

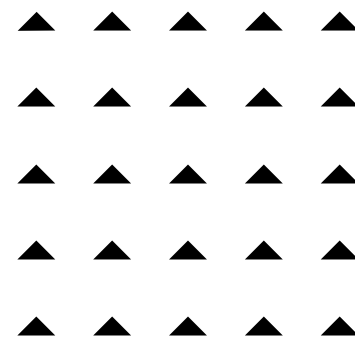
CREATING GREATER DIVERSITY, EQUITY, AND INCLUSION THROUGH LANGUAGE ACCESS

**2022 League of California Cities New Law &
Elections Seminar**

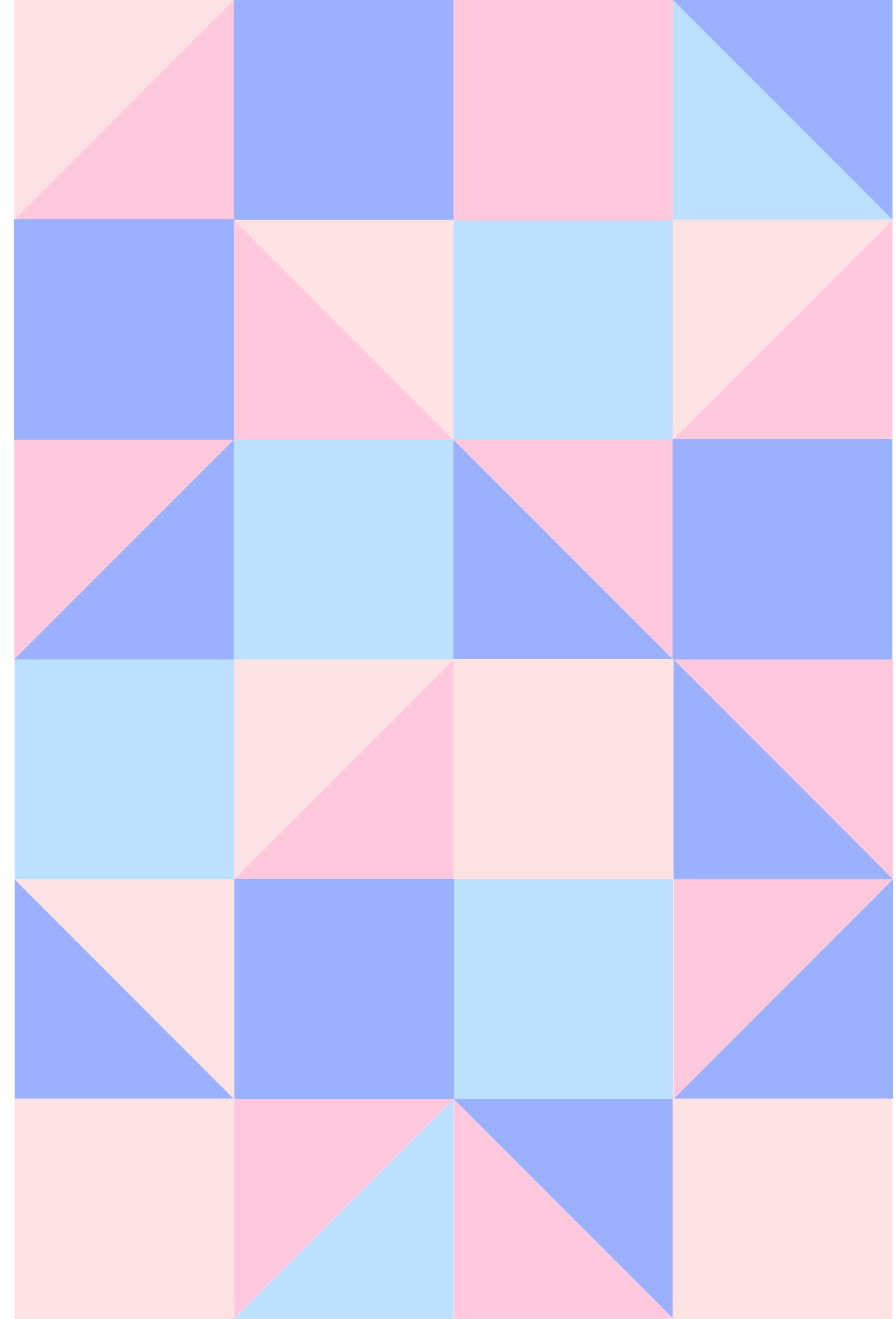
HELLO AND WELCOME

Purpose

Democracy requires participation and we must create a transparent and accessible environment. Online access to meeting information is a powerful tool, but in order to reach as many communities as possible, a language access program is necessary. Today we will review programs implemented in our cities along with the lessons learned. Panelists will discuss how they discovered that it is possible to do more to engage the entire community and increase meaningful participation, even with limited resources.



Lets Get Started



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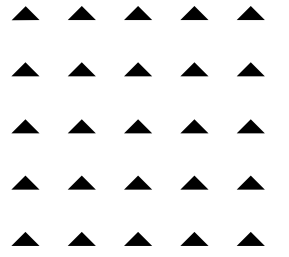


Kerry Bigelow
City Clerk,
Chula Vista

Sarah Gorman
City Clerk,
Santa Barbara



Diana Fuentes
Assistant City Clerk,
San Diego



**LET'S MEET
OUR SPEAKERS**

AGENDA

01. Opening Remarks

What is language access?
What is the goal of language access?

03. Getting Started

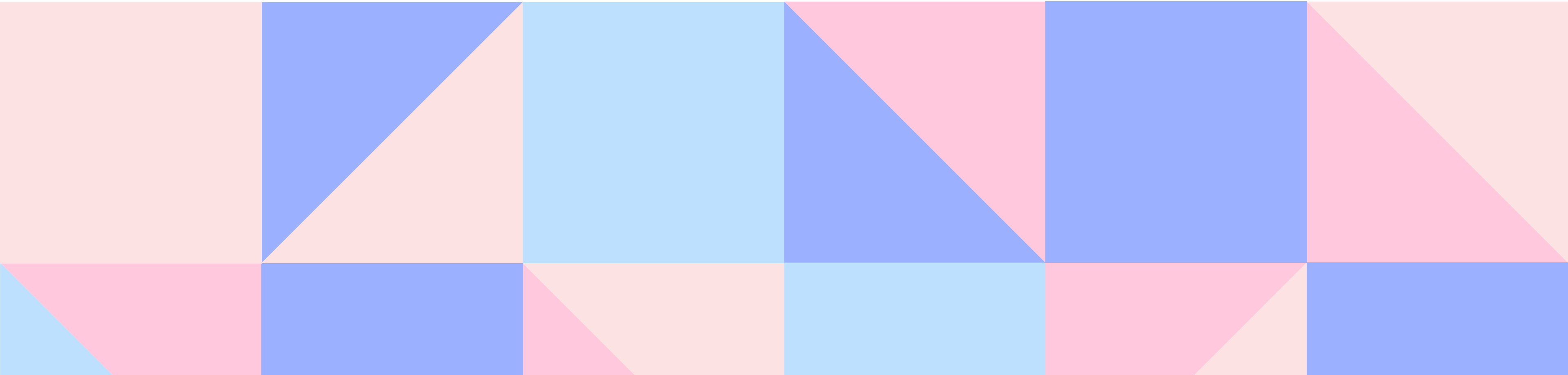
How to take the first step to start or expand your language access program.

02. Our Cities' Experiences

Real experiences and lessons learned from small to large municipalities.

04. Resources

Review of our templates and resources and how they can be applied in your agency.



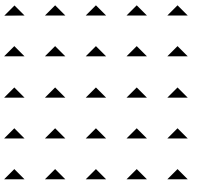
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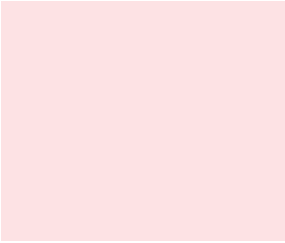


LANGUAGE ACCESS



What is it?

Providing Limited English Proficient (LEP) people with reasonable access to the same services as English-speaking individuals.



Why is it important?

You tell us. Word cloud using SLIDO.



What is the goal ?

To create greater access and engage ALL members of the community.

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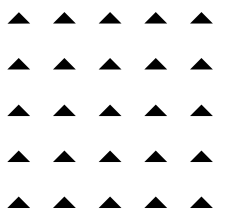
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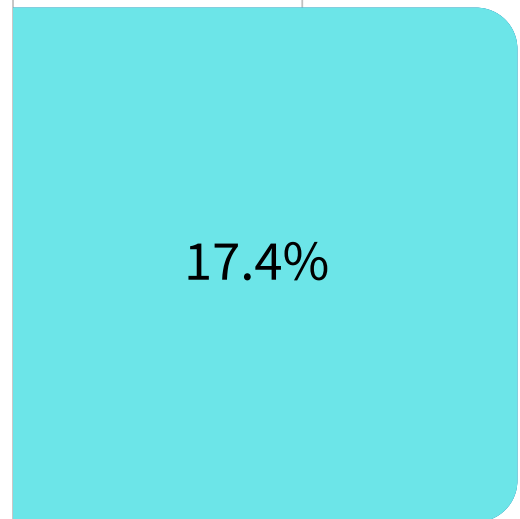
AMERICAN COMMUNITY SURVEY- CALIFORNIA



Language other than English at home
43.9%



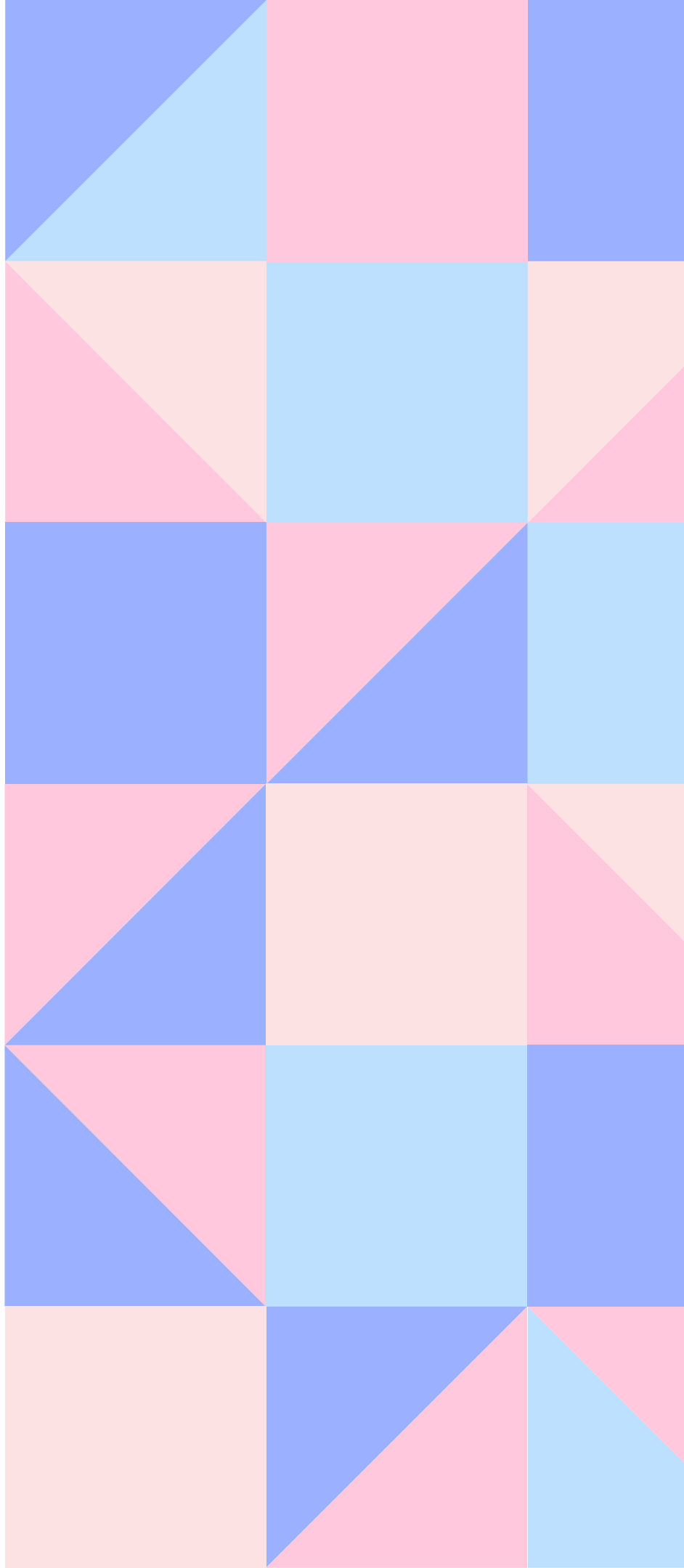
Speak English less than well
17.4%



0 10 20 30 40 50

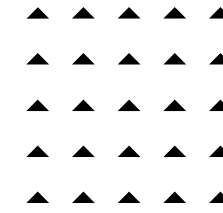
Find your city/county data at:

<https://www.census.gov/acs/www/about/why-we-ask-each-question/language/>



CITY OF SANTA BARBARA

SARAH GORMAN, CITY CLERK



Access

Language access and the greater goal of accessibility are related.

City Translators/ Interpreters

Established a cadre of city employees who are called on to translate documents or interpret testimony.

Leveraging Technology

Using google translate as a starting point and having real people proof for accuracy and clarification.

Community Outreach

Go out into the community, don't expect the community to come to you.

Reunión en vivo

Actualmente no hay reuniones en vivo.

Vídeos Próximos Y Archivados

Buscar agendas y subtítulos *

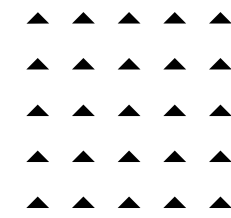
Búsqueda avanzada de documentos

Tipo de reunión:

2022 2021 2020 2019 2018 2017 2016 2015 2014 2013
2012 2011 2010 2009 2008 2007 2006

CITY OF CHULA VISTA

KERRY BIGELOW, CITY CLERK



Leveraging Technology

Included multi-lingual requirements for new agenda software; standardized agenda language for best automated-translation results

Increasing Internal Capacity

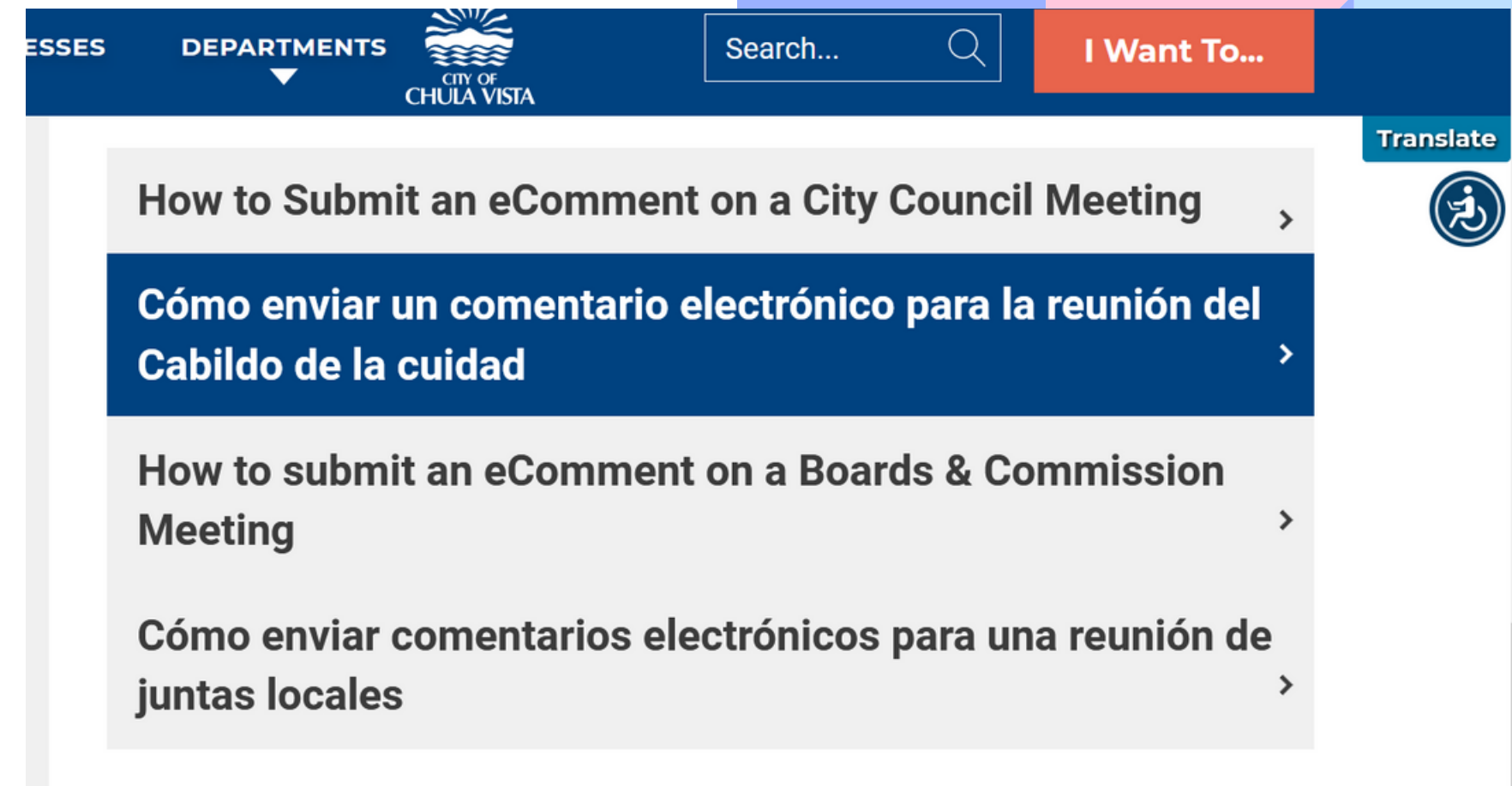
Two out of three new employees in the Clerk's office are bilingual.

Translators/ Interpreters

Use a mixture of automated translation, City employees, and hired interpreters.

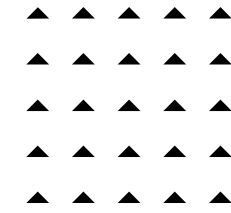
Start Small

Began in 2016 with community requests for translators at meetings; services initially only on request



CITY OF SAN DIEGO

DIANA FUENTES, ASSISTANT CITY CLERK



Creating Staff Resources

Creating point to charts, tutorials, process guides, trainings. Anything for them to feel comfortable providing the service.

Engagement and Outreach

We need to engage with internal and external stakeholders. Engaging your electeds and other city resources (i.e. libraries, planning groups, etc.).

Use of Contract vs. City Staff

We use employees with Bi-lingual pay for Spanish and a call-in interpretation service for over 200 other languages.

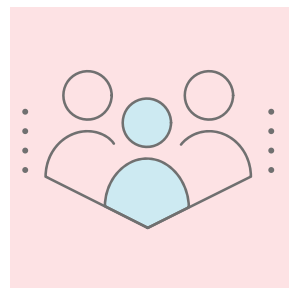
Incremental Change

Know your limits. Plan your goals and don't feel the need to do everything at once. Phasing in a program and making progress is better than no progress at all.



GETTING STARTED

Democracy requires participation. We are stronger as a community when ALL are able to participate.



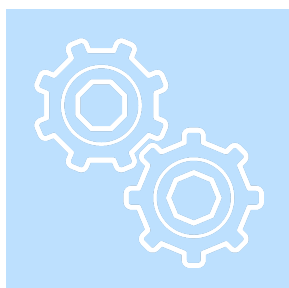
Meet with the Community

You cannot create a program for the community without community input. Reach out to your most engaged community groups. Create virtual listening sessions. Engage with Electeds and internal resources, as well.



Establish your Communities of Interest

Use data and community input. What data does your city already have on hand to establish the most needed languages? (i.e. Census data, community data, ROV data)



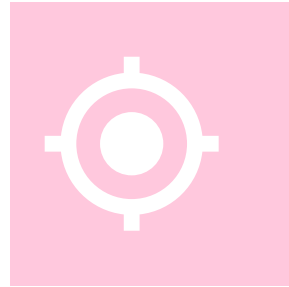
Leverage your Resources

What can be repurposed from other municipalities? What can be automated?
What resources and processes/outreach does your city already have that can be re-purposed?

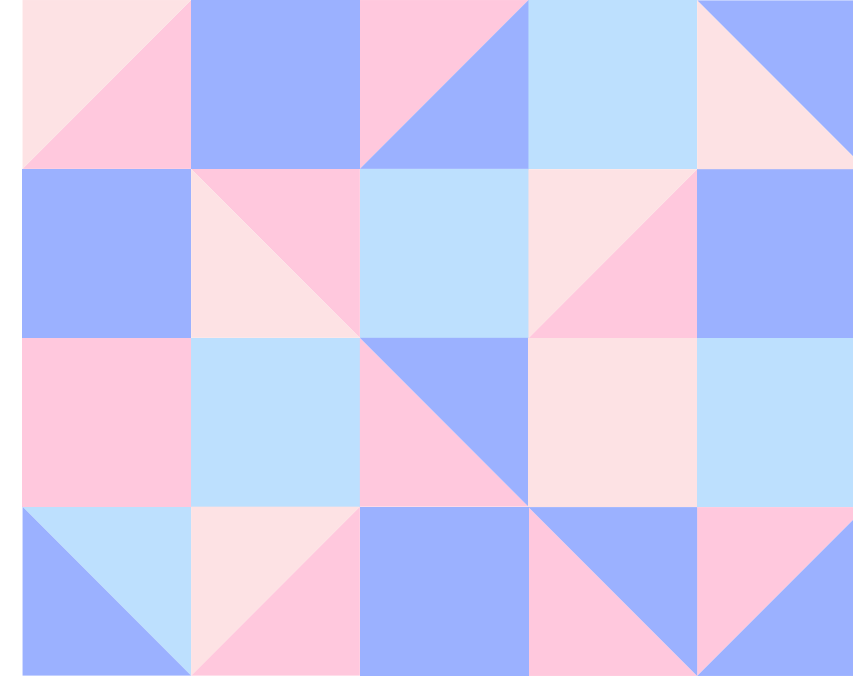


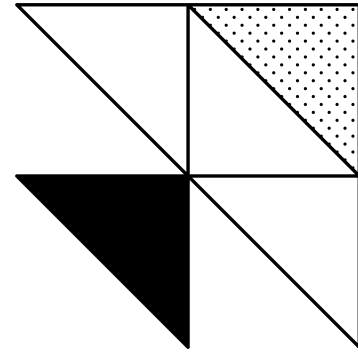
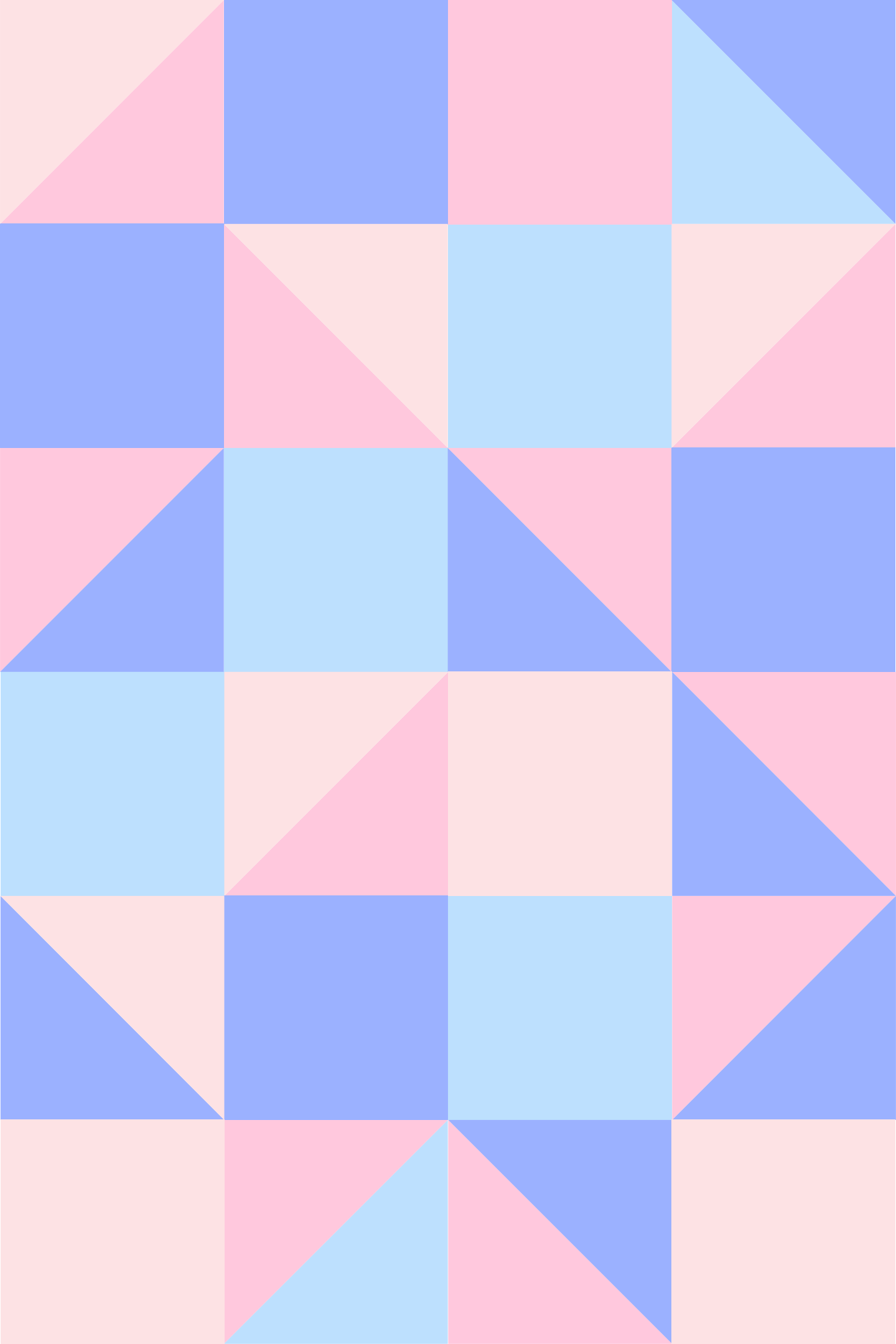
RESOURCES

Guides and Materials



- How to translate Agendas with Word
- Point to Language Guides
- One Moment Please in several languages
- Benchmarking data
- Data collection matrix to collect your agencies data.
- Speaker Slips in Spanish and English
- Scripts for how to transition to an interpreter during a meeting.
- Instruction in Spanish on how to go to ZOOM room with Spanish Interpreter.





QUESTIONS



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