



Date: October 30, 2015
To: Department Heads
From: Patrick H. West, City Manager *P.H. West*
Subject: Language Access Policy Update

On August 13, 2013, the City Council voted to approve and adopt a comprehensive Language Access Policy (Policy), Resolution No. RES-13-0071. As a result, there are new requirements for implementation that require assistance from each department. Based on the Policy, we have outlined those requirements below.

Bilingual Skill Pay Directory

A list of City staff receiving bilingual skill pay has been added to the City's intranet. When looking for interpretation services, please utilize the bilingual skill pay directory first to see if there is an available employee in your department that can provide the interpretation prior to calling the vendor. The Bilingual Skill Pay Directory can be found at <http://clbnet/phonebook/default.asp>.

Bilingual Skill Pay Training

All City employees that receive bilingual skill pay are required to view a training video and complete a follow-up quiz. Once the training has been completed, a form will need to be signed by the staff member and returned to the department's Administrative Officer. The Administration Officers have been notified how to proceed with the Bilingual Skill Pay training requirements.

Telephone Lines and Language Line

The Technology and Innovation Department has compiled a list of most frequently called telephone lines within the City (see Exhibit A). The recordings on each of these phone lines are now available in all the LAP Languages. Employees from each department have been designated by management to have Spanish, Khmer, and Tagalog phone lines added to their desk phones. These employees have been provided with instructions on how to utilize Language Line services for interpretation of phone calls and voicemails. This information will be provided to those designated employees by their department's Administrative Officer.

Translated Documents

Development Services staff has requested 177 documents from City Departments to comply with document translation as part of the LAP. A total of 165 City documents have been translated into the LAP Languages thus far

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(see Exhibit B). It is being requested that all departments upload their translated documents onto their respective City webpage. This allows the public to access commonly used documents in other languages.

For further information, please contact Angela Reynolds at Ext. 8-6369.

AJB:AR:TC:bp

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Attachments: Exhibit A – Most Frequently Called Phone Lines
Exhibit B – Written Translation of Documents

cc: Angela Reynolds, Deputy Director of Development

Frequently Called Numbers		
Numbers with Auto Attendant		
	Description	Number
1	Airport	570-2600
2	City Clerk	570-6101
3	City Manager's Office - Special Events & Filming	570-5333
4	City Prosecutor	570-5600
5	Civil Service	570-6202
6	Development Services - Building Permits - Inspections	570-6651
7	Development Services - Building Permits - Main Line	570-5237
8	Development Services - General Planning & Zoning	570-6194
9	Development Services - Main	570-5237
10	Financial Management - Business License	570-6211
11	Financial Management - Business License Call Center	570-6212
12	Financial Management - Commercial Services	570-5700
13	Financial Management - Commercial Services - Meter Services	570-5991
14	Financial Management - Purchasing	570-6361
15	Fire	570-2500
16	Gas & Oil - Emergency Services	570-2140
17	Health & Human Services - CRU Call Center	570-4315
18	Health & Human Services - Environmental Health	570-4132
19	Health & Human Services - Housing Authority	570-6985
20	Health & Human Services - Main	570-4000
21	Health & Human Services - Vital Records	570-4305
22	Health & Human Services - WIC	570-4242
23	Human Resources - Workforce Development - Youth Services	570-1425
24	Library Services - Central Information	570-7500
25	Library Services - City Hall Information Desk	570-6555
26	Parks Recreation & Marine - Animal Care Services	570-7387
27	Parks Recreation & Marine - Main	570-3100
28	Police	570-7260
29	Police Auto Stats	570-7486
30	Police Public Records	570-7485
31	Public Works - Graffiti Hotline	570-2773
32	Public Works - Public Service Yard	570-2700
33	Public Works - Refuse Collection	570-2870
34	Public Works - Towing	570-2828

Frequently Called Numbers		
Other "Main" Numbers		
1	City Attorney	570-2200
2	City Auditor	570-6751
3	City Manager's Office	570-6711
4	City Manager's Office - Citizen Police Complaint Commission	570-6891
5	City Treasurer	570-6845
6	Civil Service - Recruitment (Outdated Number)	570-7126
7	Council District 1	570-6919
8	Council District 2	570-6684
9	Council District 3	570-6300
10	Council District 4	570-6918
11	Council District 5	570-5555
12	Council District 6	570-6816
13	Council District 7	570-7777
14	Council District 8	570-6685
15	Council District 9	570-6137
16	Development Services - Planning Commission (Outdated Number)	570-6321
17	Development Services - Housing & Community Improvement	570-6615
18	Financial Management	570-6237
19	Financial Management - Parking Citations	570-6821
20	Financial Management - Parking Citations	570-6822
21	Human Resources - ADA	570-6304
22	Human Resources - Workforce Development Board	570-3650
23	Human Resources - Workforce Development Bureau	570-3654
24	Human Resources - Workforce Development Bureau - CTC	570-3797
25	Mayor's Office	570-6801
26	Parks Recreation & Marine - Marine - Alamos Bay	570-3215
27	Parks Recreation & Marine - Marine - Downtown	570-4950
28	Police - Gang Hotline (Outdated Number)	570-7127
29	Public Works	570-6383
30	Public Works - Construction Management	570-6537
31	Public Works - Engineering	570-6383
32	Public Works - Environmental Services	570-2850
33	Public Works - Flood Zone	570-6784
34	Public Works - Inspections	570-5160
35	Public Works - Street Sweeping	570-2890
36	Public Works - Traffic & Transportation	570-6331

City Department		Translation Status as of October 1, 2014					Current Translation Status			Special Circumstances	
Bureau	Language Access Policy	Spanish	Khmer	Tagalog	Received Form	Sent to Vendor	Spanish	Khmer	Tagalog	Returned to Dept.	Notes
	Anti-Fireworks Materials	x	x	x	x	x	x	x	x	x	
	Citizen Police Complaint Commission Brochure	x	x		x	x	x			x	
	Complaint Forms	x	x		x	x	x			x	
	Facts At A Glance Brochure (Quick Facts for Commissioners Brochure)	x	x		x	x	x			x	
	"What To Do When Stopped By The Police" - Pedestrian Stops	x			x	x	x			x	
	"What To Do When Stopped By The Police" - Traffic Stops	x			x	x	x			x	
	Domestic Violence Materials										
	Truancy Letter	x	x		x	x	x			x	
	LB Civ Svc Dept Employment Process Brochure										Currently Being Revised
	Recruitment materials for specific jobs that may include custom brochures, orientation session information, typing certificate instructions, etc				x	N/A	N/A		N/A	N/A	Recruitment Material Changes Frequently. Tagline on Document States Full Translation Available Upon Request
	Employment Services Brochures	x			x	N/A	x		N/A	N/A	Duplicate Entry: Same as Employment Process
Building Bureau	Building Permit				x	x	x		x	x	
	Bulletins for Building				x	N/A	N/A		N/A	N/A	Bulletins Change Frequently. Tagline on Document States Full Translation Available Upon Request
	Restaurant Guidelines Brochure				x	x	x		x	x	
	2013 Guide to Building Energy Efficiency Standards				x	x	x		x	x	
	Notice to Property Owner				x	x	x		x	x	
	Consolidated Plan Submittal List				x	x	x		x	x	
Code Enforcement	ADMINISTRATIVE CITATION				x	N/A	N/A		N/A	x	Substantial Number of Citations. Tagline on Document States Full Translation Available Upon Request
	Housing Inspection Program Brochure				x	x	x		x	x	
	NOTICE IMMEDIATELY VACATE THE PREMISES (PLACARD)				x	x	x		x	x	

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Bureau	Language Access Policy	Spanish	Khmer	Tagalog	Received Form	Sent to Vendor	Spanish	Khmer	Tagalog	Returned to Dept.	Notes			
	NOTICE OF LONG BEACH MUNICIPAL CODE VIOLATION				X	N/A	N/A	N/A	N/A	N/A	Substantial Number of Violations. Tagline on Document States Full Translation Available Upon Request			
	NOTICE OF SUBSTANDARD BUILDING				X	N/A	N/A	N/A	N/A	N/A	Documents are Customized per Notice. Tagline on Document States Full Translation Available Upon Request			
Nuisance Abatement	Nuisance Abatement Letter	X	X		X	X	X	X	X	X				
	Nuisance Abatement Warning Letter				X	X	X	X	X	X				
	Nuisance Abatement Appeal Notice				X	X	X	X	X	X				
Community Improvement Bureau	Rehabilitation Housing Loans Program Brochure	X	X		X	X			X	X				
Neighborhood Improvement Division	Center For Civic Mediation Brochure	X	X		X	X			X	X				
	Commercial Improvement Rebate Program: Business Owner Application	X	X		X	X			X	X				
	Commercial Improvement Rebate Program: Property Owner Application	X	X		X	X			X	X				
	Facade Improvement Program Description	X	X		X	X			X	X				
	Fair Housing Foundation: What Is Fair Housing Brochure	X	X	N/A	N/A	N/A			N/A	N/A	Not a City Document			
	Graffiti Removal Program Description	X	X		X	X			X	X				
	Guidelines For Tree Planting Projects	X	X		X	X			X	X				
	Maintaining Your Business Exterior: Information For Business Owners Booklet	X	X		X	X			X	X				
	Neighborhood Clean-Up Assistance Program Application	X	X		X	X			X	X				
	Neighborhood Clean-Up Assistance Program: Your Guide To Organizing A Clean-Up	X	X		X	X			X	X				
	Neighborhood Leadership Program Booklet (Brochure)	X	X		X	X			X	X				
	Neighborhood Leadership Program Interest Card	X	X		X	X			X	X				
	Neighborhood Resource Center Information Flyer	X	X		X	X			X	X				
	Notice For Abandoned Shopping Carts Flyer	X	X		X	X			X	X				
	Protect Your Family From Lead In Your Home Booklet	X	X		X	X			X	X				
	"Spruce Up Your Home" Flyer	X	X		N/A	N/A	N/A	N/A	N/A	N/A	Document No Longer Being Circulated			
	Whose Job Is It Flyer	X	X		X	X			X	X				
Financial Management Department														
Business Services Bureau	Business License Application				X	X	X	X	X	X				
	Garage Sale Application				X	X	X	X	X	X				
Fleet Services Bureau	Impounded Vehicle Debt Collections Notice	X		X	X	X	X	X	X	X				
	Notification Required To Release Vehicle Towed	X	X	X	X	X	X	X	X	X				
	Towing Service Fees	X	X	X	X	X	X	X	X	X				
Billing and Collections	Notification Of Debt Collection For Vehicle Towed	X		X	X	X	X	X	X	X				

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Bureau	Language Access Policy	Spanish	Khmer	Tagalog	Received Form	Sent to Vendor	Spanish	Khmer	Tagalog	Returned to Dept.	Notes	
	9-1-1 System Information	x	x				x	x				
	Abandonment of Buildings											
	Business License Inspection Guidelines			x	x	x	x	x	x	x		
	Cooking Booth Requirements			x	x	x	x	x	x	x		
	Incident Report Procedures Letter				x	x	x	x	x	x		
	Incident Report Request Forms (Fire and Paramedic)				x	x	x	x	x	x		
	Information On Smoke And Carbon Monoxide Alarms	x	x		x	x	x	x	x	x		
	The Clean Trucks Program (Factsheet)	x			N/A	N/A	N/A	N/A	N/A	N/A	Document No Longer Being Circulated	
		Herb, Department (Public Long Beach)										
		Health and Human Services										
Administration	Health Department Services Brochure				x	x	x	x	x	x		
Community Health	City Brochures, (i.e. HOME Program, Mental Health)				x	x	x	x	x	x		
	Diabetes Prevention & Management Program Flyer	x	x		x	x	x	x	x	x		
	HOME Application				x	x	x	x	x	x		
	MSC Fact Sheet										Currently Being Revised	
	Multi-Service Center Intake Documents				x	x	x	x	x	x		
	Tenant Rights Flyer				x	x	x	x	x	x		
Environmental Health	ALSAA Consent Form	x	x		x	x	x	x	x	x		
	CAARE Consent Form	x	x		x	x	x	x	x	x		
	CAARE/ALSAA	x	x		x	x	x	x	x	x		
	Certified Food Handlers School Listing	x	x	x	x	x	x	x	x	x		
	Community Event Organizer Permit Application	x	x		x	x	x	x	x	x		
	Environmental Health Programs And Services Brochure	x	x		x	x	x	x	x	x		
	Farmers Market Permit Application	x	x		x	x	x	x	x	x		
	Food Handler Guide	x	x		x	x	x	x	x	x		
	How to File a Noise Complaint Form in the City of Long Beach	x	x		x	x	x	x	x	x		
	Mobile Food Facility Plan Check Guide	x	x		x	x	x	x	x	x		
	Mobile Food Facility Written Operational Procedures	x	x		x	x	x	x	x	x		
	Noise Complaint Form and Petition	x	x		x	x	x	x	x	x		
	Noise Variance Application	x	x		x	x	x	x	x	x		
	Plan Construction Guide For Food Facilities in Long Beach	x	x		x	x	x	x	x	x		
	Quick Guide to Obtaining a Health Permit for Outdoor Barbecue	x	x		x	x	x	x	x	x		
	Temporary Food Facility Permit Application	x	x		x	x	x	x	x	x		
Housing Authority	60-day Notice To Vacate	x			x	x	x	x	x	x		
	Annual Certification Package - Missing Items	x			x	x	x	x	x	x		
	Annual Recertification Appointment	x			x	x	x	x	x	x		
	Appointment Notice	x			x	x	x	x	x	x		
	Briefing Packet - Establishing Rents	x			x	x	x	x	x	x		
	Briefing Packet - HVC Program For Tenants	x			x	x	x	x	x	x		
	Briefing Packet - Income and Deductions	x			x	x	x	x	x	x		
	Briefing Packet - Initial Disclosure Form	x			x	x	x	x	x	x		
	Briefing Packet - Local Policy Master Form	x			x	x	x	x	x	x		
	Briefing Packet - Owner And Tenant Acknowledgement	x			x	x	x	x	x	x		

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	Briefing Packet - Owner Packet	x			x	x				x			
	Briefing Packet - Owner Payment Assignment	x			x	x				x			
	Briefing Packet - Participant's Right To An Informal Hearing	x			x	x				x			
	Briefing Packet - Pre-Inspection Checklist	x			x	x				x			
	Briefing Packet - Searching For A Rental Unit	x			x	x				x			
	Briefing Packet - Subject Property Profile	x			x	x				x			
	Briefing Packet - Subsidy/Occupancy Standards	x			x	x				x			
	Briefing Packet - Time To Move In	x			x	x				x			
	Briefing Packet Checklist	x			x	x				x			
	Change of Unit Size	x			x	x				x			
	Eligibility Interview	x			x	x				x			
	Final Notice of Action	x			x	x				x			
	Information Required - Final Notice	x			x	x				x			
	Lease/Contract Termination	x			x	x				x			
	Mandatory Home Visit	x			x	x				x			
	Mandatory Office Appointment	x			x	x				x			
	Move Information	x			x	x				x			
	Move Instructions	x			x	x				x			
	Notice to Tenant of Unit Approval	x			x	x				x			
	Portability Packet Receipt Notification	x			x	x				x			
	Subsidy/Occupancy Standards				x	x				x			Duplicate Entry: Same as "Briefing Packet- Subsidy/Occupancy Standards"
	Trifold Housing Authority Information Brochure	x											
Physician Services	HIV Facts Brochure	x			x	x				x			
Preventative Health	Infant Feeding During Emergencies Brochure	x	x		x	x				x			
	Medi-Cal Outreach Program Flyer	x			N/A	N/A				N/A			Flyer Changes Frequently. Tagline on Document States Full Translation Available Upon Request
	The Navigator: A Community Transportation Guide	x	x		x	x				x			
	Human Resources												
	Citizens Advisory Commission on Disabilities				x	x				x			
	Library Services												
	Annual Summer Reading Programs	x			x	x				x			
	Basic Program Flyers	x			x	x				x			
	Fines and Fees	x			x	x				x			
	General Information Brochures	x	x		N/A	N/A				N/A			Document No Longer Being Circulated
	Library Card Applications	x	x		x	x				x			
	Preschool Library Cards	x	x		N/A	N/A				N/A			Document No Longer Being Circulated
	Reading Lists	x	x		x	x				x			
Business Operations	Annual Gas Safety Calendar	x	x		x	x				x			Will Be Updated Annually

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Bureau	Language Access Policy	Spanish	Khmer	Tagalog	Received Form	Sent to Vendor	Spanish	Khmer	Tagalog	Returned to Dept.	Notes		
	Customer Account Information Letters				x	N/A	N/A	N/A	N/A	N/A	Substantial Number of Letters. Tagline on Document States Full Translation Available Upon Request		
	Customer Bill				x	N/A	N/A	N/A	N/A	N/A	Documents are Customized per Notice. Tagline on Document States Full Translation Available Upon Request		
Gas Services	13 Forms (Essential Notices as Required by State Law)	x	x		x	x	x	x	x	x			
	Annual Gas Safety Calendar	x	x		N/A	N/A	x	N/A	N/A	N/A	Duplicate Entry: Annual Gas Safety Calendar		
	Gas Service May Be Off (for meter exchange)				x	x	x	x	x	x			
	Meter Off for Furnigation	x			x	x	x	x	x	x			
	Notice of Hazardous Condition				x	x	x	x	x	x			
	Service Termination				x	x	x	x	x	x			
	Sorry We Missed You				x	x	x	x	x	x			
Inspection	Notice of Violation (G291) Form				x	x	x	x	x	x			
Park's Recreation and Marine													
	Quarterly Recreation Connection (contract class guide)				N/A	N/A	N/A	N/A	N/A	N/A	Material Changes Frequently. Tagline on Document States Full Translation Available Upon Request		
	Summer Family Entertainment Brochure				x	x							
	Summer Food Program Flyers				x	x							
	Summer Fun Days/Day Camp Flyers				x	x							
Police Department													
	Community Watch Program Booklet	x	x		x	x	x	x	x	x			
	Domestic Violence Advocate Release form				x	x	x	x	x	x			
	Domestic Violence Resource forms				x	x	x	x	x	x			
	Report Receipt				x	x	x	x	x	x			
	Taxi Driver Permit Application				x	x	x	x	x	x			
	Temporary Restraining Order Information				x	x	x	x	x	x			
Crime Prevention	Identity Theft Brochure				x	x	x	x	x	x			
	Pawn Information	x	x		x	x	x	x	x	x			
	Residential Burglary Prevention				x	x	x	x	x	x			
	Utility Worker Scam				x	x	x	x	x	x			
Internal Affairs	Citizen Complaint Procedures form	x	x		x	x	x	x	x	x			
	Citizen Complaint Form	x			x	x	x	x	x	x			
Investigations Bureau	Compensation For Victims Of Violent Crimes	x	x		x	x	x	x	x	x			
	Juvenile Resource Guide	x	x		N/A	N/A	x	N/A	N/A	N/A	Document No Longer Being Circulated		
	Los Angeles County Hotline For Victims Of Domestic Violence And Sexual Assault	x	x		x	x	x	x	x	x			

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Bureau	Language Access Policy	Spanish	Khmer	Tagalog	Received Form	Sent to Vendor	Spanish	Khmer	Tagalog	Returned to Dept.	Notes		
Jail Division Patrol Bureau	Complaint Forms	x			N/A	N/A			N/A	N/A			
	Complaint Forms	x	x		N/A	N/A	x	x	N/A	N/A			
	Crime Prevention	x	x		x	x	x	x	x	x			
	DUI Pamphlets	x	x		x	x	x	x	x	x			
	Fourth Of July Flyers	x	x		x	x	x	x	x	x			
	Handwritten Parking Ticket Form				x	x	x	x	x	x			
	Public Safety Flyers	x	x		x	x	x	x	x	x			
	Report Forms	x	x		x	x	x	x	x	x			
	Vehicle Impound Forms	x	x		x	x	x	x	x	x			
	Victim Resource Guides	x	x		x	x	x	x	x	x			
PUBLIC WORKS													
Engineering Bureau	Door hanger – Imminent Sidewalk/Street Work				x	x	x	x	x	x			
	Where to Recycle Used Oil (New HHW Collection Facility)	x			x	x	x	x	x	x			
Environmental Services Bureau	Litter Free Street Banners	x	x		N/A	N/A	x	x	N/A	N/A	Document No Longer Being Circulated		
	"No Litter Zone" Packet (Litter Free LB Trifold Pamphlet and Litter Free LB Packet Inserts)	x	x		x	x	x	x	x	x			
	Special Collection for Residents (Used Motor Oil and Special Collections Flyer)	x			x	x	x	x	x	x			
	Free-Cycling Flyer	x	x		x	x	x	x	x	x			
Public Service Bureau	Used Motor Oil Recycling Information (Same as Used Motor Oil and Special Collections Flyer)	x	x		N/A	N/A	x	x	N/A	N/A	Duplicate Entry- Same as 'Used Motor Oil and Special Collections Flyer'		
	Fireworks Official Notice Flyer	x	x		x	x	x	x	x	x			
Water Department													
	Annual Water Quality Report	x	x		x	x	x	x	x	x			
	Quarterly Citywide Newsletter (sent with utility bill)				x	x	x	x	x	x			
	Stage 1 Water Prohibitions				x	x	x	x	x	x			
	Conservation Materials- Updated Schedule and Rebate				x	x	x	x	x	x			
	Landscape Program Application (L2G Program)				x	x	x	x	x	x			
Notice Of Shutoffs (door hanger)				x	x	x	x	x	x				