



Date: June 20, 2018

To: Patrick H. West, City Manager *T.M.W.*

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 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 on November 14, 2017, several initiatives have occurred to further the implementation of the LAP. They include:

- On February 20, 2018, the City Council adopted a resolution amending the Language Access Policy to change the timeframe for requesting oral interpretation services from 72 hours to 24 hours in advance of public meetings or hearings held by the City Council or Charter Commissions.
- Document translation and oral interpretation services continue to be provided. Since the beginning of FY 18, approximately 116 documents have been translated into the LAP languages and oral interpretation have been provided at 53 public meetings. These numbers reflect a 78 percent increase in requests for interpretation services and a 22 percent increase in requests for translation services over FY 17 totals.
- More than 600 City staff have completed bilingual staff training, which addresses the prohibition of the use of minors as interpreters. A directory of staff paid to provide bilingual services in LAP languages continues to be available on the City's intranet.
- Language Line continues to be available citywide. Since the beginning of FY 18, Language Line has provided over-the-phone interpretation services for 96 calls.
- There are currently 74 forward-facing phone lines with recorded outgoing messages in the LAP languages. LAP staff coordinated with the Technology and Innovation Department and Converge One to review scripts for language choice loops, merge scripts that have a transfer to another script, and convert all Unity LAP scripts to Cisco Unified Contact Center Express (UCCX).

Language Access Program Update

June 20, 2018

Page 2

- Since November 2017, LAP staff have conducted 11 language access trainings reaching 360 City employees, for a total of 801 trained staff. If any departments would like to request language access training for their staff, they may do so by emailing [LanguageAccess@longbeach.gov](mailto:LanguageAccess@longbeach.gov).
- The LAP is currently staffed by a part-time intern (27-hours/week). The nature of program implementation often requires a quick turnaround to provide document translation or interpretation services for public meetings. This has frequently created delays in the provision of services and impacted the ability of staff to proactively ensure consistent implementation across all departments.
- City staff have met with the Language Access Coalition and will continue to meet with coalition members in order to collaborate on language access efforts.

If you have any questions regarding this matter, please call me at (562) 570-4016.

KC:KB:FD

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