

**FY 2023-2024 BUDGET QUESTION**  
***Response to Request for Information***

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**DEPARTMENT(S):** Communications and Public Information

**CBQ NO.:** 127

**REQUESTED BY:** Vela

**DATE REQUESTED:** 07/25/2023

**DATE POSTED:** 08/04/2023

**REQUEST:** How much funding is included in the budget to complete the recommendations provided in the 2016 and 2022 audit reports of the city's language access policies and practices and the 2021 audit of the city's Winter Storm Uri preparedness, such as completing and implementing an emergency language access plan for essential communications during disasters, data collection to assess language needs and available services and resources, and developing metrics for the efficacy and efficiency of departmental and city policies?

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**RESPONSE:**

Significant progress has been made to address all the recommendations provided in the 2016 and 2022 audit reports of the City's language access policies and practices and the 2021 audit of storm preparedness, including language access for emergency communications.

The current year's budget included funding for the Office of Homeland Security and Emergency Management (HSEM) to hire a temporary staff member to complete a language access plan for emergencies by the end of this fiscal year, as recommended by the 2021 audit. There is no continued funding for the temporary position in the Fiscal Year (FY) 2024 proposed budget. To implement the HSEM language access plan for emergencies, estimated costs would be \$125,000 which includes 1) the cost of an additional community engagement position (\$100,000) dedicated to ensuring information is accessible to people with disabilities and those with limited English proficiency (LEP), and 2) costs for interpretation and translation services (\$25,000).

To complete the recommendations referenced in the 2016 and 2022 audits, CPIO anticipates needing a full-time position (\$100,000) to perform the language access data and research. This position would work with an existing staff member, potentially in the Communications and Technology Management Department, who is skilled in developing dashboards. Currently, this position is not funded as part of the proposed budget for FY 2024.