Language Access Policy and Implementation Plan

Department: <u>**Commission on Human Relations**</u>

Language Access Coordinator: <u>**Kenneth Gunn**</u>

Date: <u>**Oct. 11, 2018**</u>

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.

The decisions about which documents to translate are made by management based on its judgment and the recommendations of staff when a need is identified.

    - ○ 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) .

Document Title	Language(s) Translated	Number distributed or accessed in the last year
CCHR Brochure	Spanish, Polish, Hindi, Chinese (Simplified), Arabic	Spanish 10,000, Chinese 1,100, Polish 1000, Hindi 275, Arabic 1100
Civil Rights Agencies Comparison Sheet: Employment Discrimination	Spanish, Polish, Hindi, Chinese (Simplified), Arabic	Spanish 500. All others are only available online.
Civil Rights Agencies Comparison Sheet: Housing Discrimination	Spanish, Polish, Hindi, Chinese (Simplified), Arabic	Spanish 500. All others are only available online.
Civil Rights Agencies Comparison Sheet: Public Accommodation Discrimination	Spanish, Polish, Hindi, Chinese (Simplified), Arabic	Spanish 500. All others are only available online.
Information for Complainants	Spanish, Polish, Hindi, Chinese (Simplified), Arabic	Spanish 100. All others are only available online.
Information for Respondents	Spanish, Polish, Hindi, Chinese (Simplified), Arabic	Spanish 100. All others are only available online.
Drafting and Filing Discrimination Complaints on Your Own	Spanish, Polish, Hindi, Chinese (Simplified), Arabic	Spanish 50. All others are only available online, and have been accessed 22 times.
Hate Crime Brochure	Spanish, Polish, Hindi,	Spanish 5000. All others

	Chinese (Simplified), Arabic	are only available online.
Language Line Flyer	Spanish, Polish, Hindi, Chinese (Simplified), Arabic	Available online. Limited distribution by staff.

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

Document Title	Language(s) Translated	Number distributed or accessed in the last year
Discrimination, "Don't Ignore it, Report it" flyer	Spanish	1000

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

> We have distributed at least 20,000 translated documents. Often these are on an individual basis, and other times materials are provided to groups in batches of 50 or more. We would estimate that 10% are distributed on a one on one basis, thus 2000. It appears that translated documents were accessed online approximately 30 times.

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

> The department's web page can be viewed in Spanish, Polish, Arabic and Chinese. Our nine essential documents can all be accessed from our home page in the above languages and Hindi.

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

> We have a Language Line interpreting services flyer in our lobby.

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

> We have not done any recent campaigns of this nature targeting LEP persons specifically. Certain campaigns, such as this year's "Don't Ignore It, Report It" flyers were printed in English and Spanish and have been distributed during many of our outreach programs.

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

10,000 Spanish speakers

- o 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.

None

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

Position	Languages Spoken
Admin. Services Officer II	Spanish
Human Relations Specialist II	Spanish
Human Relations Investigator II	Spanish
Director of Policy and Outreach	French
Human Relations Investigator II	Spanish
Human Relations Investigator II	Arabic, Aramaic
Hate Crimes Specialist	Spanish

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

When LEP persons call our office with the need to speak with someone in one of the above languages we transfer the call to the appropriate person. For walk ins, we can have staff come out to meet them and address their concerns. Most often, these are Spanish speakers who have come to file or follow up on a discrimination complaint. One of our Spanish speaking investigators will come out to our waiting area to assist them.

  - o 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.

10 per month. Nearly all of these contacts are in Spanish.

  - o 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
Bullying Workshops (20)	Spanish	30 per workshop (600)

- o Report how the department uses **LanguageLine**, including:
  - ▪ A description **of how LEP persons are connected** to LanguageLine services.

  > When a caller telephones our general number, an automated response is triggered which offers the caller a variety of language options. Once an option is selected, the call is automatically transferred to LanguageLine. This is for all calls other than English and Spanish.

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

  > We believe so. Unfortunately, we are receiving very few calls through LanguageLine. We do not know if people are hanging up before the calls are transferred, or whether we're simply not getting calls in other languages.

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

  > None

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

  > None

Training and Growth

- Do **new hires receive training** related to serving LEP persons? If so, describe the training, including:
  - o The name and content of a training session
  - o Which positions participate in that training
  - o The frequency with which the training is offered
  - o The number of participants in the training.

  > There has been no formal training. For the most part, we rarely have new hires. Until recently the last one was two years ago. However, we will build this into the new staff orientation process.

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

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

> No, nothing formal. We do inform staff of the availability of LanguageLine interpreting services. We also have systems in place to connect Spanish speaking callers and visitors with staff who speak Spanish.

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

> There is no formal evaluation process. Changes are made when needs are identified as much as possible. For example, when we realized there was a need to provide our workshops in Spanish we developed a process to do so.

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

> As a small department, we do not receive a lot of requests that call for additional language capacity so we have not taken steps to research best practices.

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

> One way the CCHR is looking to expand language access is by expanding our language capacity in house. When we have open positions, we are making a concerted effort to reach out to community organizations to share information about these job opportunities in hopes of expanding the applicant pool. In addition, we are also working to expand our catalog of public facing documents translated into other languages, particularly on our web page.

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