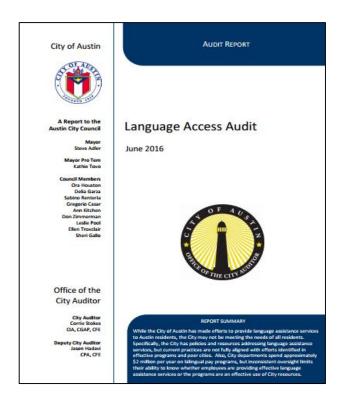
Language Access Update

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



RESOLUTION NO. 20161103-052

WHEREAS, Presidential Executive Order 13166, issued in 2000, requires federal agencies to ensure that recipients of federal assistance (including financial grants, equipment, training, and other forms of assistance) provide individuals with limited English proficiency (LEP) with meaningful access to their programs and activities and directed federal agencies to each draft guidance for local government entities to whom those agencies provide funds; and

WHEREAS, on February 17, 2011, Attorney General Eric Holder issued a "Memorandum to All Federal Agencies Regarding Executive Order 13166," which stated: "Whether in an emergency or in the course of routine business matters, the success of government efforts to effectively communicate with members of the public depends on the widespread and nondiscriminatory availability of accurate, timely, and vital information"; and

WHEREAS, in May 2011, the Department of Justice (DOJ) published a document entitled "Language Access Assessment and Planning Tool for Federally Conducted and Federally Assisted Programs" to serve as a model for ensuring agencies and local entities are providing LEP individuals with meaningful access to programs and services, with steps including:

- Conducting a self-assessment that identifies language service needs, and evaluates the bilingual, translation, and interpretation resources already available to help LEP individuals access the City's programs and services; and
- Implementing a plan to address the needs identified in the self-assessment, specifically by developing: directives that set standards and guidelines; an implementation plan to serve as a roadmap for making directives a reality; and

WHEREAS, on October 17, 2013, the City Council approved Resolution 20131017-038, directing the City Manager to develop a plan for a universal translation service protocol to serve LEP individuals; and

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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