

Cook County Offices Under the President Language Access Policy

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Purpose

Under the direction of Cook County Board President Toni Preckwinkle, the Offices Under the President (OUP) adopts this Language Access Policy to provide guidelines and resources for OUP employees to use to provide accessible and responsive services to the 5.2 million residents of Cook County. This OUP Language Access Policy will ensure OUP lives up to the values of equity, engagement, and excellence outlined in the [Cook County Policy Roadmap: Five-Year Strategic Plan for Offices Under the President](#).

Definitions

- Interpretation - conveying meaning of spoken word from one language to another
- Translation - deciphering meaning of the written work from one language to another

Overview

As the second largest county in the United States, Cook County is home to 5.2 million people. According to the U.S Census Bureau, 21.1 percent of Cook County's population are foreign born and 35.2 percent of households speak a language other than English at home.¹ Additionally, 6.5 percent of Cook County residents under the age of 65 have a disability.

Government must ensure that all residents can access services, regardless of language and ability. Making government accessible to every resident requires Offices Under the President (OUP) to provide information and services in multiple languages and formats based on our residents' needs.

OUP serves all County residents and supports the day-to-day functions and operations of County agencies. Additionally, OUP advances the Cook County Board President's agenda across the County's five broad mandates:

- Promoting healthy families through access to community-based healthcare and other public health services;
- Promoting equitable economic and community development;
- Supporting the criminal justice system and the administration of court services;
- Building, managing and conserving County assets through finance and administrative services; and
- Collecting revenue to fund County government through property assessment and taxation services.

This work is coordinated through OUP's bureaus and departments (see [Appendix A: Offices Under the President Organizational Chart](#)).

This Policy gives OUP bureaus and departments guidelines on when and how to translate materials, including online content and printed materials. It also explains how to secure translators and interpreters

¹ U.S. Census Bureau. *U.S. Census Bureau QuickFacts: Cook County, Illinois*. Census Bureau QuickFacts. Retrieved April 23, 2021, from <https://www.census.gov/quickfacts/fact/table/cookcountyillinois/PST120219>

for virtual and in-person meetings, service delivery, and other encounters between the public and Cook County staff.

Each bureau and department plays a key role in ensuring Cook County services are accessible to residents regardless of language or ability. This work is being coordinated through the President's Office by the Director of Equity and Inclusion, Director of Policy, and Director of Communications and Public Affairs.

The President's Office acknowledges this policy will require significant change from our status quo and has worked closely with the Office of the Chief Procurement Officer and the Department of Budget and Management Services to ensure this policy and its implementation are comprehensive and sustainable. We are also grateful to employees throughout every bureau and department who have taken surveys, shared opinions, and provided feedback on drafts of this Policy to ensure it fits our operations. We are also grateful to our external partners, including members of the Community Advisory Council and Disability Inclusion Working Group, whose expertise has helped shape this Policy and ensure it meets our residents' needs.

While this policy pertains specifically to language access, we recognize the overlap between language access and accessibility. For example, a resident who is a primary American Sign Language (ASL) user might need ASL-captioned video content. Additionally, a deaf blind resident who is not a primary English user may require reasonable accommodations accessible text only format. OUP is committed to better understanding these needs and refining this Policy in the future to accommodate them, as outlined in the [Feedback Process](#) section.

General Language Access Needs of OUP

In summer 2020, the President's Office surveyed all departments and bureaus in Offices Under the President (OUP) regarding translation and interpretation as part of a broader language access initiative. This survey was designed to estimate the public-facing materials, meetings, and interactions each department generates annually and our status quo translation and interpretation practices. The survey found that:

- 83 percent of respondents' Departments produce written public materials.² However, 73 percent of these respondents' Departments do not regularly translate any written public materials into a language other than English.
 - 83 percent of respondents' Departments did not translate any materials into a language other than English in FY19.
 - 80 percent of respondents' Departments have not translated any materials into a language other than English in FY20 (as of July 31, 2020).
- 65 percent of respondents' Departments host meetings or events that include external partners or members of the public.³ However, 77 percent of these respondents' Departments do not regularly have someone translate or interpret at these meetings or events.

² Written public materials include both printed and online materials.

³ Meetings or events that include external partners or members of the public may include internal working groups or task force meetings and public meetings or forums where someone requires an interpreter or translator.

- 75 percent of respondents' Departments did not have anyone translate or interpret meetings or events in FY19.
- 88 percent of respondents' Departments have not had anyone translate or interpret at events or meetings in FY20 (as of July 31, 2020).
- 48 percent of respondents' Departments regularly provide in-person or phone services to residents.
 - Of respondents whose Departments regularly provide in-person or phone services to residents, 53 percent provide these services for residents who do not speak English by having an employee who speaks that language translate, 5 percent use a service they can call to assist in interpretation, and 42 percent do not currently have a structured way to handle interpretation in this scenario.
- Even in Departments that translate or interpret materials, meetings, events, or services, most do not report spending a significant amount of money on these services. This generally occurs because Departments rely on their employees who speak other languages. The language access policy under development will address issues related to human resources and budget considerations.

Language Access Protocols

Languages

Data from the U.S. Census shows the languages spoken in Cook County.

| Table 1: Languages Spoken in Cook County | | |
|---|--------------|----------------|
| <i>Source: 2019 American Community Survey</i> | | |
| | Count | Percent |
| Arabic | 48,154 | 1.01 % |
| Chinese (incl. Mandarin & Cantonese) | 63,197 | 1.32 % |
| English | 3,089,557 | 64.51 % |
| French, Haitian, or Cajun | 21,173 | 0.44 % |
| German or other West Germanic lang. ⁴ | 14,519 | 0.30 % |
| Korean | 25,101 | 0.52 % |
| Russian, Polish, or other Slavic lang. ⁵ | 203,350 | 4.25 % |
| Spanish | 1,008,234 | 21.05 % |
| Tagalog (incl. Filipino) | 45,648 | 0.95 % |
| Vietnamese | 13,894 | 0.29 % |
| Other Indo-European lang. ⁶ | 165,686 | 3.46 % |
| Other Asian and Pacific Island lang. ⁷ | 47,776 | 1.00 % |

⁴ As outlined by the [U.S. Census Bureau](#), "Other West-Germanic languages" could include Dutch and Yiddish.

⁵ As outlined by the [U.S. Census Bureau](#), "Other Slavic languages" could include Bulgarian, Czech, and Ukrainian.

⁶ As outlined by the [U.S. Census Bureau](#), "Other Indo-European languages" could include Albanian, Armenian, Bengali, Greek, Gujarati, Hindi, Italian, Kannada, Lithuanian, Malayalam, Nepali, Pashto, Persian, Portuguese, Punjabi, Romanian, Serbo-Croatian, Swedish, Tamil, Telugu, and Urdu.

⁷ As outlined by the [U.S. Census Bureau](#), "Other Asian and Pacific Island languages" could include Burmese, Hawaiian, Hmong, Ilocano, Japanese, Karen, Khmer, Lao, Samoan, Thai, Turkish, and Uzbek.

| Table 1: Languages Spoken in Cook County | | |
|---|--------|--------|
| <i>Source: 2019 American Community Survey</i> | | |
| Other and Unspecified lang. ⁸ | 43,025 | 0.90 % |

In general, OUP should translate materials when at least 5.0% of the County speaks a language and when at least 5.0% of the intended audience speaks a language. Under current demographics, and in line with the guidelines outlined in the following sections, this means OUP will translate general information where all Cook County residents are the intended audience into English and Spanish. For events or outreach purposes, or other instances where a specific Cook County District, is the intended audience, OUP employees will translate into Spanish, and any language that is spoken by at least 5.0% of the District's population, as shown in Table 2 below.

| Table 2: Languages that exceed 5 percent of the population by County District⁹ | | | |
|--|---------------------------------|--|---------------------------------------|
| <i>Source: 2019 American Community Survey</i> | | | |
| District | Commissioner | Language | Percent of District Population |
| 1 | Commissioner Brandon Johnson | Spanish | 17 % |
| 2 | Commissioner Dennis Deer | Spanish | 8 % |
| 3 | Commissioner Bill Lowry | Spanish | 5 % |
| 4 | Commissioner Stanley Moore | Spanish | 15 % |
| 5 | Commissioner Deborah Sims | Spanish | 12 % |
| 6 | Commissioner Donna Miller | Spanish | 8 % |
| 7 | Commissioner Alma E. Anaya | Spanish | 72 % |
| 8 | Commissioner Luis Arroyo Jr. | Spanish | 53 % |
| 9 | Commissioner Peter N. Silvestri | Other Indo-European lang. | 7 % |
| | | Russian, Polish, or other Slavic lang. | 14 % |
| | | Spanish | 12 % |
| 10 | Commissioner Bridget Gainer | Other Indo-European lang. | 5 % |
| | | Spanish | 11 % |
| 11 | Commissioner John P. Daley | Chinese (incl. Mandarin & Cantonese) | 5 % |
| | | Spanish | 27 % |
| 12 | Commissioner Bridget Degnen | Russian, Polish, or other Slavic lang. | 5 % |
| | | Spanish | 17 % |
| 13 | Commissioner Larry Suffredin | Other Indo-European lang. | 9 % |
| | | Spanish | 10 % |
| 14 | Commissioner Scott R. Britton | Other Indo-European lang. | 6 % |
| | | Russian, Polish, or other Slavic lang. | 9 % |
| | | Spanish | 13 % |

⁸ As outlined by the [U.S. Census Bureau](#), "Other and unspecified languages" could include Amharic, Hebrew, Igbo, Navajo, Somali, Swahili, Twi, and Yoruba.

⁹ See additional information in [Appendix B](#) for a more detailed explanation of the language categories. As outlined by the [U.S. Census Bureau](#), "Other Slavic languages" could include Bulgarian, Czech, and Ukrainian. As outlined by the [U.S. Census Bureau](#), "Other Indo-European languages" could include Albanian, Armenian, Bengali, Greek, Gujarati, Hindi, Italian, Kannada, Lithuanian, Malayalam, Nepali, Pashto, Persian, Portuguese, Punjabi, Romanian, Serbo-Croatian, Swedish, Tamil, Telugu, and Urdu.

| Table 2: Languages that exceed 5 percent of the population by County District⁹ | | | |
|--|--------------------------------|--|------|
| <i>Source: 2019 American Community Survey</i> | | | |
| 15 | Commissioner Kevin B. Morrison | Other Indo-European lang. | 9 % |
| | | Russian, Polish, or other Slavic lang. | 6 % |
| | | Spanish | 19 % |
| 16 | Commissioner Frank J. Aguilar | Spanish | 58 % |
| 17 | Commissioner Sean M. Morrison | Other Indo-European lang. | 5 % |
| | | Russian, Polish, or other Slavic lang. | 7 % |
| | | Spanish | 10 % |

In addition to complying with the above, OUP bureaus and departments are invited to translate materials into additional languages to best serve residents. Additional recommendations are outlined in the following sections.

Bilingual and Multilingual Employees

The Offices Under the President (OUP) recognizes the valuable skills bilingual and multilingual employees bring to government. Currently, employees represented by certain unions receive bilingual pay if they perform translation duties and this Policy is not intended to supersede or limit the County from enforcing programs or provisions in any applicable collective bargaining agreement. Under this Policy, departments will offer employees who currently receive bilingual pay pursuant to their Collective Bargaining Agreements the opportunity to translate first. If they decline to translate, the department will engage the approved vendor as outlined in the [General Translation and Interpretation Guidance](#) section.

In all other instances, departments should direct regular translation needs through the vendor as outlined in the [General Translation and Interpretation Guidance](#) section to standardize requests across all OUP bureaus and departments. If a real-time need arises that makes it impractical to request services from the vendor, an OUP bureau or department may ask a bilingual or multilingual employee, on a volunteer basis, to perform the translation or interpretation work if the employee chooses to.

To iterate on this policy, the President’s Office and the Bureau of Human Resources will conduct informational sessions to educate employees about the services and Language Access Policy.

General Translation and Interpretation Guidance

Each section below outlines the procedures to follow when providing services to someone whose first language is not English. This Policy includes instructions for securing services from our current language services vendor, LanguageLine Solutions. The President’s Office will keep the Policy updated to reflect the vendor with whom the County has contracted for language services.

In-Person or Virtual Events and Outreach

Language and accessibility accommodations

When hosting events, it is important to ensure all residents, businesses, or other constituents affected by the event topic have equal access to important information. To implement this, OUP departments should:

1. When planning an in-person event, consider accessibility concerns like building ADA-compliance when selecting an event site.

2. When planning a virtual event, consider accessibility concerns like captioning and how any needed interpreters will be visible to your audience on your streaming platform. Additionally, as you plan virtual events with ASL interpreters in which you will project materials, be sure to distribute those materials in advance and not share screens or presentations during a virtual meeting where an ASL interpreter is being utilized. Consider how different streaming platforms accommodate different users' needs and adjust accordingly when possible.
3. Include explicit information about available translation and/or interpretation services in all promotion and registration materials. To ensure residents who may want to request accommodation have ample time to do so, we recommend publicizing all events at least 7 – 10 business days ahead. To ensure OUP employees have time to respond to and meet accommodation requests, we recommend asking for requests by four business days ahead.
 - a. This could include using an accommodation statement on promotional materials and registration forms to notify participants that OUP can make a variety of accommodations as needed (e.g., visual, hearing, mobility, language) and inform them how to request accommodations. Examples statements include and be translated into our top 3 languages or the languages applicable to the outreach area as designated by our district mapping:
 - i. If you require accommodation in order to fully participate in this activity, please check here. You will be contacted by someone from our staff to discuss your specific needs.
 - ii. To request accommodations please contact [name] at [phone number] and [e-mail address]. We request at least four days advance notice of need.
 - iii. If any accommodations are needed, please contact [individual's name] at [telephone number and TTY] or [email address]. Requests should be made as soon as possible but at least four days prior to the scheduled meeting.
4. Secure accommodation resources with as much advance notice as you can, but no later than one full business day before the event.
 - a. Per OUP's translation and interpretation services contract, standard rates apply 8:00 a.m. - 5:00 p.m. local time Monday through Friday with more than one full business days' notice. Non-standard rates apply before 8:00 a.m. or after 5:00 p.m. local time Monday through Friday, Saturday/Sunday or assignments with less than one full business days' notice. Emergency/Holiday rates apply on assignments with less than one hour's notice or assignments on federally recognized holidays. Emergency service not available in all areas or for all projects.

Procedure (Vendor: LanguageLine Solutions)

To secure on-site interpreter and translator services, please follow the following process at least 3-5 business days' notice:

- Complete Onsite Interpreter Request Form and send the completed form to onsiterequests@FluentLS.com. You may also call in your request by dialing 1-888-225-6056, Option 1.
- Contact the vendor partner at least 1 full business day in advance to cancel an interpreter request to avoid the cancellation fee.
- Requests that are placed with a less than 24 hours business notice are subject to premium rates.

On-Demand Phone or Video Interpretation Services

Language and accessibility accommodations

Cook County residents often contact OUP by telephone to ask questions and receive services. When residents whose primary language is not English call OUP, employees can contact OUP's language access vendor for over-the-phone or audio interpreters. No appointment scheduling is necessary for this service. This service is appropriate for call centers, three-way calling (dial-in, dial-outs), unanticipated interpretation needs, languages of lesser diffusion (languages with limited or nonexistent video or face-to-face availability), and short encounters (less than 15 minutes) that are less technical in nature.

Procedure (Vendor: LanguageLine Solutions)

To secure on demand phone interpreter services, please follow the following process

- Dial LanguageLine at 1-866-874-3972
- Input Client ID (unique to your Department)
- Press 1 for Spanish, 2 for all other languages, 0 if you do not know the language you need

Public Meetings and Hearings

Language and accessibility accommodations

Cook County Boards, Commissions, bureaus, and departments under the jurisdiction of OUP shall translate meeting notices, agendas, and minutes upon written request. Boards, Commissions, bureaus, and departments should publicize this option on all materials advertising public meetings and hearings and include an explanation for how to request translation and interpretation services.

Boards, Commissions, bureaus, and departments shall provide oral interpretation or translation services in the language the member of the public requests at any public meeting or hearing if requested at least 2 business days in advance of the meeting or hearing.

Procedure (Vendor: LanguageLine Solutions)

To request a translation quote:

- Send files and quote requests to Translation@LLTS.com and copy Jon Bove at JBove@llts.com.
- For sensitive or confidential projects, email Translation@LLTS.com to request a secure file upload link.
- When available, send original source/native files.

Written Communication and Signage

Language and accessibility accommodations

At a minimum, OUP bureaus and departments should follow the below guidance regarding translating materials in different categories. In addition to the list below, Bureau Chiefs and Department Heads can require their teams to translate any other materials. Written materials include, but are not limited to, digital and print materials such as social media posts, trifold brochures, fliers, and public reports.

| Table 3: Material Categories | | | |
|-------------------------------------|---|--|---|
| Category | Required | Recommended | Encouraged |
| Description | <i>OUP bureaus and departments must translate materials in this category into the languages outlined in the Languages section of this Policy.</i> | <i>The President’s Office recommends OUP bureaus and departments translate materials in this category into the languages outlined in the Languages section of this Policy. If resources are not available to do so for all materials in this category, the President’s Office recommends including information about how residents can request these documents to be translated if needed.</i> | <i>The President’s Office encourages OUP bureaus and departments to translate materials whenever possible. If departments have the resources or identify a need among their clients, they are encouraged to translate materials in this category.</i> |
| Types of Materials | <ul style="list-style-type: none"> • Applications or forms necessary to receive benefits or services or to participate in programs or activities • Materials that affect public safety and critical services • Notices in public areas advising people whose first language is not English of free language assistance | <ul style="list-style-type: none"> • Supplemental documents related to direct services to the public that could impact the community or an individual seeking services from or participating in a program • Complaint forms • Written notices of rights to, determination of eligibility for, award of, denial of, loss of, or decreases in benefits or services, including the right to appeal any Department's decision | <ul style="list-style-type: none"> • Reports • Press releases • Additional materials related to County services |

Procedure (LanguageLine Solutions)

To request a translation quote:

- Send files and quote requests to Translation@LLTS.com and copy Jon Bove at JBove@llts.com.
- For sensitive or confidential projects, email Translation@LLTS.com to request a secure file upload link.

- When available, send original source/native files.

Implementation

Data Collection & Tracking Process

As OUP begins implementing this Language Access Policy the President's Office will work with the language access vendor to collect data on its implementation. This will include tracking which types of services OUP requests most, which languages these requests are for, how much these services cost, and which bureaus and departments most frequently request translation and interpretation services.

In addition to tracking materials and services that OUP bureaus or departments translate or interpret, the President's Office will work with the OUP language access liaisons to collectively determine what OUP wants to track internally.

Department Responsibilities

Each bureau and department shall:

- Inform people whose first language is not English who seek services, in their preferred language, of their right to request translation and interpretation services;
- Designate a language access liaison responsible for connecting and securing vendor services for their department's or bureau's needs; monitoring the budget and reviewing and submitting invoices; and assessing and optimizing the department's or bureau's language needs over time; and
- Prioritize Language Access Services and comply with recommendations that are readily achievable while working towards full compliance over time.

President's Office Responsibilities

The President's Office is here to support OUP bureaus and departments in complying with this Language Access Policy. The President's Office will train all language access liaisons on the OUP Language Access Policy and how to secure necessary services through the vendor. OUP bureaus and departments should first work with their language access liaison to request services and resolve questions. If the language access liaison needs support or if the bureau or department needs support beyond what the language access liaison can provide, please contact Director of Equity and Inclusion or Director of Policy.

OUP Employee Training

In the initial rollout of the Language Access training, the President's Office will train all President's Office Communications staff, all OUP Deputy Directors of Communication, all OUP Public Information Officers, and all OUP language access liaisons.

The initial Language Access training will focus on this Language Access Policy rollout and requirements and how to obtain language access services from LanguageLine Solutions, our current language access vendor. The Language Access Policy rollout is moving forward in an intentional, data-driven and fiscally realistic manner. The phased approach means training will cover the current iteration of what types of materials are considered required, recommended or encouraged regarding translation and interpretation.

This phased approach also gives OUP opportunities to gather data on usage while simultaneously understanding specific needs each department. The President's Office will train all OUP Public Information Officers and language access liaisons prior to policy rollout to ensure immediate implementation.

The Director of Policy and Director of Equity and Inclusion will review the policy at a minimum of every 18 months for updates and additions. The President's Office will offer training at least twice per calendar year to accommodate language liaison attrition and policy or vendor updates. Once the initial trainings are complete, the President's Office will also offer informational lunch and learns to all interested OUP employees and will offer language access trainings to interested OUP employees as time permits.

Feedback Process

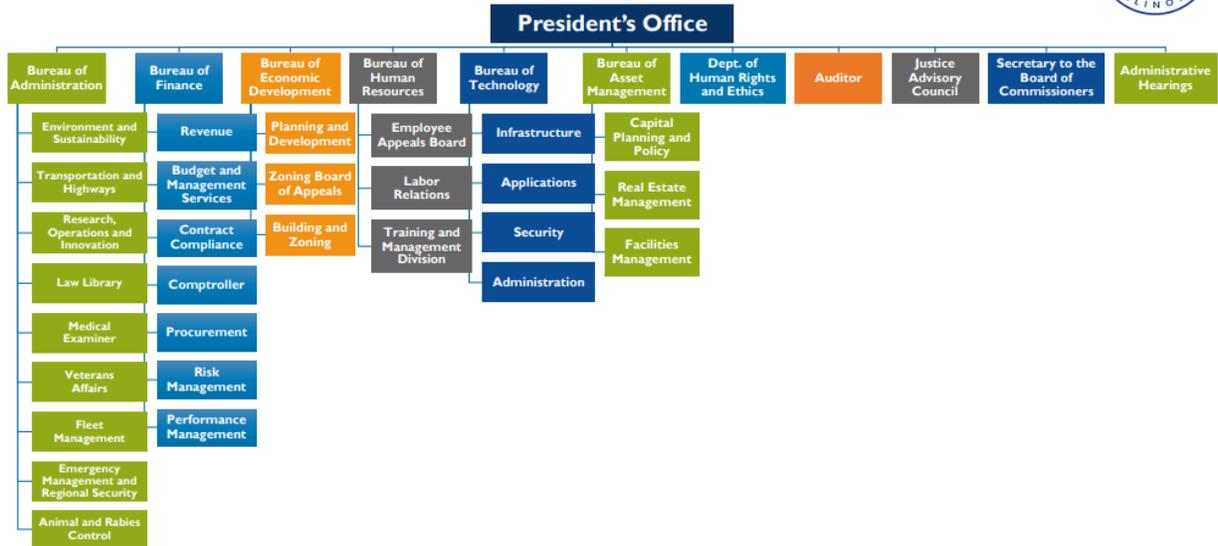
To socialize this Policy and create regular opportunities for feedback, the Director of Equity and Inclusion and the Director of Policy will coordinate quarterly lunch and learns for OUP employees. Additionally, as mentioned in the [Bilingual and Multilingual Employees](#) section of this Policy, the President's Office and the Bureau of Human Resources will conduct informational sessions to educate employees about the services and Language Access Policy. Additionally, the Director of Equity and Inclusion and the Director of Policy will conduct a yearly survey of OUP Bureaus and Departments use of language access services and implementation of the Policy, similar to the 2020 OUP Interpretation & Translation Survey ([Appendix C](#)). Finally, the President's Office will review this Policy at least every 18 months to ensure it reflects Cook County residents' needs and OUP's operations.

In addition to these formal feedback mechanisms, Cook County residents and OUP employees can contact the Director of Equity and Inclusion or the Director of Policy to provide feedback on this Policy.

Appendices

Appendix A: Offices Under the President Organizational Chart

Offices Under the President



Updated July 27, 2020

Appendix B: Full Language Breakdown by District

| Table 4: Percent of population that speaks each language by County District | | | | | | | | | | | | | | | | | |
|--|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| <i>Source: American Community Survey (2019)</i> | | | | | | | | | | | | | | | | | |
| District | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| Arabic | | | | | | 3 | | 1 | 2 | 1 | 2 | 1 | 2 | | | | 3 |
| Chinese (incl. Mandarin & Cantonese) | | 3 | 2 | | | | 3 | | | 1 | 5 | 1 | 2 | 1 | 1 | | |
| English | 78 | 83 | 86 | 82 | 86 | 81 | 23 | 39 | 57 | 67 | 60 | 66 | 62 | 63 | 57 | 36 | 71 |
| French, Haitian, or Cajun | | | 1 | 1 | | | | | | 1 | | 1 | 1 | | | | |
| German or other West Germanic lang. ¹⁰ | | | | | | | | | | 1 | | | 1 | 1 | | | |
| Korean | | | | | | | | | 1 | 1 | | 1 | 1 | 3 | 1 | | |
| Russian, Polish, or other Slavic lang. ¹¹ | 2 | 1 | 1 | | | 4 | 1 | 3 | 14 | 4 | 4 | 5 | 4 | 9 | 6 | 3 | 7 |
| Spanish | 17 | 8 | 5 | 15 | 12 | 8 | 72 | 53 | 12 | 11 | 27 | 17 | 10 | 13 | 19 | 58 | 10 |
| Tagalog (incl. Filipino) | | | | | | 1 | | 1 | 2 | 1 | | 2 | 2 | 1 | 2 | 1 | 1 |
| Vietnamese | | | | | | | | | | 2 | | | 1 | | | | |
| Other Indo-European lang. ¹² | 1 | 2 | 2 | | | 2 | | 1 | 7 | 5 | 1 | 3 | 9 | 6 | 9 | 1 | 5 |
| Other Asian and Pacific Island lang. ¹³ | | 1 | 1 | | | | | 1 | 2 | 1 | | 1 | 1 | 3 | 3 | | 1 |
| Other and Unspecified lang. ¹⁴ | | | 1 | 1 | | 1 | | | 1 | 3 | | 1 | 4 | 1 | 1 | | |

¹⁰ As outlined by the [U.S. Census Bureau](#), “Other West-Germanic languages” could include Dutch and Yiddish.

¹¹ As outlined by the [U.S. Census Bureau](#), “Other Slavic languages” could include Bulgarian, Czech, and Ukrainian.

¹² As outlined by the [U.S. Census Bureau](#), “Other Indo-European languages” could include Albanian, Armenian, Bengali, Greek, Gujarati, Hindi, Italian, Kannada, Lithuanian, Malayalam, Nepali, Pashto, Persian, Portuguese, Punjabi, Romanian, Serbo-Croatian, Swedish, Tamil, Telugu, and Urdu.

¹³ As outlined by the [U.S. Census Bureau](#), “Other Asian and Pacific Island languages” could include Burmese, Hawaiian, Hmong, Ilocano, Japanese, Karen, Khmer, Lao, Samoan, Thai, Turkish, and Uzbek.

¹⁴ As outlined by the [U.S. Census Bureau](#), “Other and unspecified languages” could include Amharic, Hebrew, Igbo, Navajo, Somali, Swahili, Twi, and Yoruba.

Appendix C: 2020 Offices Under the President Interpretation & Translation Survey

Description:

Providing accessible and responsive government services requires prioritizing language access across our operations based on our residents' needs. Language and ability should not be a barrier to interacting with government. To live up to our values of equity, engagement, and excellence, the President's Office is in the process of drafting a language access policy that gives OUP bureaus and departments guidelines on when and how to translate materials, including online content and printed materials, and when and how to secure translators or interpreters for virtual and in-person meetings and other encounters between the public and County staff (e.g. counter staff in County service departments). We know this will require significant change from our status quo and are working with the Office of the Chief Procurement Officer and the Department of Budget and Management Services to ensure we do this in a comprehensive and sustainable way.

Please complete this survey by Friday September 4th to help us begin to estimate the public-facing materials, meetings, and interactions each department generates annually and our status quo translation and interpretation practices.

Questions:

Section 1: Basic information

1. Name
2. Department/Bureau
3. Title
4. Email address
5. Best phone number

Section 2: FY19 Translation & Interpretation

6. During FY19, did your Department translate any materials into a language other than English?
 - a. Yes
 - b. No
7. *[If 6 = a]* What kinds of materials did your Department translate in FY19 (ex: notice of meeting, report, etc.)?
8. *[If 6 = a]* What language(s) did your Department translate these materials into?
9. *[If 6 = a]* Who did this translation work?
 - a. OUP employees
 - b. External translation service
 - c. Combination of OUP employees and external translation service
 - d. Other (please explain)
10. *[If 6 = a]* How much did your Department spend on translating materials in FY19?
11. During FY19, did your Department have anyone translate or interpret meetings or events?
 - a. Yes
 - b. No
12. *[If 11 = a]* At what kinds of meetings or events did your Department have someone translate or interpret?

13. *[If 11 = a]* What language(s) did your Department translate or interpret into?
14. *[If 11 = a]* Who did this translation or interpretation work?
 - a. OUP employees
 - b. External translation or interpretation service
 - c. Combination of OUP employees and external translation or interpretation service
 - d. Other (please explain)
15. *[If 11 = a]* How much did your Department spend on translation or interpretation for meetings or events in FY19?

Section 3: FY20 Translation & Interpretation

16. As of July 31, 2020, in FY20 has your Department translated any materials into a language other than English?
 - a. Yes
 - b. No
17. *[If 16 = a]* What kinds of materials has your Department translated in FY20 as of July 31, 2020 (ex: notice of meeting, report, etc.)?
18. *[If 16 = a]* What language(s) has your Department translated these materials into?
19. *[If 16 = a]* Who did this translation work?
 - a. OUP employees
 - b. External translation service
 - c. Combination of OUP employees and external translation service
 - d. Other (please explain)
20. *[If 16 = a]* How much has your Department spent on translating materials in FY20 as of July 31, 2020?
21. As of July 31, 2020, in FY20 has your Department had anyone translate or interpret meetings or events?
 - a. Yes
 - b. No
22. *[If 20 = a]* At what kinds of meetings or events has your Department had someone translate or interpret?
23. *[If 20 = a]* What language(s) has your Department translated or interpreted into?
24. *[If 20 = a]* Who did this translation or interpretation work?
 - a. OUP employees
 - b. External translation or interpretation service
 - c. Combination of OUP employees and external translation or interpretation service
 - d. Other (please explain)
25. *[If 20 = a]* How much has your Department spent on translation or interpretation for meetings or events in FY20 as of July 31, 2020?

Section 4: Language access policy

26. Does your Department produce written public materials? This includes both printed and online materials.
 - a. Yes

- b. No
27. *[If 26 = a]* Does your Department currently translate all written public materials into a language other than English?
- a. Yes, we currently translate all written public materials.
 - b. No, we translate some written public materials but not all.
 - c. No, we do not regularly translate any written public materials.
28. *[If 27 = a]* What language(s) do you translate your written public materials into?
29. *[If 27 = b or c]* Please select all of the following types of written public materials your Department produces that you **DO NOT** currently translate into a language other than English:
- a. Announcements
 - b. Informational materials uploaded to the website, like PDFs (note: this does not include website copy)
 - c. Informational materials like brochures or flyers
 - d. Newsletters
 - e. Press releases
 - f. Public notices
 - g. Public reports
 - h. Service requests (complaint forms, permit requests, grant applications, etc.)
 - i. Other (please explain)
30. Does your Department host meetings or events that include external partners or members of the public? (This may include internal working groups or task force meetings and public meetings or forums where someone requires an interpreter or translator).
- a. Yes
 - b. No
31. *[If 30 = a]* Does your Department currently have someone translate or interpret at these meetings or events?
- a. Yes, we currently have someone translate or interpret at all of these meetings and events.
 - b. Yes, we have someone translate or interpret at some of these events but not all.
 - c. No, we do not regularly have someone translate or interpret at meetings or events.
32. *[If 31 = a]* What language(s) do you have someone translate or interpret into?
33. *[If 31 = b]* When determining which events or meetings you will have someone translate or interpret at, do you ask participants if they require special accommodations?
- a. Yes
 - b. No
34. *[If 31 = b or c]* Approximately how many meetings or events per year does your Department currently host that you **DO NOT** have someone translate or interpret at?
35. Does your Department regularly provide in-person or phone services to residents? This might include residents or customers who visit or call our office to access services or get more information?
- a. Yes
 - b. No
36. *[If 35 = a]* How do you currently provide these services if a resident or customer does not speak English?

- a. An employee who speaks that language translates
 - b. We use a service we can call to assist in interpretation
 - c. We do not currently have a structured way to handle interpretation in this scenario
37. *[If 36 = a]* Does that employee receive extra pay for translating?
- a. Yes
 - b. No
 - c. I'm not sure

Section 5: Feedback

38. Are there other opportunities for translation or interpretation that haven't been mentioned here that OUP should explore?
39. Please share any questions or comments you have regarding increasing language access within OUP.