

Language Access Program Update

Communications and Public Information Office
Community Engagement Division

Asian American Quality of Life Commission

November 15th, 2022



Language Access Program Responsibilities

Guidance and
Technical
Assistance to
Departments

Presentations
and Community
Outreach

Language Access
Plans and
Templates

Staff Training

Interpretation
and Translation
Services

Contract
Management

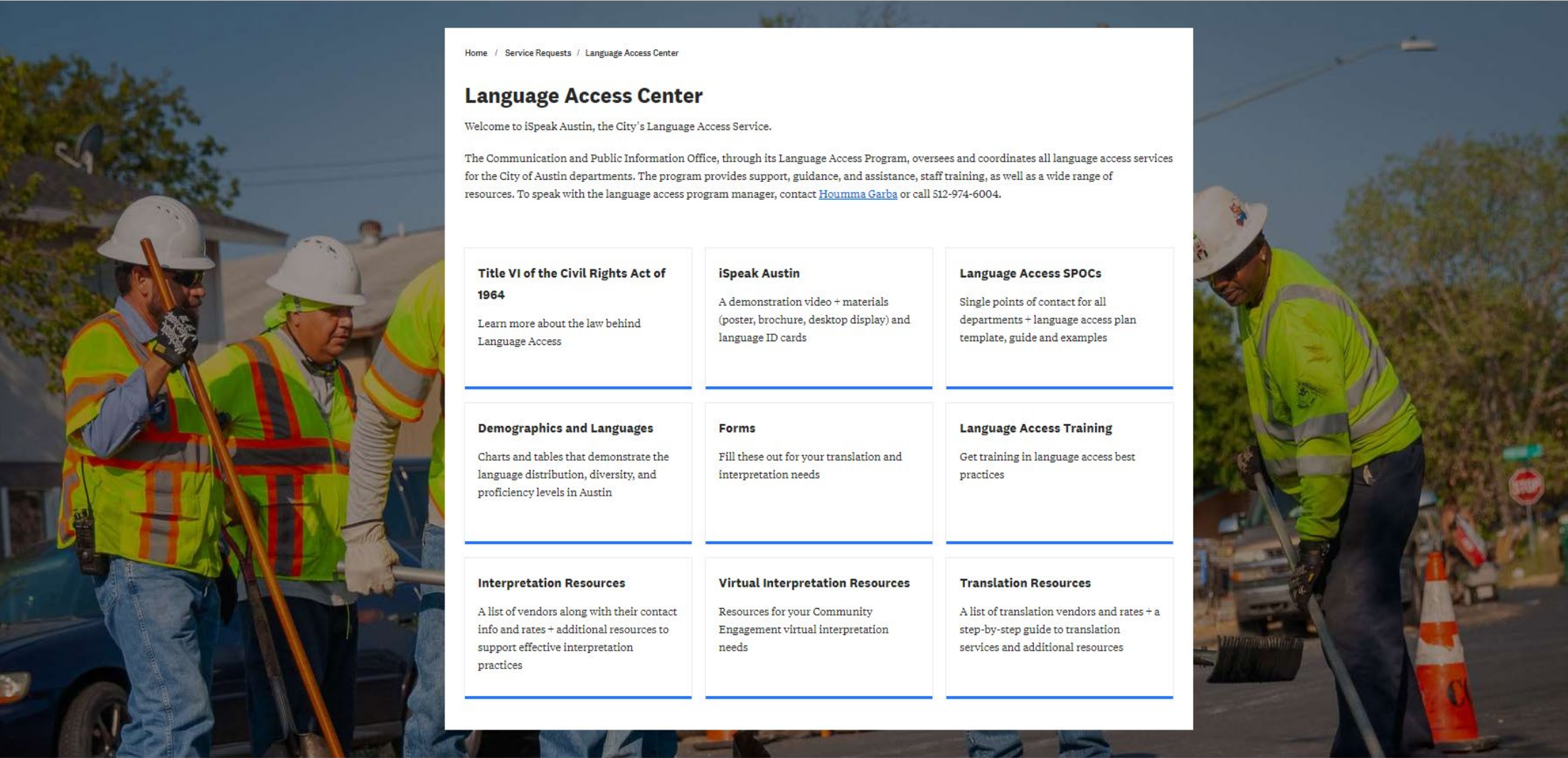
Language Access
Basic Training

Staff
Training

Community
Interpreting Training

Departmental Language
Access Single Point of
Contact Quarterly Meeting

Language Access Center



Language Access Center

Welcome to iSpeak Austin, the City's Language Access Service.

The Communication and Public Information Office, through its Language Access Program, oversees and coordinates all language access services for the City of Austin departments. The program provides support, guidance, and assistance, staff training, as well as a wide range of resources. To speak with the language access program manager, contact [Houmma Garba](#) or call 512-974-6004.

Title VI of the Civil Rights Act of 1964

Learn more about the law behind Language Access

iSpeak Austin

A demonstration video + materials (poster, brochure, desktop display) and language ID cards

Language Access SPOCs

Single points of contact for all departments + language access plan template, guide and examples

Demographics and Languages

Charts and tables that demonstrate the language distribution, diversity, and proficiency levels in Austin

Forms

Fill these out for your translation and interpretation needs

Language Access Training

Get training in language access best practices

Interpretation Resources

A list of vendors along with their contact info and rates + additional resources to support effective interpretation practices

Virtual Interpretation Resources

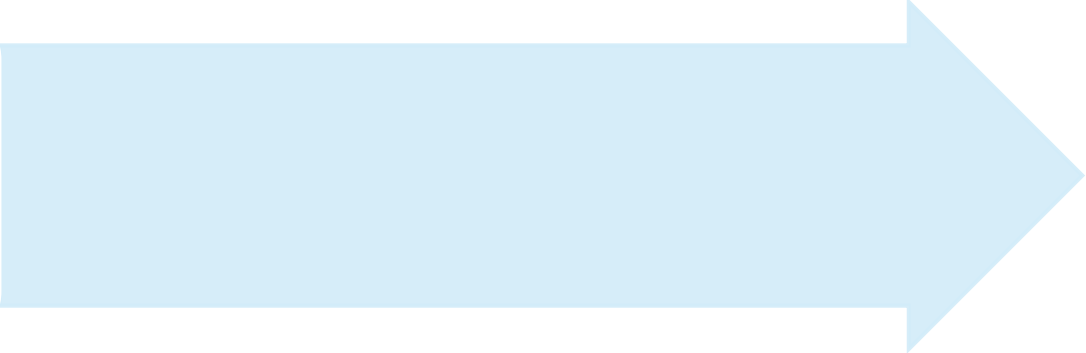
Resources for your Community Engagement virtual interpretation needs

Translation Resources

A list of translation vendors and rates + a step-by-step guide to translation services and additional resources

FY'22 Main Accomplishments

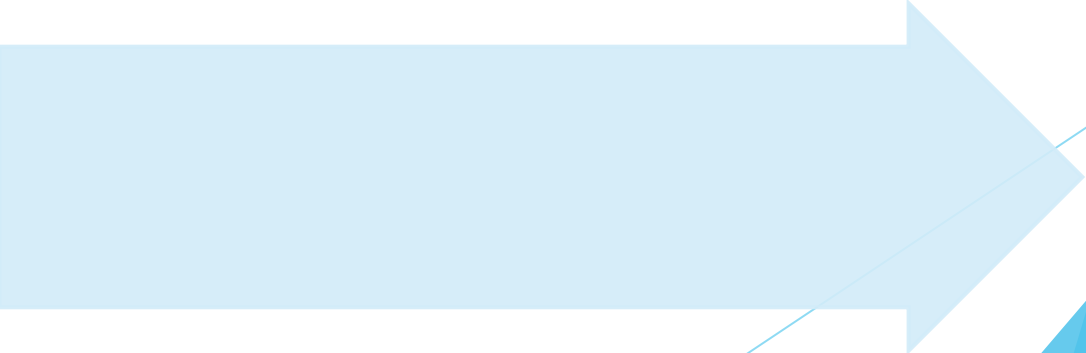
COA General
Translation Style
Guide



Language Access
Services
Administrative
Bulletin



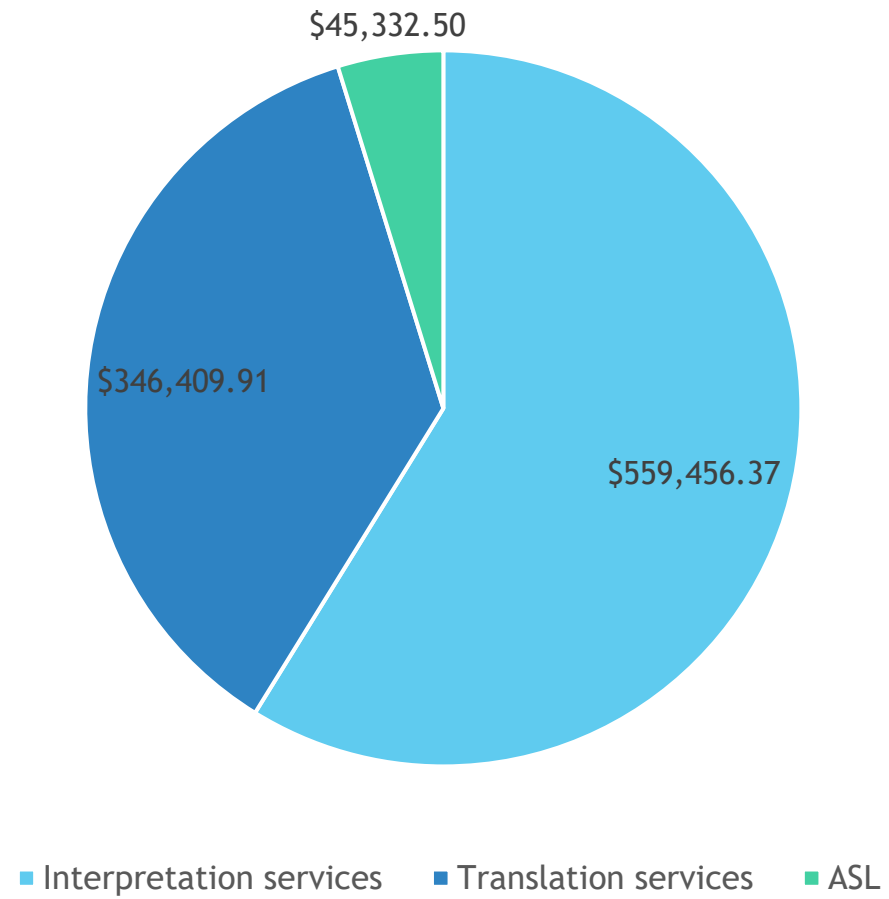
iSpeak Austin
Educational and
Outreach Campaign



FY'22 Language Access Services Expenditures

Department	Amount Spent		Department	Amount Spent
APH	\$568,883.38		FINANCE SERVICES	\$2,038.98
MANAGEMENT SERVICES	\$83,838.57		COMMUNICATION AND TECHNOLOGY MANAGEMENT	\$1,431.50
COMMUNICATION AND PUBLIC INFORMATION OFFICE	\$69,124.47		AVIATION	\$1,277.11
PARD	\$65,523.31		AUSTIN WATER	\$378.05
POLICE	\$57,129.52		FIRE	\$319
AUSTIN ENERGY	\$43,647.72		AUSTIN RESOURCE RECOVERY	\$116
HOUSING AND PLANNING	\$30,627.30		CONVENTION CENTER	\$116
MUNICIPAL COURT	\$19,801.59		EMERGENCY MANAGEMENT SERVICES	\$13.02
ECONOMIC DEVELOPMENT	\$11,757.46			
WATERSHED	\$9,830.10			
TRANSPORTATION	\$7,899.19			
AUSTIN CODE	\$5,842.77			
LIBRARY	\$5,227.09		TOTAL	\$988,252.13
HUMAN RESOURCE	\$3,160			

Expenditures per service



FY'23 Goals

- ▶ Add a new FTE person to the program and increase our support to departments
- ▶ Add a new VISTA member for the Community Safety Connector program
- ▶ Continue with Education and Outreach in the community
- ▶ Continue with Staff training
- ▶ Relaunch the City's Community Interpreting Training for bilingual staff

Contact Information

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Language Access Program Manager

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