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JUSTICE**  
AAJC

# Update on Language Services Operation – Discussant

John C. Yang  
President and Executive Director

# Improvements with 2020 Language Support Program

- Lower thresholds = more coverage (60,000+ v. 100,000+)
  - Internet Self-Response: +7 in-language questionnaires
  - Census Questionnaire Assistance: +7 language supported by CQA
- Census Questionnaire Assistance
  - Allows for respondents to respond over phone (v. requesting a questionnaire)
- New Innovations
  - Language Glossary
  - Video shells & print templates (beyond 59 supported languages)
- Transparency of Determination
- Inclusion of American Sign Language



# Concerns with 2020 Language Support Program

- **Missing communities**
  - Only 1 American Indian language (Navajo)
  - No Alaskan Native languages
  - No Native Hawaiian or Pacific Islander languages
- **Loss of coverage compared to 2010**
  - For the 2010 language list, 9 additional languages were selected based on requests from different Race and Ethnicity Advisory Committees.
  - Added languages in 2010 that is currently NOT on the 2020 list:
    - Cebuano, Chamorro, Chuukese, Marshallese, Samoan and Tongan



# Questions about 2020 Language Support Program

- Will there also be 12 non-language paper questionnaires that match the Internet Self-Response languages?
  - If not, why not? And what languages will be supported?
- Timeline
  - Development of non-English Internet instrument
  - Development of other language support materials
- Process
  - What are the review processes/opportunities for NAC members and other interested stakeholders during the development of these instruments/materials?



# Initial Responses to Questions

- Awareness of Non-English Materials

- Partnership & Communications Campaign

- Timing (More lead time needed) – development of tools + communications campaign
    - Engagement of interested stakeholders in development of tools
    - More partnership staff needed, national and in regional offices, to help promote

- Languages Beyond 59

- Video shells and print templates are a little unclear – need a better understanding of what these tools are
  - Similar recommendations for general awareness of Non-English Materials
  - Need more “support” materials/technical assistance for local partners to understand how best to use these tools



# Additional Questions for NAC

- What additional languages would NAC suggest for language support materials?
- Does the timeline make sense? If not, what is our suggested timeline.
- How should the Census Bureau incorporate NAC members and other interested stakeholders in the development of these instruments/materials? (e.g. translation review, etc.)
- What should the video shells and print templates entail? What additional services should be included for the beyond 59 languages category?

