

Language Access Plan

Interim Report - September 19, 2017

City of Madison Common Council

**IF 100 PEOPLE
LIVED ON EARTH...**

Source: <https://www.youtube.com/watch?v=OQwHNqMapiE>

Purpose

- ▶ The City of Madison ensures meaningful access to City services shall not be denied or restricted to any individual because of limited proficiency in English or any disability which may limit the ability to communicate in English. To provide this access, the City shall provide *written translation and oral interpretation*, free of cost, to LEP persons to ensure *meaningful, accurate, and equal access* to programs, benefits, and activities.



Purpose

- ▶ *Federal and local authority mandates* meaningful access to City programs, services, and information for persons with Limited English Proficiency or Disabilities
- ▶ Madison's primary non-English language groups: *Spanish, Hmong, Chinese Mandarin, and American Sign Language (ASL)*



Development of LAP

▶ Steering Committee

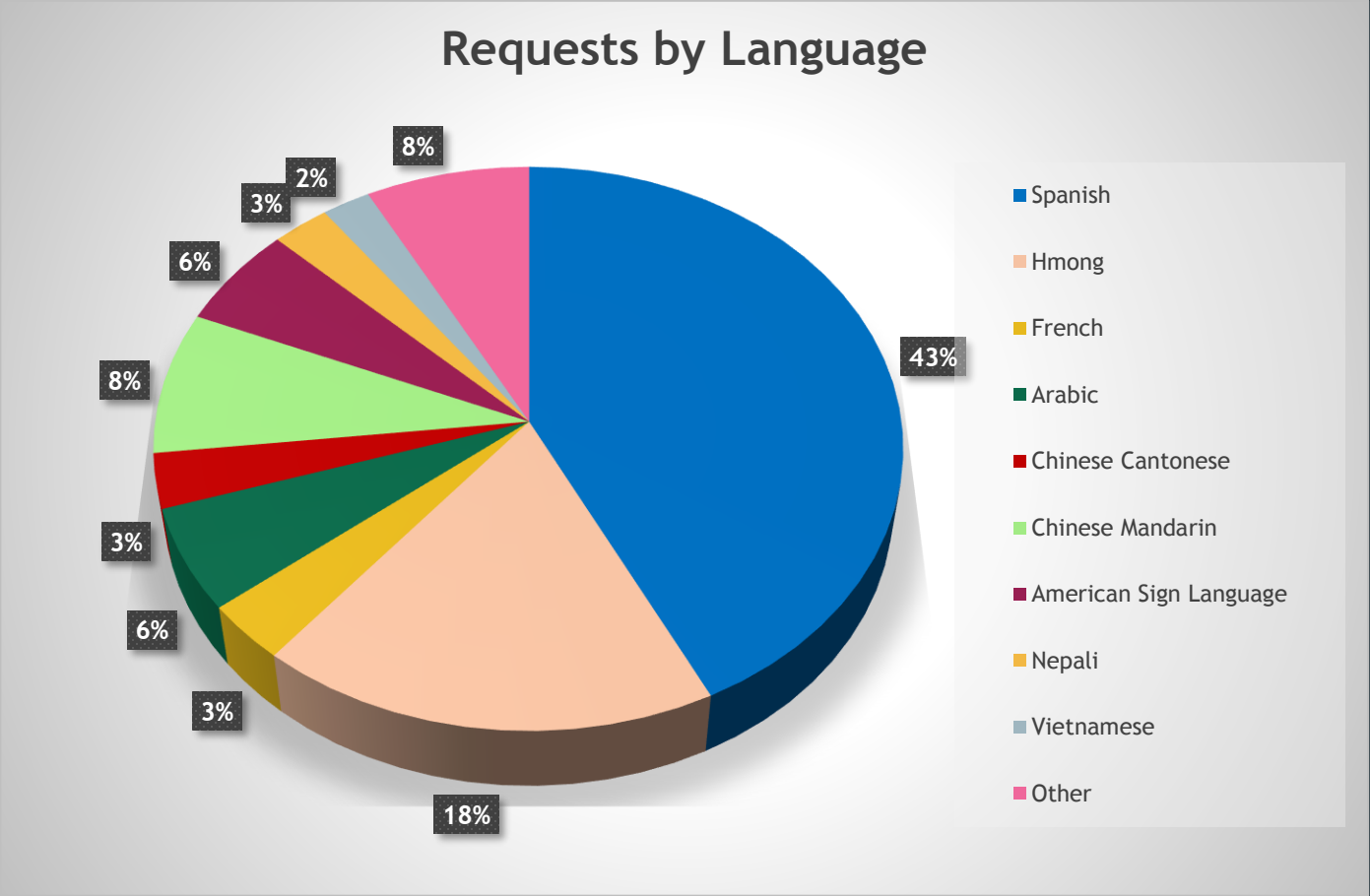
- ▶ Department of Civil Rights combined with community partners to form a Steering Committee for better oversight of the Language Access Plan development.

▶ Focus Groups to solicit feedback from community stakeholders

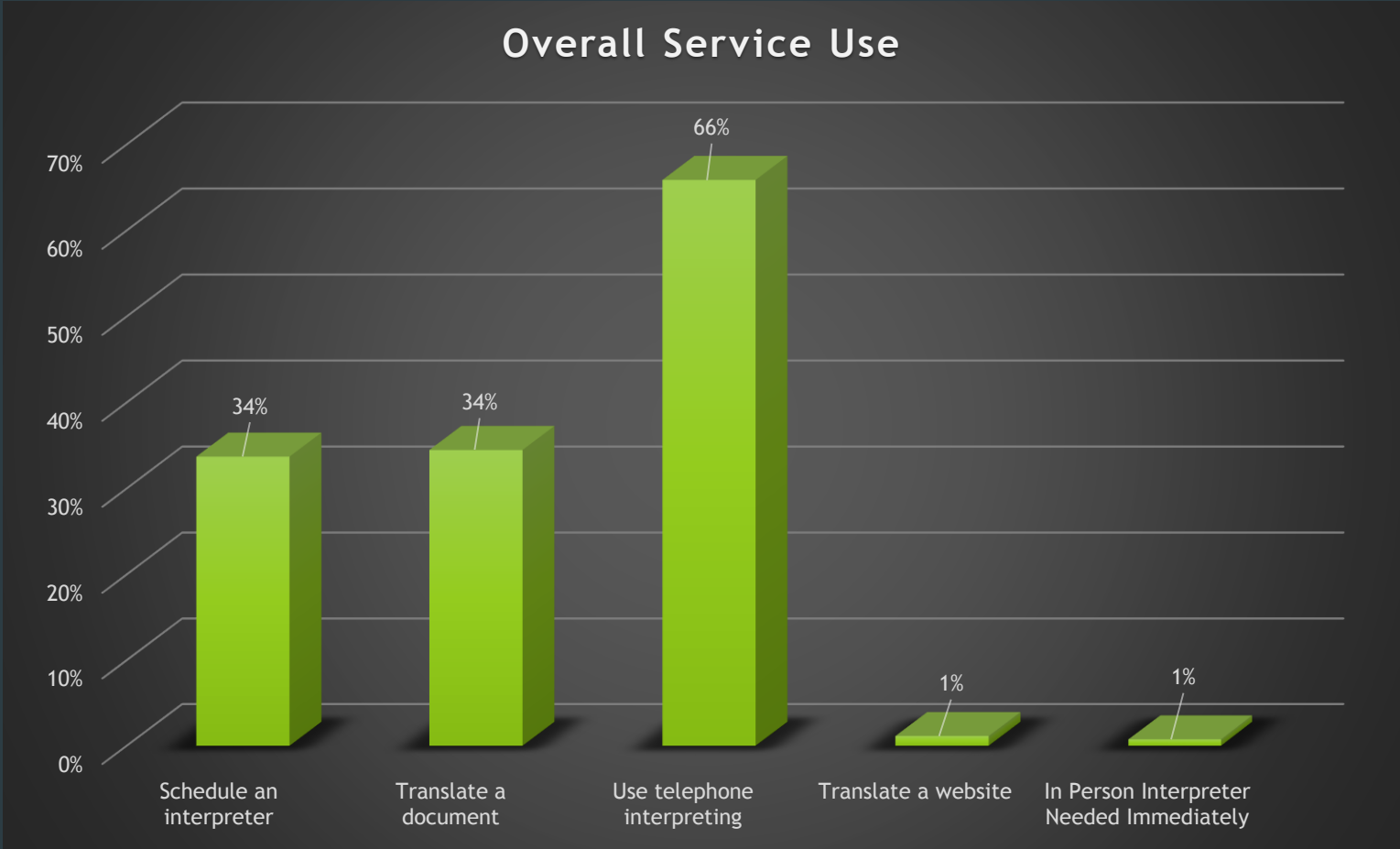
- ▶ **Focus groups so far:** General audience with several Spanish-speaking community members; a Chinese-speaking community members; City Civil Rights Coordinators, and; City Department and Division Heads
- ▶ **Focus groups anticipated in next three months:** Hmong-speaking community members; ASL-speaking community members; UW-Madison staff with Language Access Needs, and; a final review panel of community stakeholders

▶ An All-Staff Survey to collect feedback from City employees with regard to providing services when language barriers may arise.

Development of LAP - All-Staff Survey



Development of LAP - All-Staff Survey



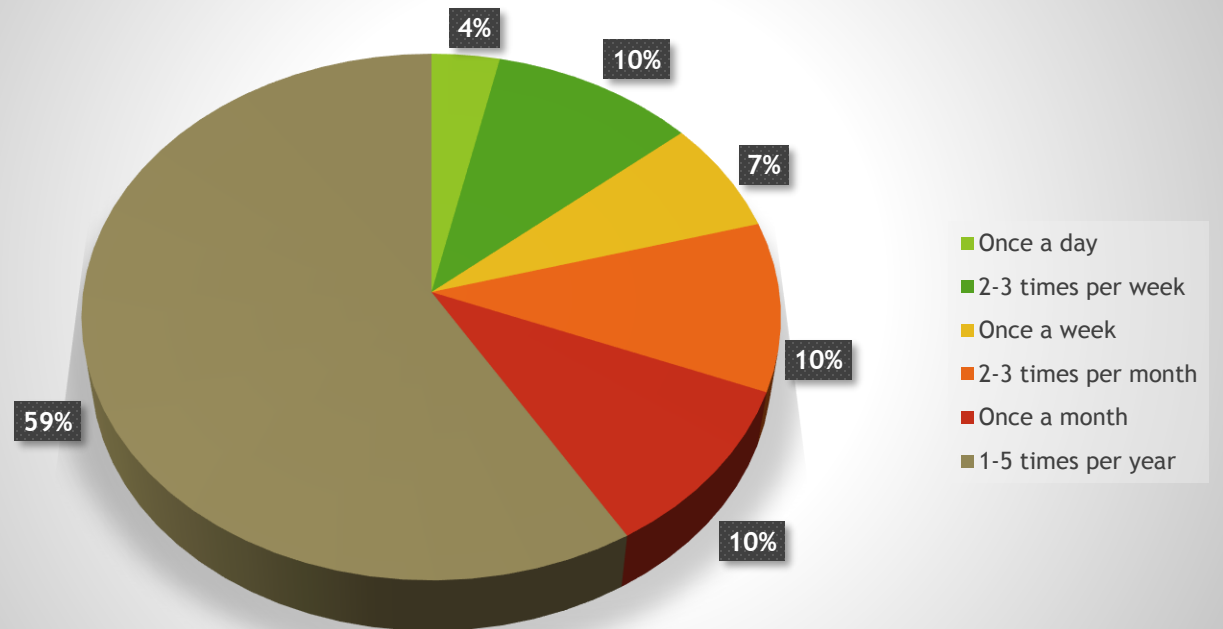
Development of LAP - All-Staff Survey

- 29.4% of those who responded to the survey speak more than one language
- 9.2% of those who speak more than one language have Bilingual in their job description

Development of LAP - All-Staff Survey

- 22.1% of those who speak more than one language are asked by other departments to provide language assistance
- 53.8% of those who speak more than one language are asked by coworkers to provide language assistance

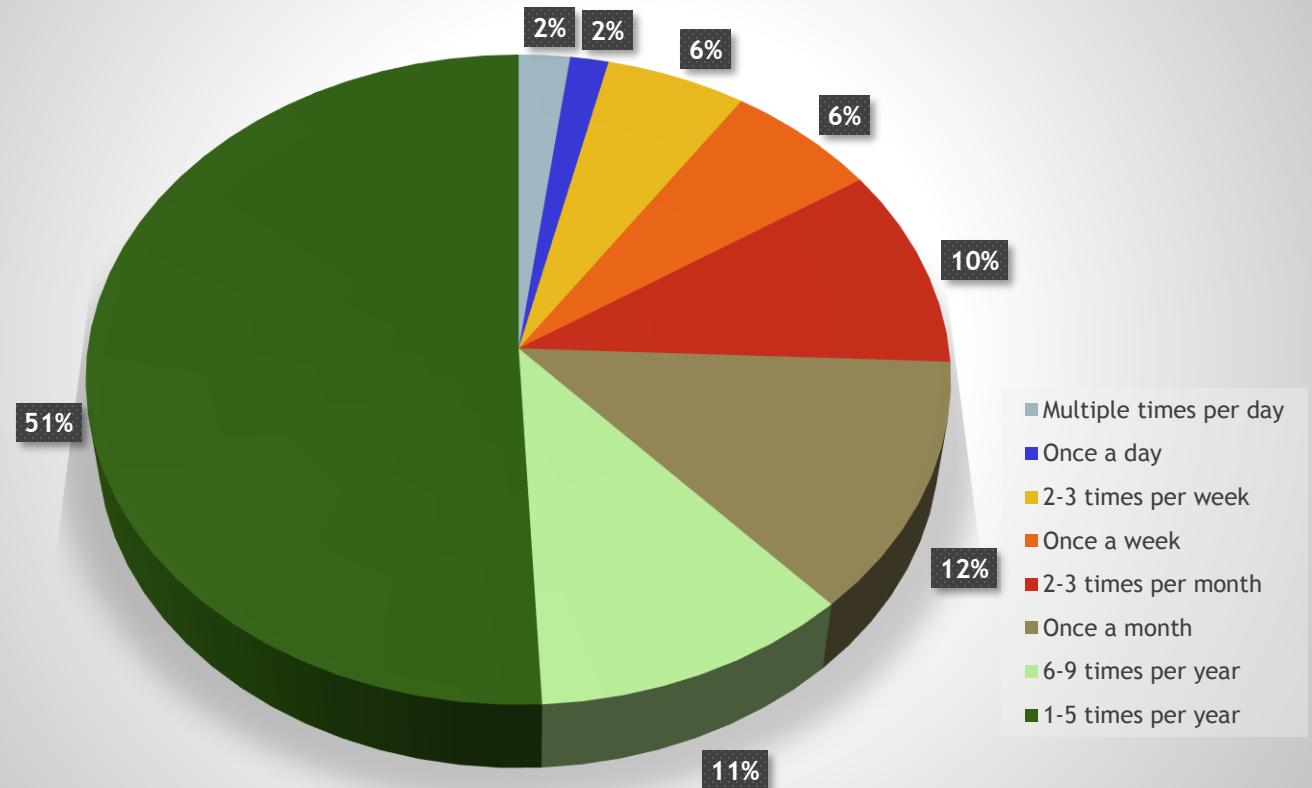
How often are you asked to provide language services to other Departments?



Development of LAP - All-Staff Survey

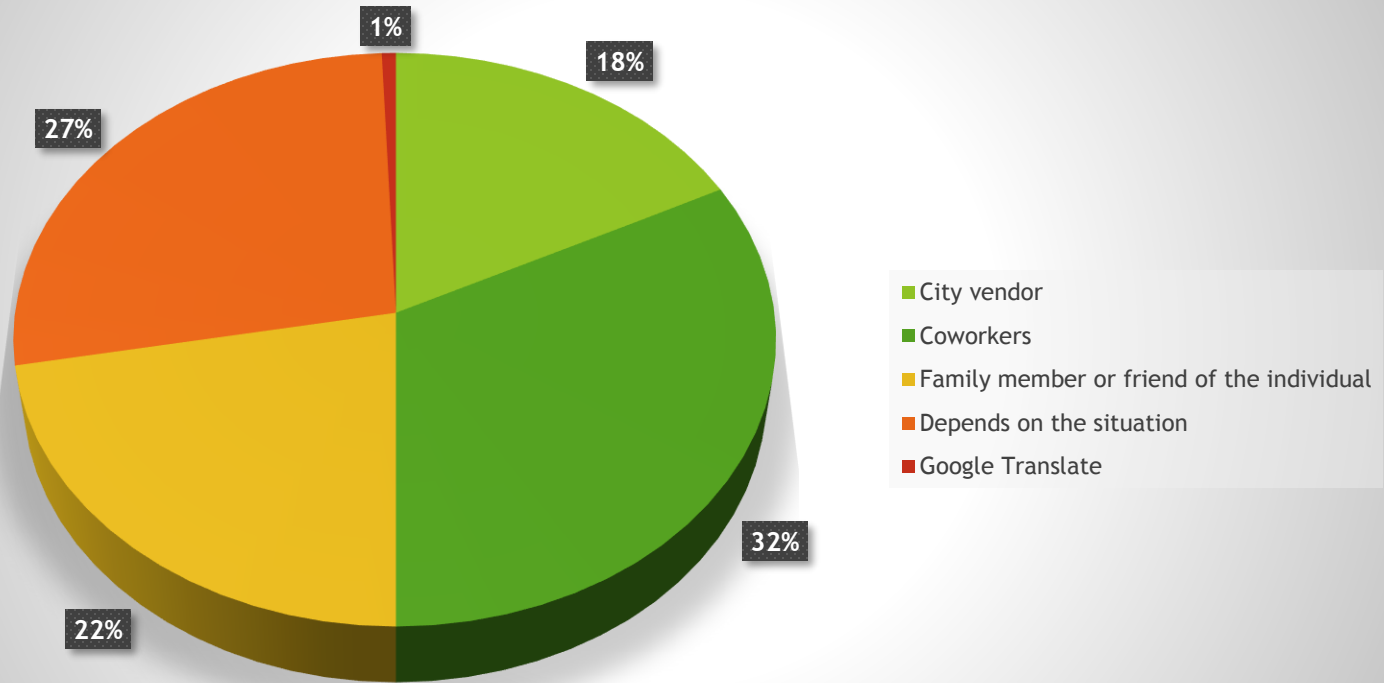
- 73% of those who responded to the survey indicated someone in their Department spoke more than one language
- 61.2% of those who responded indicated they asked their coworkers to provide language assistance

How often do you ask your coworkers to provide language assistance?



Development of LAP - All-Staff Survey

What do emergency responders use in the field?



Standards: Who May Provide Interpretation or Translation Services?

- ▶ All interpretation and translation services must be made through approved vendors who meet the City's obligations under federal and local authorities.
 - ▶ Individuals or vendors who provide interpretation and translation services must be competent and culturally sensitive
 - ▶ Individuals or vendors who provide interpretation and translation services must meet certain certification standards
 - ▶ Those certified to interpret may not be certified to translate, and vice versa
- ▶ City staff should not provide translation or interpretation services except employees hired by the City to provide such services in-house.
 - ▶ Limited exceptions for Bilingual Staff are identified
- ▶ City staff are prohibited from relying upon volunteers, friends or family members whose competence has not been assessed for translation or interpretation.

Standards: What Must Be Interpreted or Translated?

- ▶ Common Council meetings, press conferences or city conferences
- ▶ Press releases and citywide announcements
- ▶ All “**Vital documents**” - information or documents critical for accessing services or benefits required by law, or documents required by law.
 - ▶ May include info on City Websites
- ▶ Official Notices
- ▶ Way-finding Signage



Procedures: How and When to Request Translation or Interpretation Services

- ▶ Interpretation:
 - ▶ Different procedures for American Sign Language (ASL) and languages other than English (ESL)
 - ▶ Protocols for in person, on the phone, or at a meeting/event, including Video Remote Interpreting
- ▶ Translation
 - ▶ Document translation into a language other than English
 - ▶ Computer-Aided Realtime Translation (CART)
 - ▶ City public websites
- ▶ Reserving Equipment
 - ▶ Assistive Listening Devices
 - ▶ Polycom Devices

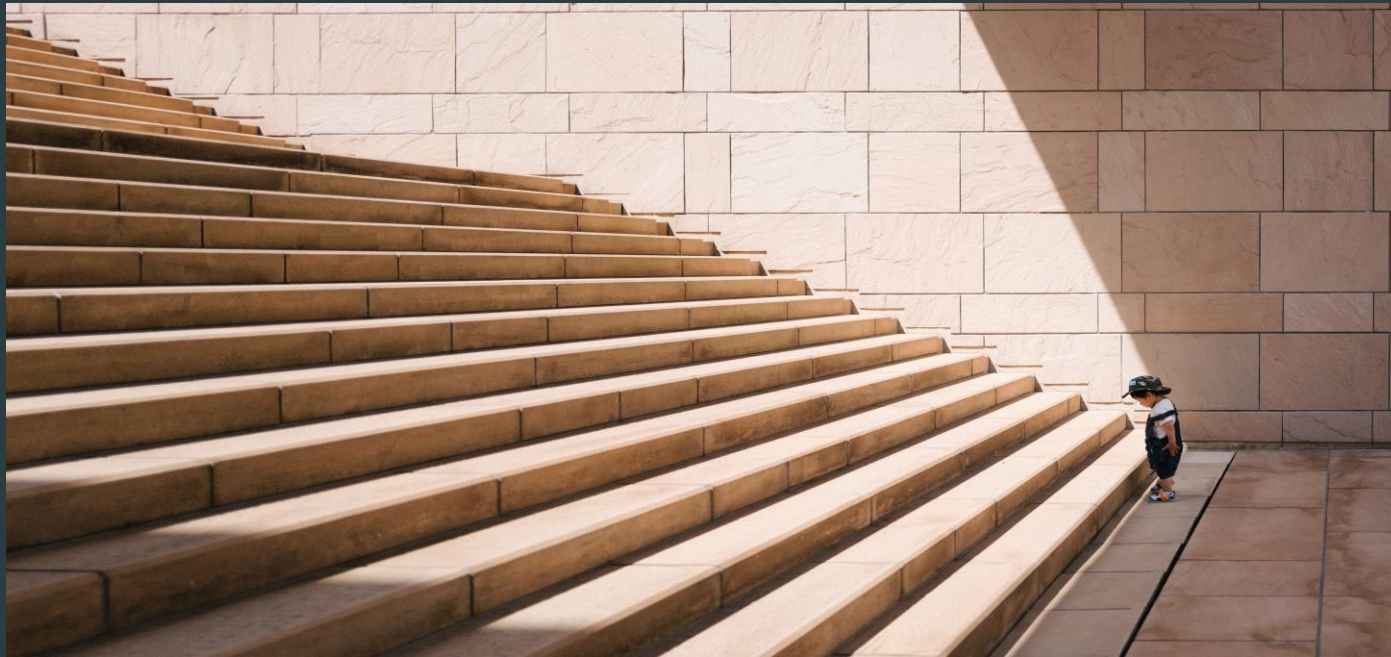
Responsibilities

- ▶ **Staff Training**
- ▶ **Monitoring and Updating Language Access Plan**
- ▶ **Departmental Responsibilities**
- ▶ **Accountability**



Phases of Service Implementation

- ▶ Phase 1 - Communicating Existing Services
- ▶ Phase 2 - Meeting Essential Language Access Needs
- ▶ Phase 3 - Language Access Organization
- ▶ Phase 4 - Complete Service Delivery and Accountability



Financial Recommendations

- ▶ For the 2018 fiscal year, the Department of Civil Rights has requested an increase of \$158,420.60 to the Language Access budget.
- ▶ Includes:
 - ▶ Cost to translate vital documents into Hmong, Chinese Mandarin, and Spanish.
 - ▶ Cost of having American Sign Language, Hmong, Chinese Mandarin, and Spanish interpreters available for press conferences, and public meetings.
 - ▶ Video translations
 - ▶ Equipment maintenance costs

Send us your feedback!

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