



# Pennsylvania Department of Human Services

## Language Access 101

Presented By  
Global Wordsmiths

**Target Audience:** Emergency Management Professionals, First Responders, Public Health Officials, and others interested in better serving the needs of their communities.

**Description of Course:** A knowledge based course to provide front-line staff and decision makers resources, practical tools and best practices for engaging Non-English speaking and Limited English Proficient(LEP) populations. This course will give participants confidence when working with Non-English Speaking and LEP populations providing the skills and information to make the right decisions when faced with language access choices.

### Topics:

- What is language access?
- Why is language access important?
- What are the available tools that can be used to with LEP populations?
- How to recognize the need for those tools?
- How to use these tools?

### Course Goals:

- Understand the legal, procedural and human rights based definitions of language access
- Understand and engage with LEP population
- Understand the tools available for language accessibility
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**Location:** Harrisburg Uptown Building: 2525 N. 7th St, Harrisburg, PA 17110. **Room:** Willow Oak 114 A

**Date:** 24 June 2025 **Time:** 0900-1200

### Instructor

**Mary Jayne McCullough**

CEO Global Wordsmiths

**Mary Jayne McCullough** *Mary Jayne is the Founder and CEO of Global Wordsmiths and an Adjunct Faculty Lecturer of Translation Technologies and Applied Translation in the MA of Global Communication and Applied Translation program at Carnegie Mellon University. Mary Jayne also serves as an appointed Commissioner for the Pittsburgh Commission on Human Relations and is an active member of several advisory boards and committees to share her broad expertise in the fields of language accessibility, applied translation, and business administration. Mary Jayne studied public service at the University of Pittsburgh and language translation & interpretation at the Universidad Autónoma Nacional de México in Mexico City, and brings twenty years of field experience as a translator, community interpreter, and language accessibility advocate & consultant to her roles.*



### Point of Contact:

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***Unlocking Communication: Language Access Training for Inclusive Emergency Response***