



# **Language Access Initiative**

## **Update to the Joint Inclusion Committee**

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Chief Communications Director

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# **Prior & current initiatives**

- **Community engagement initiatives**
  - Engagement staff focused on limited access
  - QOL Task Force (Hispanic, Asian-American)
- **Translation & Interpretation Policy (2014)**
- **Community Engagement Task Force (2016)**
- **Language Access Audit (2016)**

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## **Admin. policy initiatives**

- Terminology bank
- Document bank
- Vendor registration & prequalification
- Annual review for effectiveness


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## **Task force initiatives**

- Website translation
- Partnerships with community organizations
- Place-based engagement

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## **Audit recommendations**

- **Develop a multi-department group to define plans and initiatives**
- **Assign/define responsibility for ongoing monitoring and ownership**

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## **Identified gaps & needs**

- **Natural language translation for online services**
- **Use and monitoring of bilingual stipend**
- **Consistent plans for federal compliance**
- **Single-point resource for all departments**
- **Prequalification & access to vetted resources**

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## Current status

- Convening internal “front line” team and leadership/community team consistent with Audit recommendations
- Reviewing best practices internally and from outside agencies

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## Timeline

- Convene initial meetings to define scope and deliverables – Aug/Sep
- Continue meetings with internal and external stakeholders – Sep through Nov
- Conduct needs identification and develop initial recommendations by end of 2016


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## **Timeline**

- **Integrate activities with new Equity Office when appropriate**
- **Integrate recommendations with website redesign in 2017**
- **Align recommendation with departmental policies (ex. HRD) in 2017**

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## **Questions?**

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