

DARIN
7/5/17

June 28, 2017

6/28/2017

Language Access Update

Hispanic Latino Quality of Life Commission

June 28, 2017

Our Goal

- ▶ **Use previous work, Council Resolution and Audit report to develop and launch a language access program that is:**
 - ▶ Consistent across departments
 - ▶ Guided by best practices
 - ▶ Sustainable beyond the initial funding cycle
 - ▶ Thoughtfully and deliberately organized and implemented
 - ▶ Responsive to community priorities

Budget Allocation

- ▶ **Our approach is to use initial funding to stand up a sustainable, citywide program addressing global language needs. It will be used to support:**
 - ▶ Training
 - ▶ Translation (written) and interpretation (spoken and signed) services
 - ▶ Translation of selected Web resources (and associated tools to support sustainability)
 - ▶ Printing/iSpeak cards
 - ▶ Staff

Establishing the Foundation

- ▶ **Stakeholder Meetings**
- ▶ **Departmental Language Access Coordination**
- ▶ **Service Contracts**
 - ▶ Translation
 - ▶ Interpretation (phone and in person)
- ▶ **Language Identification System**
- ▶ **Website Improvements**

Departmental Trainings & Plans

- ▶ Establish uniform approach toward developing departmental language access plans.
- ▶ Identify “critical documents/information” that can be translated in advance of plan completion/adoption.
- ▶ <https://beyondlanguage.bloomfire.com>



Community Interpreting Pilot

- ▶ Partnering with the Multicultural Refugee Coalition (MRC) to train bilingual City staff with community interpreting skills.
- ▶ <http://www.mrcaustin.org/community-services-1/>



Service Contracts

- ▶ **Translation Request for Qualifications (RFQ)**
 - ▶ 8 languages requested: Arabic, Burmese, Chinese, Hindi, Korean, Spanish, Vietnamese
 - ▶ Incorporates best practices for translation procurement
 - ▶ Pre-Solicitation meeting gathered 80+ comments
- ▶ **Critical Translations**
 - ▶ Requests from 12 departments in 8 different languages

Language Identification System

- ▶ Partnering with other community agencies through the Community Advancement Network's (CAN) Language Access Working Group to develop a system to be used in Austin.

iSPEAKHOUSTON

Houston's Language Access Solution

LANGUAGE IDENTIFICATION GUIDE

How to Use This Card

Use this card to identify the foreign language spoken by non-English speakers. Show the card to the individual and ask them to point to the language they speak. Call 311 or 713-817-0311 and ask the operator to connect you to the Language Line for telephonic interpretation services. For more information: www.ispeakhouston.org

أنا أتحدث اللغة العربية
I speak Arabic

Անի խոսում եմ հայերեն
I speak Armenian

Govorim hrvatski
I speak Croatian

من ندى حرف مى زلم
I speak Dari

M pale kreyòl ayisyen
I speak Haitian Creole

אני מדבר עברית
I speak Hebrew

brs Mathias Muech.
now Bureau Chief of Staff
Geno, Vivian & Myself.
Chairman.

Purchasing
C. H. H. H.

Contact Information:

Vivian Newdick, Language Access Coordinator

Vivan.Newdick@austintexas.gov or 512.974.6745

Gena McKinley, Marketing Communications Consultant

Gena.McKinley@austintexas.gov or 512.974.1915

