

Language Link



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The Voting Rights Act requires recipients of federal funds (i.e. state and local governments) provide language access to ensure equal access to services for limited English proficient persons.

The threshold for providing translation is if more than 5% of the voting population speaks limited English.

Certain areas in the State of Alaska meet that threshold and per the Division of Election's [website](https://www.elections.alaska.gov/language-assistance/) (see link below), the federal government released the new determinations in December 2020.

(<https://www.elections.alaska.gov/language-assistance/>)



The areas determined were:

Aleutians East Borough:

Yup'ik (Bristol Bay Yup'ik)

Bethel Census Area:

Yup'ik (General Central Yup'ik, Nunivak Cup'ig)

Dillingham Census Area:

Yup'ik (Bristol Bay Yup'ik)

Kusilvak Census Area:

Yup'ik (Chevak Cup'ik, General Central Yup'ik, Hooper Bay Yup'ik, Norton Sound Kotlik Yup'ik, Yukon Yup'ik)

Nome Census Area:

Yup'ik (General Central Yup'ik, Norton Sound Kotlik Yup'ik)

Northwest Arctic Borough:

Inupiat (Northern Inupiat)

Aleutians West Census Area:

Filipino (Tagalog)

Bristol Bay Borough:

Yup'ik (Bristol Bay Yup'ik)

Kodiak Island Borough:

Filipino (Tagalog)

Lake and Peninsula Borough:

Yup'ik (Bristol Bay Yup'ik)

North Slope Borough:

Inupiat (Northern Inupiat)

- It's our understanding that Anchorage's percentages have never met the threshold requiring language access.
- As a courtesy, the MOA Elections provides this tool.

The Municipality of Anchorage



- MOA Elections has been using Language Link since at least the Regular Election of 2021
- Over 100 languages spoken in the Anchorage School District
- Accessibility to voting matters to us

Language Diversity

- Utilizing this effective communication tool helps connect the community to the Municipality and welcomes language diversity.
- We provide this service to help **Limited English Proficient (LEP)** individuals to identify their language and easily request an interpreter.
- An LEP person is defined as someone who does not speak English as their primary language and who has a limited ability to read, write, speak, or understand English.



Language Link provides interpretation services for 300 + languages

Top languages serviced are:

- Tagalog
- Spanish
- Hmong
- Korean
- Pacific Island Languages (includes, but not limited to: Chamorro, Hawaiian, Ilocano, Indonesian, and Samoan)

Language Link brochures, posters, business cards, tips, etc. are given to our Anchorage Vote Centers in their Chair binders.

DO

Speak in "FIRST PERSON" (e.g. "Do you have a fever" instead of, "Ask her if she has a fever please") the interpreter is expected to interpret exactly as you state it. Please pause while the interpreter repeats each statement in the respective language.

Explain some things in more detail as terminology, concepts, and cultural expressions may not have an equivalent in the target language and may need to be clarified.

Control the flow of conversation. Treat the appointment as if you were providing direct service to an English speaking client.

Ask the interpreter and the LEP client questions to ensure they understand what you want to communicate.

Follow up by providing Language Link feedback about your interpretation services.

DON'T

Ask the interpreter for his/her opinion about the situation being interpreted.

Have a side conversation with the interpreter or permit one between the client and interpreter.

Discuss anything unrelated to the interpretation assignment.

Find us online: www.language.link



Over 240 languages 24/7/365

TRUSTED MULTILINGUAL COMMUNICATION

Point to your language

Amharic አማርኛ	Hebrew עברית	Portuguese Português
Arabic العربية	Hindi हिन्दी	Punjabi ਪੰਜਾਬੀ
Bosnian (Serbo-Croatian) Bosanski	Hmong Hmoob	Romanian Română
Burmese မြန်မာစာ	Italian italiano	Russian Русский
Cambodian ខ្មែរ	Japanese 日本語	Somali Soomaali
Cantonese 廣東話	Karen ကရင်	Spanish Español
Haitian Creole Kreyòl Ayisyen	Kirundi Ikirundi	Swahili Kiswahili
Farsi فارسی	Korean 한국어	Tagalog Tagalog
French Français	Laotian ພາສາລາວ	Thai ภาษาไทย
French-Canadian français canadien	Mandarin 國語	Tigrinya ትግርኛ
German Deutsch	Nepali नेपाली	Urdu اردو
Turkish Türkçe	Polish Polski	Vietnamese Tiếng Việt

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 Find us online: [ctslanguagelink](http://ctslanguagelink.com)
 Telephone: 1.800.208.2620

CTS language link
 We speak your customer's language



Basic Steps

When a voter comes to an Anchorage Vote Center (AVC) and needs interpreting services

1. Have the voter point out their language on the poster.
2. Call the Language Link hotline and get connected to the appropriate interpreter.
3. Speak directly to the voter using *first* person.

For example, use “What do *you* have a question about?” rather than “what does *she* have questions about?”

4. All three parties must pause and wait in between speaking to give an appropriate amount of time for the interpretation process.



How to Access Over the Phone Interpretation Services

Step 1: Call 1-888-338-7394

Step 2: Enter Account Number [REDACTED] followed by # sign

Step 3: Select whether a 3rd party call is needed

- If a 3rd party call is selected, you will be prompted to enter and confirm the domestic phone number that will be used to reach the 3rd party.

Step 4: Select Language by Entering the Corresponding Number

- If the language you need is not listed in the options, Enter "9" for all other languages
- If you need to speak with a customer service rep. prior to being connected with the interpreter, Enter "9"

Step 5: Follow Additional Prompts (if applicable)



Our objectives within the Municipality are to:

- Ensure the Municipality of Anchorage is federally compliant under Title VI laws
- Ensure Non-Discrimination on federally assisted projects
- Ensure employees and people doing business with the Municipality of Anchorage are treated fairly
- Ensure that Minority, Disadvantaged, Woman-owned and Small Businesses have equal opportunity
- Provide resources and assistance to Minority, Disadvantaged, Woman-owned and Small Businesses

Policies

Programs

Title VI

**Language
Access**



We host a variety of events and actively participate in events around the community,
[follow us on social media](#) to see what we're up to!

For more information:

Please visit the **Office of Equal Opportunity** webpage:

https://www.muni.org/Departments/equal_opportunity/Pages/Default.aspx

LANGUAGE LINK

Thank
you