **Recruits**

- The RTC, Employee Development Section (EDS) receives a request from a field office via e-mail to [rtclanguage@uss.dhs.gov](mailto:rtclanguage@uss.dhs.gov), to test a recruit on a foreign language. The field office must provide the recruit's full name, Social Security number, language, test location (field office), telephone number, and requested date and time of testing.
- EDS confirms the date and time of the test with the recruit. EDS will also notify the field office of the testing date and time.
- Following the test, a written score is sent to EDS. EDS reports the score to the Performance Management and Employee Relations Division (PFR), the Talent and Employee Acquisition Management Division, Special Agent Branch, and the field office.
- EDS maintains the list of names and scores, and if a recruit's scores meet the requirement, the recruit will receive a onetime recruitment bonus upon successful completion of all required training and graduation from the RTC.

## **Foreign Language Cash Award Program**

The Secret Service also has a Foreign Language Cash Award Program. This program pays a cash award of up to 5 percent of basic pay to any law enforcement individual who

possesses and makes substantial use of one or more foreign languages in the performance of official duties. Proficiency in a foreign language is defined by achieving a specified level of proficiency using proficiency tests based on the Federal Interagency Language Roundtable (FILR) level description system. The Secret Service defines proficiency in a foreign language as an S-2 level or above. See PER-07(04) for more information.

### **Employee Eligibility for Foreign Language Cash Awards**

- An employee must contact RTC/EDS, or his/her appropriate SAIC or division chief, by official message or memorandum to arrange for testing in the foreign language for which he/she claims proficiency. The employee must provide full name, social security number, language, test location (field office), telephone number, and requested date and time for testing.
- EDS confirms the date and time of testing for the employee. EDS will also confirm with the employee the date and time of the test.
- Following the test, a written score is sent to EDS. EDS reports the score to PFR and the employee.
- PFR uses the list of names and scores to determine if the employee's score meets the requirement to be placed in the Foreign Language Cash Award Program.
- Information about this program is available in recruiting literature and on the Secret Service web site ([http://www.secretservice.gov/opportunities\\_agent.shtml](http://www.secretservice.gov/opportunities_agent.shtml)).

### **Additional LEP Resources:**

- The RTC maintains a list of Secret Service employees with assessed verbal foreign language proficiency that may be utilized by field components for communication with LEP individuals.
- The Secret Service has a language services contract for an array of technical and professional services including translation, interpretation, and transcription. This contract has provided the Secret Service with the capability to quickly provide support to field operations requiring language services, such as interviewing subjects or translating seized documents and electronic media.
- The Secret Service uses Foreign Service Nationals (FSNs) to support our overseas offices. FSNs are employees of the Department of State. The Secret Service has a reimbursable agreement in place with the Department of State to cover the costs associated with the FSNs assigned to Secret Service offices.

- Formal requests for translation/interpretation are documented by Secret Service Headquarters. Quality assurance is accomplished via informal feedback from the requestor.
- Secret Service provides key documents in multiple languages: Counterfeit awareness documents are published in 33 languages.
- A number of public service documents have been translated into multiple languages and are typically distributed upon request as part of specific field component protocols.
- Specific requests for non-English literature are referred to the appropriate office. Secret Service prioritizes translation of important documents, as needed.

### **Quality Control Procedures**

ISD logs all requests for translations to ensure end users of ISD contracted language services are satisfied with designated vendor's services. Users need to contact ISD upon completion of the services rendered and provide feedback on their experience to the Language/Translation Services program manager.

## **Tracking Foreign Language Proficient Employees**

Supervisors in the field offices, divisions, or the Office of Chief Counsel are responsible for certifying the total hours of foreign language usage reported and verifying the performance appraisal and oral proficiency rating information provided by an employee, who has taken the required testing and met the language proficiency requirements.

The PFR is responsible for reviewing, processing, and paying foreign language cash awards to law enforcement employees. PFR should be contacted for information concerning these awards.

## **Procedures for Accessing Interpretation Services**

### **Investigative Support Division (ISD)**

#### **Field components making contact with a person with LEP**

- Field components unable to recognize the person with LEP's spoken language should utilize the "I Speak" language identification materials in the field office to identify the LEP individual's spoken language.
- The "I Speak" tool is a pocket sized booklet. The tool assists literate individuals who are not proficient in English to identify a preferred language. The Secret Service

employee can then contact an interpreter that speaks the language of the individual by phone.

- Once the LEP individual's language has been identified, offices should poll their staff for a staff member proficient in the LEP individual's language.
- If no one among the office staff has the requisite language skill, the following steps should be taken:
  - Field components without a staff member with the requisite language skill in house should query the "Foreign Language Proficiency Roster" maintained by the PFR and located on the Secret Service Intranet homepage of Secret Service personnel to assess if there is a Secret Service employee who can speak the person with LEP's language. A telephonic interpretation can be conducted utilizing these employees.
  - Field components are reminded that local law enforcement may also be able to provide on- duty personnel for interpreter services.
  - Field components should also query their local regional intelligence centers. Many regional intelligence centers maintain lists of law enforcement officers with language skills.
  - After utilizing the steps delineated in the above bullets, if the agent or officer has not obtained an interpreter, the use of a language service should be considered.
  - The agent/officer should contact their first line supervisor and request authorization to utilize a language service.
  - Before authorizing the use of a language service, and if practical, the supervisor should respond to the agent/officer's location to assess the needs for the service.
  - If exigent circumstances exist, the supervisor may authorize the agent/officer the use of a language service without visiting the agent/officer's location.
  - A cellular phone or land line with speaker phone capability should be utilized so the LEP individual, translator, and agent/officer can communicate.
  - Upon calling the language service, the agent or officer will provide the language service operator with his/her name, the agency name, and the language required.
  - In other than exigent circumstances, field components should only use family, friends, or bystanders for interpreting in very informal non-confrontational contexts, and only to obtain basic information at the request of the LEP person.

Barring exigent circumstances, personnel should not use minor children to provide interpreter services. In the event circumstances require the use of a minor, the minor will be used only until appropriate language services are accessed.

### **Language Interpretation and Translation Services**

The ISD coordinates a language services program which provides assistance to investigators for translation and interpretation of foreign languages. These services include translation/transcription of audio recordings and written documents and interpretation services for interviews of non-English speaking individuals. To request language services, requesters should first contact the ISD Duty Desk via e-mail ([isddutydesk@usss.dhs.gov](mailto:isddutydesk@usss.dhs.gov)) or phone (202-406-5773), and provide the following information:

- Case agent's name, office, and contact number, and field office supervisor approving the request.
- The investigative case number, if available.
- A summary of the translation needs – language, document, audio, immediate or future, how many subjects to be interviewed, location, etc.
- The anticipated length of need for this service.
- Within five business days of the request for language services, an official message documenting the request must be submitted to SAIC-ISD.

### **Language Access Plan Procedures/Protocols (Uniformed Division)**

- All members will be issued an "I Speak" Language Identification Guide. These guides will be distributed through the Branch Store room facilities. A master roster of personnel will be maintained and, as each employee receives their guide, they will initial off confirming receipt.
- Roll call training sessions will be conducted regarding the Language Identification Guide and how to best handle an individual with LEP. This will be in coordination with RES/ISD/EEOD/OPO and Office of Chief Counsel. Members will also be educated on the protocols of requesting translators.
- If the Secret Service expands the Language Program, additional trainings, etc. will be conducted for both officers and officials on the use of this new program and how to gain access to it.



- Posters from DHS on the "I Speak" and LEP programs will be posted in roll call rooms to further reinforce the information to UNO personnel.
- When the "language service" is utilized, an SSF 2032 (Incident Report) will be completed on the encounter to document the service utilized.
- Hard copies of the Secret Service Foreign Language Proficiency Personnel Roster will be provided to the UND Branches semi-annually so that interpreters can be quickly located. A list will also be acquired from HUM/ERB for dissemination. The protocol established by ISD for acquiring and utilizing the Foreign Language Proficiency Personnel will be followed.

## **Outreach to LEP Communities**

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Due to the nature of the Secret Service's mission, Secret Service buildings and offices are not open to the general public. However, when it is feasible, "I Speak" posters and other resources created by DHS to identify persons with limited English proficiency will be displayed. In addition, a link to the DHS webpage identifying various resources will be made available on the Secret Service external web site. The GPA and the Information Management Resources Division (IRM) will maintain and update the Secret Service internal and external website with current Secret Service LEP information.

## **Training**

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To ensure the agency LEP policy is followed, the Secret Service will disseminate the LEP policy to all employees likely to have contact with LEP persons, and periodically will train these employees. Effective training ensures that employees are knowledgeable and aware of LEP policies and procedures; are trained to work effectively with in-person and telephone interpreters; and understand the dynamics of interpretation among applicants, agency personnel, and interpreters. This training will be made part of the orientation for new employees, specifically special agents, Uniformed Division officers, and special officers. In addition, all employees in applicant contact positions will be properly trained.

## **Notice to the Public**

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The Secret Service posts various items on its website. GPA will continue to assess and establish what, if any, further steps need to be taken to communicate with the general public LEP populations.

## **Monitoring and Evaluation**

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The Secret Service Language Access Working Group will monitor and periodically evaluate the Secret Service Language Access Plan and related policies and procedures at a minimum every

two years. In addition, the Working Group will gather information to monitor performance, quality assurance, and internal review processes.

## Contact Information

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Information about filing a complaint regarding language access can be found in the DHS Language Access Plan, found at <https://www.dhs.gov/language-access> or <https://www.dhs.gov/file-civil-rights-complaint>. For more information about language services and related activities in the Secret Service, members of the public may contact the Equal Employment Opportunity Program at (202) 406-5540, (202) 406-9805 (TTY), or via e-mail at [equal.opportunity@usss.dhs.gov](mailto:equal.opportunity@usss.dhs.gov).

## Acronyms

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CRCL	Office for Civil Rights and Civil Liberties
DHS	U.S. Department of Homeland Security
DLI	Defense Language Institute
EDS	Employee Development Section
EEO	Equal Employment Opportunity
ERB	Employee Relations Branch
FILR	Federal Interagency Language Roundtable
FSN	Foreign Service Nationals
GPA	Office of Government and Public Affairs
HCD	Human Capital Division
HQ	Headquarters
HRT	Office of Human Resources and Training
HUM	Office of Human Resources
IRM	Information Management Resources Division
INV	Office of Investigations
ISD	Investigative Support Division
OCC	Office of the Chief Counsel
LEP	Limited English Proficiency
OPO	Office of Protective Operations
IRM	Information Management Resources Division
RTC	The James J. Rowley Training Center
SAIC	Special Agent in Charge
TNG	Office of Training
TTY	Teletypewriter
UND	Uniformed Division
USSS	U.S. Secret Service