

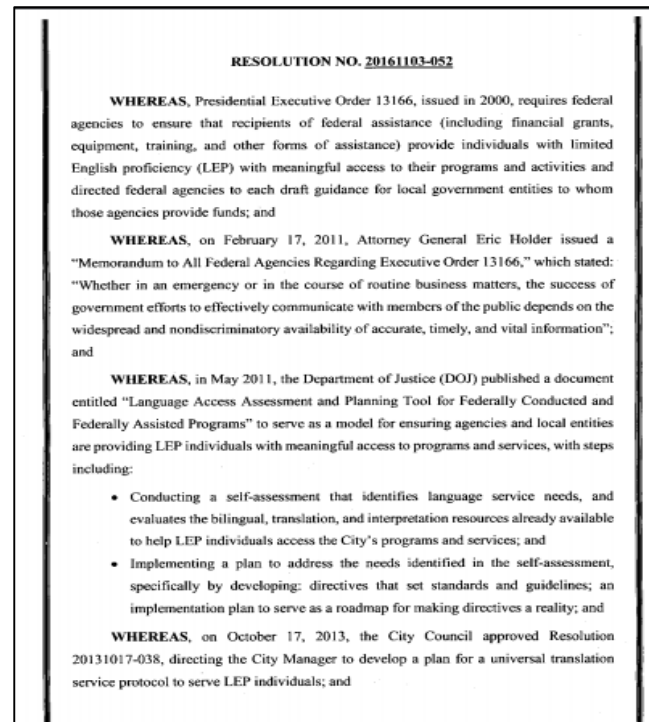
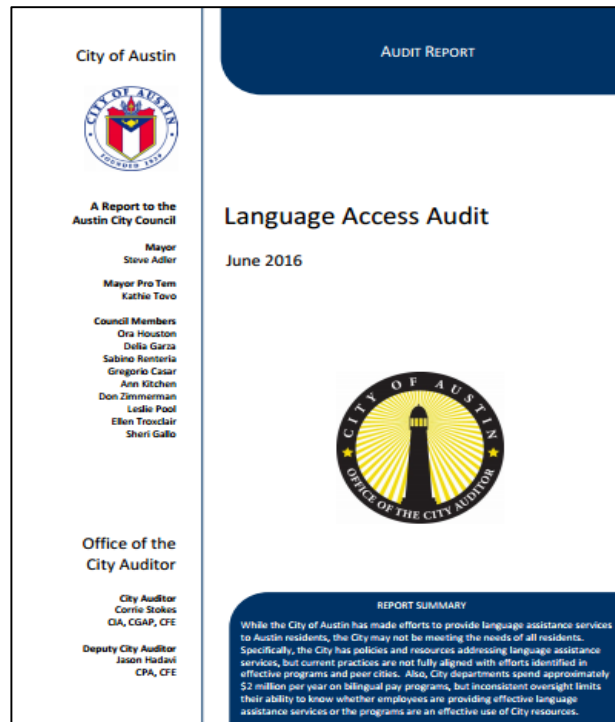
Language Access Update

Asian American Quality of Life Commission

August 21, 2018

Milestones of the Program

- ▶ 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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