

Reaching All Your Customers:  
What You Need to Know About the Outreach & Interpretation Project  
**Satellite Presentation**  
April 7, 2009  
**Discussion Tool**

1. Scenario #1-----Worst Case Scenario

What barriers were reinforced for limited English Proficient persons (LEPs) seeking assistance?

What could be improved?

2. Scenario #2 -----Walk-in Visit/Best Practices

What did they do right?

What could be improved?

3. Scenario #3---Scheduled Appointment/Best Practices

What did they do right?

What could be improved?

4. Please circle 3 or more resources you plan to use at your agency?

- a) I – Speak Cards
- b) Outreach and Interpretation Brochures
- c) Outreach and Interpretation Staff
- d) Outreach and Interpretation Website
- e) Multilingual Resource List
- f) Other (Please list):

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5. How will you use the resources at your agency?

- a) To plan outreach activities
- b) To educate staff and the community
- c) To collaborate with IDHS programs and O & I partners
- d) Other (Please list):

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6. What Best Practices will you put into place at your agency? Circle all that apply.

- a) Plan joint staff meetings with O & I partners.
- b) Attend orientation with O & I partners.
- c) Plan regular activities and workshops to better understand a variety of cultural and ethnic groups.
- d) Learn to speak in another language
- e) Provide incentives for staff who speak or learn a new language
- f) Other (Please list):

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