



Date: June 8, 2017  
To: Patrick H. West, City Manager *T.M.*  
From: Kelly Colopy, Director of Health and Human Services *KC*  
For: Mayor and Members of the City Council  
Subject: **Language Access Policy Update**

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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.

In 2016, the City Council approved the integration of violence prevention and equity efforts within one department. The Safe Long Beach Violence Prevention Team was relocated to the Department of Health and Human Services and is now part of the Human Services Bureau. The LAP, My Brother's Keeper (MBK), and the Human Relations Commission were realigned under the newly established Office of Equity.

The Office of Equity is leading the City's second team in participating in the Government Alliance for Race and Equity (GARE), which includes representation from 12 City departments, and will focus on City policies and processes that can support equity in Long Beach, including language access.

Since the last update, a number of initiatives have occurred to further the implementation of language access, as outlined below:

- Document translation and oral interpretation services continue to be provided. Between the dates of October 2015 and May 2017, approximately 387 documents were translated into the LAP languages and oral interpretation was provided at 82 public meetings.
- City staff receiving bilingual skill pay were required to view the updated training video that includes a section addressing minors as interpreters. The bilingual staff training videos address appropriate techniques and ethics related to interpretation and translation.
- More than 500 City staff have completed the bilingual staff training. A directory of staff receiving bilingual pay in LAP languages continues to be available on the City's intranet.
- Language Line continues to be available citywide. An additional 15 frequently called telephone lines were updated to include recorded outgoing messages in the LAP languages. There are now a total of 81 phone lines.

- Staff worked with a subcontractor to develop and print outreach material, also known as LAP Kits. Each kit includes a counter standup display, brochure, and a quick facts card which all help identify the available Language Access services and how to utilize them. Since January 2017, LAP staff have conducted 11 Language Access trainings reaching a total of 210 City employees. If any City departments would like to request LAP Kit training for staff, please email [LanguageAccess@longbeach.gov](mailto:LanguageAccess@longbeach.gov).
- The top 25 most frequently visited webpages on [www.longbeach.gov](http://www.longbeach.gov) have been translated into Spanish, Khmer, and Tagalog. The translations are available in PDF format and are located at the top right hand corner of each page.
- City staff have met with the Language Access Coalition and will continue to meet with coalition members to collaborate on language access efforts throughout the City.

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

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