



Language Access Policy and Implementation Plan (LAPIP)

Language Access Policy and Implementation Plan

Department: Department of Business Affairs & Consumer Protection (BACP)

Language Access Coordinator: Lilia Chacon and Geralyn Catino

Date: 10/11/18

Services provided to the LEP community

- Documents translated
 - Describe the process through which the department chooses **which documents to translate**, and **which languages to translate** those documents into.

BACP choose to translate documents that are relevant to Chicago’s business community and to consumers who would benefit from knowing about fraudulent practices. We choose to translate languages that are most often heard at our hosted outreach events, business education workshops, and office facilities (Small Business Center and Public Vehicles Office in particular).

- Refer to last year’s LAPIP and list all the **previously translated documents** *that are still up-to-date*. (e.g. permit applications, informational brochures or flyers) .

Flyer	English	Spanish	Mandarin	Polish
3 Simple Steps	X	X	X	
BACP/SBC Informational	X	X	X	
Consumer Bills of Rights Tax Preparer Services	X	X		
Know Before You Pay for Immigration Services	X	X		
Know Minimum Wage Ordinance	X	X	X	
Minimum Wage Notice to Employers and Employees	X	X	X	X
Know Paid Sick Leave Ordinance	X	X		
Paid Sick Leave Notice to Employers and Employees	X	X		
Mobile Prepared Food Vendor "Push cart"	X	X		
Shared Kitchen	X		X	
Solution Station	X	X	X	
Know Before You Hire a Tax	X	X	X	



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Preparer				
Know Discrimination Ordinance	X		X	
Know Your Rental Rights	X		X	
311	X		X	
Know Home Improvement	X	X		
Who to Contact	X	X		
Access to Capital	X	X		
How to Fix Your Credit Report	X	X		
Know Before You Hail	X	X		

- o List all **newly translated documents** since last year's LAPIP.

Some of the flyers have had to have been updated with new information.

Flyer	English	Spanish	Mandarin	Polish
BACP/SBC Informational	X	X	X	
Know Before You Pay for Immigration Services	X	X		
Know Minimum Wage Ordinance	X	X	X	
Minimum Wage Notice to Employers and Employees	X	X	X	X
Know Paid Sick Leave Ordinance	X	X		
Paid Sick Leave Notice to Employers and Employees	X	X		
Mobile Prepared Food Vendor "Push cart"	X	X		
Solution Station	X	X	X	
Know Before You Hire a Tax Preparer	X	X	X	
Who to Contact	X	X		
Access to Capital	X	X		
How to Fix Your Credit Report	X	X		

- o Provide the number of times translated documents were received in person or accessed online. (*Departments can request this data from DOIT*)



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In person-well over 300 documents were received

- Describe how LEP persons can access your department’s **online** resources. (e.g. translated web pages).

The Small Business Center has a Spanish website.

- Describe any **signage** that directs LEP persons when they visit the department.

We have multiple signs at our office facilities letting the public know that there are other than English language speakers available to assist.

- Describe any **public awareness/outreach/marketing efforts** that are aimed at LEP persons (e.g. advertising in public spaces, emailed newsletters).

A variety of our consumer protection “Know Before You...” flyers are translated in other languages, ordinance notifications, and several expo flyers are translated into other languages. Also, once a quarter we host a Spanish business education workshop.

- Provide the estimated **number of LEP persons reached** by any public awareness/outreach/ marketing efforts.

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- Describe any instances where a LEP person needed and/or requested a document translated but the department was **unable to respond** to the need/request.

To the coordinators knowledge, that has not yet occurred.

- Interpretation provided

- List all **multilingual client-facing staff members** of your department. If a list does not exist, please share why not.

Position	Languages Spoken

- Describe **how multilingual staff are connected to LEP persons** in need of interpretation

They are available in person or via phone when needed for translation. Our department has a list of all BACP staff and the languages they speak in addition to English. So far we have been able to handle all requests through our own staff.



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- Provide the **number of LEP clients** that were served by multilingual staff. If a precise number is not known, provide a monthly estimate broken down by language.

18 requests for help in Spanish, Mandarin and Polish

- List all **community events or workshops** that were either conducted in a non-English language or were served by an interpreter.

Name of Event	Language(s) Interpreted	Number of LEP Attendees
See below		

- Report how the department uses **LanguageLine**, including:

- A description of **how LEP persons are connected** to LanguageLine services.

BACP does not use LanguageLine.

- All **usage reports** provided by LanguageLine (please attach)
- Whether LanguageLine service meet the needs of the department (For internal evaluation purposes only).

- Other services

- Describe any **other ways** in which your department serves LEP individuals and communities.

We host several Small Business Center on the Road Expos in heavily Polish and Hispanic communities to make sure we are bridging the gap between government services and the community.

- Share any **other statistics** that your department uses to track language accessibility.

Training and Growth

- Do **new hires receive training** related to serving LEP persons? If so, describe the training, including:



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- The name and content of a training session
- Which positions participate in that training
- The frequency with which the training is offered
- The number of participants in the training.

None at this time.

- Do all employees receive ongoing training related to serving LEP persons? If so, describe the training, including:

- The name and content of a training session
- Which positions participate in the training
- Whether the training is mandatory and the frequency with which an individual is expected to participate in the training
- The number of participants in the training.

Not at this time.

- Describe how the department **internally evaluates** its language accessibility.

The tracking sheet let's BACP know how often and the type of language being used.

- Describe how the department **researches best practices** related to language access.

Continuing to hear from BACP employees who work close to the public to find out their needs.

- Share whether the department **plans to expand language access** in the upcoming year. If so please describe the plan as specifically as possible.

Not currently.

Note: As requested above, please attach all LanguageLine usage reports when submitting this document.