

# Language Access Plan – Summary and Next Steps

## Contents of Plan:

- ▶ Language service standards
- ▶ Procedures for using language services
- ▶ Staff responsibilities
- ▶ Phases of implementation

## First Steps for Agencies:

- ▶ Training staff to use existing services efficiently
  - ▶ Front-line staff and Civil Rights Coordinators
  - ▶ Stickers for easy access of telephone interpreters
- ▶ Ensure Language Identification Chart is displayed appropriately
- ▶ Identify vital documents for translation into Hmong, Chinese Mandarin, and Spanish
  - ▶ Prioritize by importance and cooperate with DCR to obtain translations
- ▶ Identify informational videos to produce with interpretation and develop these materials (2 per department)
- ▶ Contact DCR in a timely manner to arrange interpreters for key press conferences, and public meetings
- ▶ Familiarize staff with Language Access Plan contents
- ▶ Translation of wayfinding signage

## Next Steps Requiring Agency Cooperation:

- ▶ Development of procedures for disseminating emergency vital information
- ▶ Discussions regarding website translations
- ▶ Adoption of an APM
- ▶ Increased data collection regarding language services usage
- ▶ Identify City of Madison services and develop a resource document for the public

## Support for Agencies:

- ▶ Consult the Language Access Plan
- ▶ One-on-one meetings with DCR Affirmative Action staff
- ▶ Utilize Civil Rights Coordinators
- ▶ Attend Language Service trainings (future)
- ▶ Contact designated language coordinator (future)

## Full Text of LAP:

- ▶ <https://madison.legistar.com/View.ashx?M=F&ID=5625967&GUID=1DB53060-E350-4352-8D68-08305B118782>