

# U.S. Department of Homeland Security

## U.S. Secret Service



# Language Access Plan

*Supplementary Appendix Update*

*January 13, 2020*

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## Background

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

EO 13166 requires all 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 said people can have meaningful access to them. Agencies are expected to facilitate meaningful access consistent with the fundamental mission of the agency without unduly burdening the agency. EO 13166 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." The EO also requires that Federal agencies work to ensure that recipients of Federal financial assistance provide meaningful access to all applicants and beneficiaries with LEP.

To assist Federal agencies in carrying out these responsibilities, the U.S. Department of Justice (DOJ) 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 EO 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 do not discriminate on the basis of national origin.

To ensure compliance with EO 13166, the Department of Homeland Security (DHS) issued its Language Access Plan in February 2012. The DHS plan's purpose is to fulfill EO 13166's requirements, thereby improving access to Federal programs and activities by persons who are limited in their English proficiency.

## Policy

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Consistent with EO 13166 and the DHS policy on language access, the Secret Service has, and will continue to, take reasonable steps to facilitate access to information and interactions with individuals with LEP. To accomplish this, the Secret Service identifies and translates crucial documents into the most frequently encountered languages, provides interpretive services where appropriate, educates personnel about language access responsibilities, and informs employees on how to utilize available language access resources. The Secret Service monitors

implementation of the plan to ensure compliance with EO 13166, regarding meaningful language access for LEP communities.

## **Purpose**

The Secret Service LAP's is to implement EO 13166. EO 13166 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."

The LAP 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 individuals with LEP. In addition to describing the Secret Service's current language access activities, the LAP includes steps to improve and increase language services for individuals with LEP in operations, services, activities, and programs across the Secret Service.

This supplementary appendix provides updates to the Secret Service LAP that was issued in October of 2015 and published on the Department of Homeland's Security (DHS) language access resources webpage at [www.dhs.gov/language-access](http://www.dhs.gov/language-access). This update details the Secret Service's ongoing language access programs and initiatives in accordance with EO 13166. The Secret Service will periodically evaluate and update language access plans, policies, and procedures to ensure that Secret Service's language access programs are effective and comply with EO 13166.

## **Current Language Access Plan and 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 facilitate Secret Service personnel being able to provide meaningful access for individuals with LEP.

### **Foreign Language Proficiency**

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

- Foreign language training in 31 different languages is available to employees with the approval of their immediate supervisor. This training is delivered through user licenses for

the commercial-off-the-shelf (COTS) language training programs that are 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 5 U.S.C. § 4523. The actual payment will depend on the availability of funds.

#### **Additional LEP Resources:**

- The Rowley Training Center (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 provides 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 provides key documents in multiple languages. For example, counterfeit awareness documents are published in 27 languages.

## **Procedures for Accessing Language Services**

### **Investigative Support Division (ISD) - Language Interpretation and Translation Services**

ISD coordinates a language services program that provides assistance to investigators for translation and interpretation of foreign languages. These services include translation or 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@uss.dhs.gov](mailto:isddutydesk@uss.dhs.gov)) or phone (202-406-5773).

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

UDO personnel often come into contact with, and need to communicate with, members of the public with LEP. To assist them in this UDO is taking several steps, including, for example:

- Advising UDO personnel of the “I Speak” .pdf that is located on their Secret Service-issued iPhone;
- Educating UDO personnel on the protocols of requesting translators; and
- Posting materials from DHS on the "I Speak" and LEP programs in roll call rooms to further reinforce the information to UDO personnel.

## **Language Access Plan and Evaluation and Update**

### **❖ Language access priorities for FY 2020 and FY 2021**

The Secret Service will continue applying the Language Access Plan 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. From FY 2020 to FY 2021, the Secret Service has obtained 1,500 copies of “I Speak” booklets and 50 LEP posters from DHS-CRCL and disseminated them to appropriate field offices and divisions. In addition, the Secret Service has created an electronic link to the “I Speak” digital booklet in employees’ work phone. Secret Service also has maintained a webpage link on the Secret Service’s intranet for law enforcement personnel to use. LAP information and resources will be included in training to members of law enforcement personnel who interact with the general public and individuals with LEP.

### **❖ Language Access Working Group**

The Secret Service Language Access Working Group (Working Group) provides continuous assessment of foreign language requirements, capabilities, and accessibilities across the Secret Service, and makes 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 are comprised of a representative from each of the following Offices: Equity, Diversity and Inclusion Program (EDI); Office of the Chief Information Officer (CIO); Office of Protective Operations (OPO); Office of Investigations (INV); Office of Human Resources (HUM) Performance Management and Employee Relations Division (PRF); Office of Training (TNG); Rowley Training Center (RTC); Communication and Media Relations (CMR); and Office of the Chief Counsel (LEG).

## **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 meets on an as-needed basis to address current or developing issues related to execution of the language service programs.

*EDI:* Responsible for providing guidance and oversight for implementing the provisions of EO 13166 and this LAP.

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

- Chair the Working Group to coordinate efforts to implement the provisions of the Secret Service Language Access Plan;
- Serve as the Secret Service official representative and work with Secret Service 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;
- Monitor and coordinate Secret Service language access activities;
- Provide ongoing technical assistance in the development of the LAP;
- Track and develop annual statistical reports of complaints filed under this policy; and
- Support efforts to train managerial and front-line employees on language access responsibilities and protocols.

*CIO*: Develops a system to incorporate RTC's foreign language roster database into the Secret Service Enterprise Personnel System (ePerson). The system will search, track, and generate reports for the usage of foreign languages.

*RTC*: Supports the Language Access Plan by administering the language aptitude test and facilitating the foreign language oral proficiency test. RTC maintains a roster of employees who are proficient in a foreign language.

*PRF*: Uses the proficiency test scores maintained by RTC to process foreign language cash awards for law enforcement members.

*Office of Investigations (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.

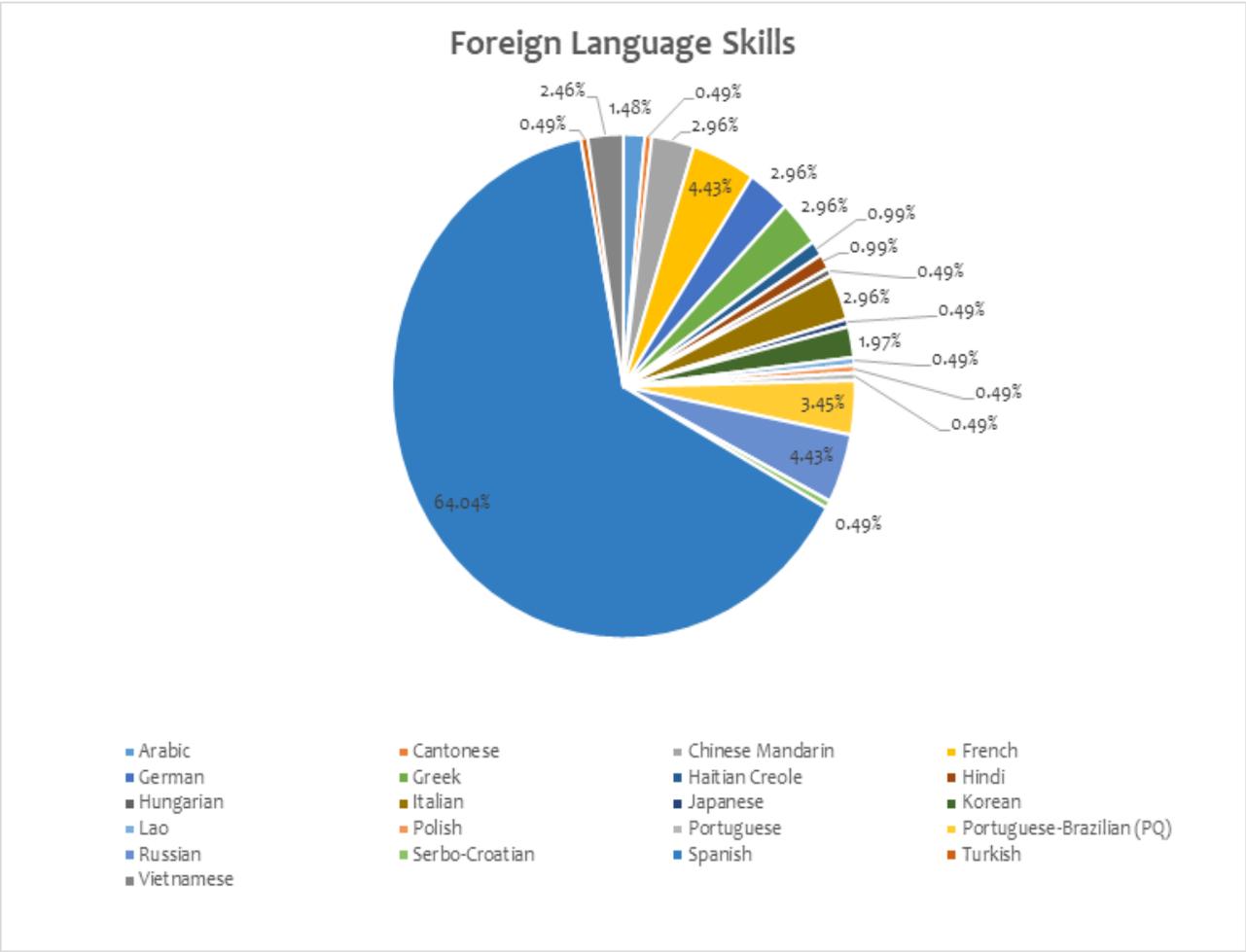
*OPO*: Advocates for the needs of special agents and Uniformed Division personnel who interact with the public, including individuals with LEP, in the course of their duties; and implements those aspects of the LAP that are relevant to OPO personnel in all protective divisions.

## ❖ Evaluation Tools and Mechanisms

The Secret Service Language Access Working Group monitors and periodically evaluates the Secret Service LAP and related policies and procedures, at a minimum of once every two years. In addition, the Working Group gathers information to monitor performance, quality assurance, and internal review processes.

Supervisors in the field offices or divisions 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. Supervisors then submit employees' language performance records to PRF for award recognitions.

The Secret Service periodically reviews the foreign language roster and monitors language award data to ensure it retains qualified foreign language-skilled employees to support and fulfill language access requirements. RTC administers foreign language tests to assess employees' foreign language proficiency. PRF will continue monitoring to ensure that adequate funding is secured for such awards.



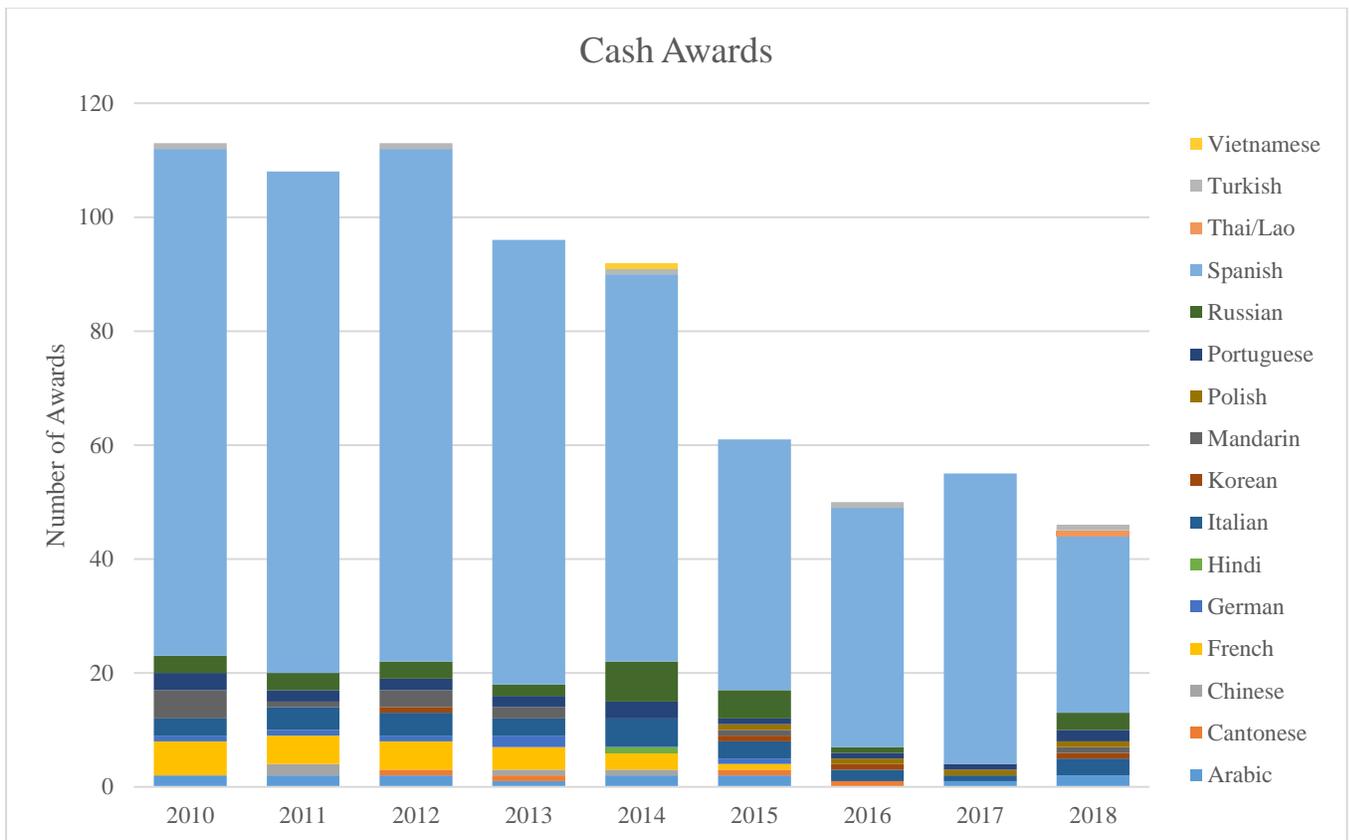
As of January 13, 2020, there are 203 employees who have been tested and determined to be proficient in a foreign language. Cumulatively, Secret Service employees have demonstrated proficiency in 21 languages (see chart above). Of these, the top five most represented languages are Spanish, Italian, Russian, French, and Portuguese.

## ❖ Demographic Assessments

From FY 2010 through FY 2018, based on the foreign language cash awards data, Secret Service employees used 16 different foreign languages as part of their official responsibilities.

As of August 2019, the top five foreign languages for which bonuses were awarded are as follows:

1. Spanish
2. Italian
3. Russian
4. French
5. Portuguese



CIO has developed new language tracking features in the Secret Service’s ePerson system. The system will track the usage of foreign languages and generate reports.

## ❖ New Technologies

In FY 2018, the Secret Service issued new cellular phones to law enforcement personnel and most of its employees in the workforce. To strengthen language access efforts for LEP populations, on November 15, 2018, the Secret Service created a digital link to the “I Speak” electronic

booklet, making the content accessible via these phones. The digital link to the “I Speak” booklet enables employees and law enforcement personnel to use the “I Speak” booklet in a highly effective and prompt manner. In addition, RTC will maintain and periodically update a roster of the employees who were tested and qualified to provide interpretation or translation services to law enforcement personnel. The roster is accessible from RTC via email at [rtclanguage@usss.dhs.gov](mailto:rtclanguage@usss.dhs.gov).

The Secret Service’s LAP Working Group will explore future opportunities to enhance existing digital or electronic language access initiatives, to collaborate with DHS and components and to use emerging technology and any other mechanisms when they become available.

## **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 Equity, Diversity and Inclusion 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).

## **Use**

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The LAP and its supplemental appendix update are intended only to improve the internal management of Secret Service’s language access programs and do not create or constitute any rights or benefits, substantive or procedural, enforceable at law, or equity by a party against the United States, its agencies, its officers or employees, or any person.