

FEDERATION FOR CHILDREN WITH SPECIAL NEEDS

**Outreach Plan**

**The following outreach guidelines are provided to Federation staff and volunteers in order to assist them in implementing culturally competent services:**

* Find out where and how the members of the group get their information and distribute Federation information through these outlets and media.
* Establish a local alliance/coalition which includes other agencies, community, faith-based, and civic groups.
* Work with community leaders from diverse community groups.
* Organize a team of local minority community members to advise you.
* Ask your advisors to accompany you one various activities to build up their confidence and your credibility among the community.
* Hold meetings in locations where community members are comfortable.
* Encourage new connections to identify their needs in their own language.
* Ask different minority community groups to establish goals, and try to connect these goals with the mission of the Federation.
* Establish special projects that foster a spirit of mutual aid and cooperation.
* Use visual and hands-on methods of educating and informing.
* When written communication is necessary, translate material into clear language written at a sixth grade level, which is standard for communicating with any diverse community.
* Avoid using slang terms or agency/bureaucratic jargon.
* Some practical reminders: not all parents know how use technology or use the same technology, Provide childcare/refreshments for group meetings, empower parents, remember all materials, signs, posters and flyers are translated, use simultaneous interpretation as needed.
* Connect to MA State Departments such as:(DESE, DDS, DPH, DMH, MRC, MCDHH); Human Service providers; Family Support Centers; Health Care Providers; Community Health Clinics; School districts; Community-based agencies and Faith-based organizations.
* Create individual language webpages that provide information tailored to diverse community groups.

*Informing, Educating, Empowering Families*

**Language Access Plan**

The Federation will employ a **Language Access Plan** for its work with Limited English proficiency (LEP) families and groups. This LAP includes: a.) hire bilingual bi-literal staff; b.) identify “in-house” interpreter (oral) /translator (written); c.) contract professional interpreters/translators or identify volunteer interpreters/translators; d.) have access to telephone interpretation services; and e.) recruit volunteers from the community served as well as bilingual professionals. In preparing materials, training information and/or workshops for cultural and language minority families, the Federation will pay close attention to: Specialized terminologies about Special education law; have bilingual staff/volunteers present workshops/training for parents in the community they serve (avoid confusion over English expression and novel terminologies which might not exist in their native language, no word to word translation); Utilize principles of universal design and culturally linguistically training materials; Provide sample letter template for families to request school provide materials in the language of the home and/or to request school provide qualified interpreter at meetings with parents; ensure written documents available and accessible to LEP individuals; provide training and workshop in alternate ways to reach families (radio, TV channel, YouTube, faith-based organization, zoom); provide training using interpreter (review materials with interpreter prior to the meeting); and ensure the location to hold workshop is where community members feel comfortable, safe and can talk openly.

The Federation will identify parent leaders from the community, encourage them to attend the Parent Consultant Training Institute at the Federation, mentor them to be the leaders for the community. Bilingual Federation staff will maintain and collaborate with other organizations to hold support group for families, connect with state funded DDS Family Support Centers to support parents around special education law, and work to build trust and relationships within the community. The Federation will offer language parent leadership program to help LEP parents improve their knowledge of special education rights. All presenters are bilingual and experts from the fields.

Federation bilingual outreach staff members will be the “frontline” for outreach. They will have access to the FCSN website, social media, and email listservs to support their efforts. They will provide translated flyers to inform the LEP communities about the availability of language assistance services, provide announcements for non-English media (TV, radio, newspaper, social media and website) to inform community groups about the availability of workshop/training as well as services providing in other languages, share with health providers, school district, faith-based, community-based agencies to distribute flyers about workshops/trainings and ensure website has link to other language accessible to LEP individuals. The Federation will utilize multiple channels to reach out to families: word of mouth, phone calls, mailings, pamphlets, posted announcements, newspaper, radio announcement, local cable TV channel and utilize multiple mailing organizational lists from multiple service providers to distribute information to make the PTIC visible in targeted communities.

The Schrafft Center | 529 Main Street, Suite 1M3 | Boston, MA 02129 | 617-236-7210 | 1-800-331-0688 | [info@fcsn.org](mailto:info@fcsn.org) | [www.fcsn.org](http://www.fcsn.org/)