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.

Let's Get Started
Join at www.kahoot.it or with the Kahoot! app

Game PIN: 734 3953
Kerry Bigelow
City Clerk, Chula Vista

Sarah Gorman
City Clerk, Santa Barbara

Diana Fuentes
Assistant City Clerk, San Diego

LETS MEET OUR SPEAKERS
AGENDA

01. Opening Remarks
What is language access?
What is the goal of language access?

02. Our Cities' Experiences
Real experiences and lessons learned from small to large municipalities.

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

04. Resources
Review of our templates and resources and how they can be applied in your agency.
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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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Language other than English at home

- 28.2% Spanish
- 9.8% Asian and Pacific Islander languages
- 6% Other
- 43.9% total

Speak English less than well

- 17.4%

Find your city/county data at:
https://www.census.gov/acs/www/about/why-we-ask-each-question/language/
Access
Language access and the greater goal of accessibility are related.

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

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

Community Outreach
Go out into the community, don’t expect the community to come to you.
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

Translators/Interpreters

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

Increasing Internal Capacity

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

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

**GETTING STARTED**

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.
Kahoot!

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GIVEAWAY TIME
THANKS FOR COMING