



## Language Access Policy and Implementation Plan (LAPIP)

### Language Access Policy and Implementation Plan

**Department:** Mayor's Office for People with Disabilities (MOPD)

**Language Access Coordinator:** Kimberly Taylor

**Date:** 10/12/2018

#### Services provided to the LEP community

- Documents translated
  - Describe the process through which the department chooses **which documents to translate**, and **which languages to translate** those documents into.

MOPD bases the necessity to translate documents on need from community. This comes in the form of monthly tracking sheets that are required by all staff to complete. This in turn is reviewed and evaluated by the LEP team at the quarterly meetings.

- Refer to last year's LAPIP and list all the **previously translated documents** *that are still up-to-date*. (e.g. permit applications, informational brochures or flyers) .

Document Title	Language(s) Translated	Number distributed or accessed in the last year
MOPD Program Services flyer	Spanish	150
MOPD Program Services flyer	Chinese	100
WIPA flyer	Spanish	150
ITAC Tip Card	Polish	50
ITAC Information Flyer	Russian	50
MOPD Info Card	Spanish	100

- List all **newly translated documents** since last year's LAPIP.

Document Title	Language(s) Translated	Number distributed or accessed in the last year
N/A	N/A	N/A

- Provide the number of times translated documents were received in person or accessed online. (*Departments can request this data from DOIT*)



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Approximately 600

- Describe how LEP persons can access your department’s **online** resources. (e.g. translated web pages).

MOPD currently follows the City of Chicago format for translating online resources via Google translate option on the city’s main website.

- Describe any **signage** that directs LEP persons when they visit the department.

MOPD’s LAP Implementation plan indicates that “Each MOPD office will post, in a visible place at or near the reception area, an ‘Interpretation Services Available’ poster.” One can find signage at the front desk areas at both our Field and City Hall offices.

- Describe any **public awareness/outreach/marketing efforts** that are aimed at LEP persons (e.g. advertising in public spaces, emailed newsletters).

MOPD’s most recent **public awareness/outreach/marketing efforts** were conducted for the biennial *AccessChicago* expo held on July 19th. The expo flyer was translated in the three languages’ (Spanish, Chinese, Polish) identified by the Office of New Americans to help reach a broader audience and boost attendance.

- Provide the estimated **number of LEP persons reached** by any public awareness/outreach/ marketing efforts.

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- Describe any instances where a LEP person needed and/or requested a document translated but the department was **unable to respond** to the need/request.

MOPD has not experienced such a need/request to date.

- Interpretation provided

- List all **multilingual client-facing staff members** of your department. If a list does not exist, please share why not.

Position	Languages Spoken
Program Director	English, Spanish
Disability Specialist I/SSA	English, Spanish
Public Relations Rep I	English, Spanish, American Sign Language
Disability Specialist II	English, Arabic
PC Operator III	English, Urdu



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- Describe **how multilingual staff are connected to LEP persons** in need of interpretation

If staff is available and feels comfortable providing interpretation they are asked to support staff providing the initial service to LEP person(s) to the best of their ability. If more detailed interpretation is needed policies and procedures are in place for staff to utilize.

- Provide the **number of LEP clients** that were served by multilingual staff. If a precise number is not known, provide a monthly estimate broken down by language.

MOPD does not have a precise number. An estimated account has been provided.  
 Approx. 2 -3 per month Spanish  
 Approx. 1 per year - Arabic

- List all **community events or workshops** that were either conducted in a non-English language or were served by an interpreter.

Name of Event	Language(s) Interpreted	Number of LEP Attendees
N/A	N/A	N/A

- Report how the department uses **LanguageLine**, including:

- A description **of how LEP persons are connected** to LanguageLine services.

- Each MOPD office should have posted, in a visible place at or near the reception area, an “Interpretation Services Available” poster. The person working at the front desk should also have a copy of the “Language Identification Card” sheet available to show LEP clients when the staff person cannot identify the person’s primary language.
- If the person is speaking another language to you at walk-in and/or asks for an interpreter, or otherwise indicates a preference to communicate in another language other than English, that person is considered LEP. If during intake or at any point thereafter, the person indicates a preference for communication in another language, consider him or her a LEP person.
- In addition, if a staff member feels that they are unable to communicate clearly with the client or the client appears to not fully understand, staff should use an interpreter. The fact that a person has an accent or does not have English as their primary language, alone, is not a sufficient basis to consider them LEP.
- Identify the person’s language - If staff is unable to identify the person’s



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primary language, show the client the “Language Identification Card”. Copies of this sheet can also be printed from the MOPD shared portion of the “S” drive in the LEP folder. If the person is unable to identify their language from the cards (ex: language not represented on card, client cannot read, etc.) call LanguageLine Solutions.

- All **usage reports** provided by LanguageLine (please attach)
- Whether LanguageLine service meet the needs of the department (For internal evaluation purposes only).

When used LanguageLine has been sufficient and met the needs of MOPD.

- Other services
  - Describe any **other ways** in which your department serves LEP individuals and communities.  

None at this time.
  - Share any **other statistics** that your department uses to track language accessibility.  

None at this time.

### Training and Growth

- Do **new hires receive training** related to serving LEP persons? If so, describe the training, including:
  - The name and content of a training session
  - Which positions participate in that training
  - The frequency with which the training is offered
  - The number of participants in the training.

Yes.

  - The name and content of a training session - MOPD LAP Implementation Plan overview.
  - Which positions participate in that training – Customer Account Rep, Disability Specialist II
  - The frequency with which the training is offered – When there is a new hire.
  - The number of participants in the training. - 2
- Do all employees receive ongoing training related to serving LEP persons? If so, describe the training, including:
  - The name and content of a training session
  - Which positions participate in the training
  - Whether the training is mandatory and the frequency with which an individual is expected to participate in the training



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- The number of participants in the training.

Although we do not have training as described, we do send out emails to update/address LEP tracking.

- The name and content of a training session - LAP tracking overview.
- Which positions participate in the training – Commissioner, Assistant to the Commissioner, Deputy Commissioner (3), Program Director (3), Senior Policy Analyst,
- Whether the training is mandatory and the frequency with which an individual is expected to participate in the training – It is mandatory and conducted quarterly.
- The number of participants in the training. - 9

- Describe how the department **internally evaluates** its language accessibility.

MOPD LEP team meets quarterly to discuss trends, programmatic needs, and methods to improve MOPD's evaluation process.

- Describe how the department **researches best practices** related to language access.

Mayor's Office for People with Disabilities (MOPD) has not conducted current research on best practices and is inclined to follow the city to city comparison research, which the Office of New Americans has completed on behalf of city departments.

- Share whether the department **plans to expand language access** in the upcoming year. If so please describe the plan as specifically as possible.

The frequency for which LEP participants come into contact with MOPD is determined by the individual in that it largely depends upon how often and when they need services from MOPD and attempt to make contact. However, on an annual basis MOPD will conduct outreach with the LAAC and/or Office of New Americans to help assess if LEP participants need services. This outreach will include making sure that the LAAC have MOPD's program and service flyers readily available at the respective LEP community office in the designated language.

**Note: As requested above, please attach all LanguageLine usage reports when submitting this document.**