

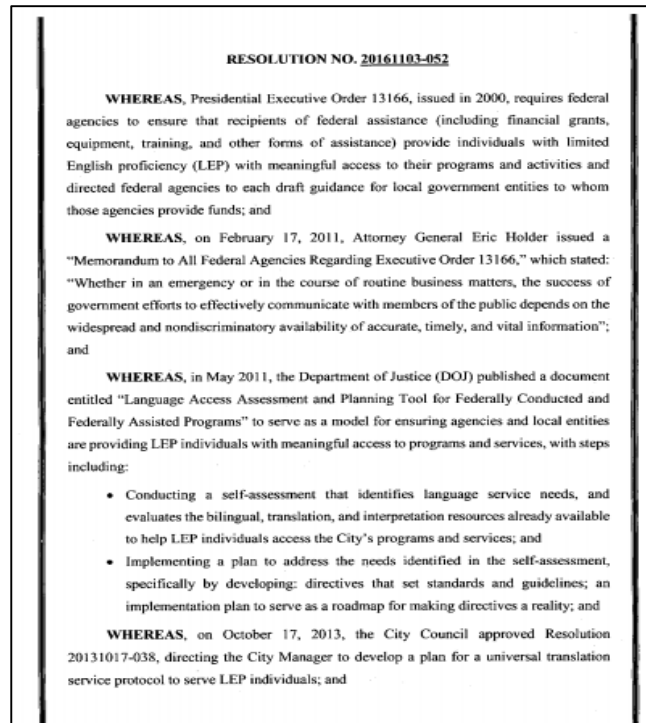
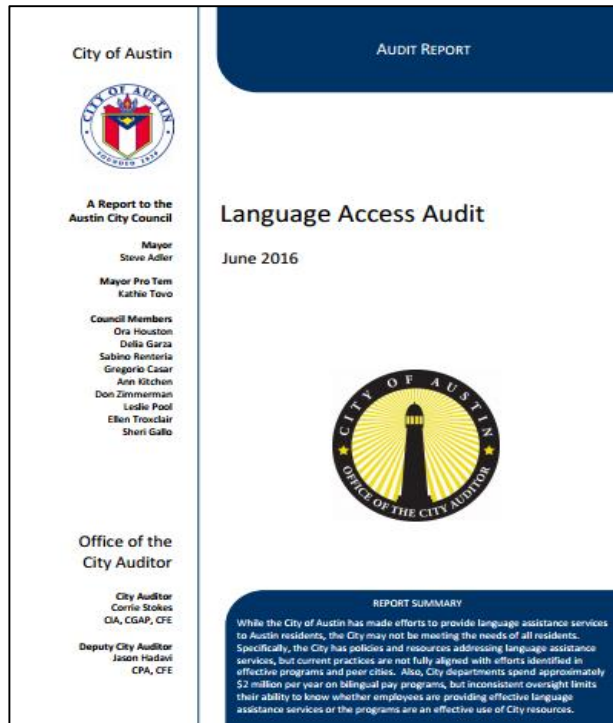
# Language Access Update

Hispanic/Latino Quality of Life Commission

August 28, 2018

# Key Program Milestones

- ▶ Asian American and Hispanic/Latino Quality of Life Advisory Commissions support and recommendations
- ▶ Adoption of a language access policy by City Council in 2014
- ▶ Language Access Audit and Council Resolution in 2016



# Goals of the program

- ▶ Establish Language Access infrastructure across departments
- ▶ Provide guidance and support to departments
- ▶ Align the activities of the program with Council and Quality of life Commissions' expectations/recommendations
- ▶ Responsive to Community priorities

# Accomplishments

- ▶ Departmental Language Access Plans
- ▶ Development of a Language Identification System
- ▶ Translation and interpretation services
- ▶ Staff training in Community Interpreting
- ▶ Council of Experts for Emergency Notifications

# Upcoming projects

- ▶ Service Contracts (Translation, Interpretation, and Staff Training)
- ▶ Implementation of the Language Identification System
- ▶ Implementation of procedures, protocols and evaluation tools
- ▶ Development of a language access emergency preparedness plan

# Contact Information

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