



Date: April 20, 2016

To: Patrick H. West, City Manager *P.H.W.*

From: Amy J. Bodek, Director of Development Services *A. Bodek*

For: Mayor and Members of the City Council

Subject: **Language Access Policy Update**

On August 13, 2013, the City Council adopted a comprehensive Language Access Policy (LAP). On October 6, 2015, the LAP was amended by the City Council to address the use of children as interpreters. At this meeting the City Council also requested that (1) LAP training videos be updated to address the use of children as interpreters, and (2) staff provide an annual status report to the City Council as well as written updates every six months. This memo serves as a six-month update.

Since the last update, a number of initiatives have occurred to further the implementation of the LAP. They include:

- Document translation and oral interpretation services continue to be provided. Approximately 250 documents have been translated into the LAP languages and oral interpretation has been provided at 24 public meetings to date.
- Development Services staff is working with a subcontractor to have the current bilingual skill pay training video updated to include a section addressing children as interpreters. The training video addresses appropriate techniques and ethics with respect to interpretation and translation.
- Approximately 600 City staff have completed the bilingual skill pay training. Staff receiving bilingual skill pay will be required to review the new training video. A list of staff receiving bilingual pay in LAP languages continues to be available on the City's intranet.
- Language Line continues to be available citywide. All recorded outgoing messages for the Mayor and City Council phone lines are now recorded in the LAP languages. An additional 15 frequently called telephone lines will be updated to include recorded outgoing messages in the LAP languages.
- Development Services staff is working with a subcontractor to develop and print a notice about the LAP, which will be posted at City public counters. The notice will include information notifying residents that LAP interpretation and translation services are available upon request.

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If you have any questions regarding this matter, please call me at (562) 570-6428.

AJB:TC:FD

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