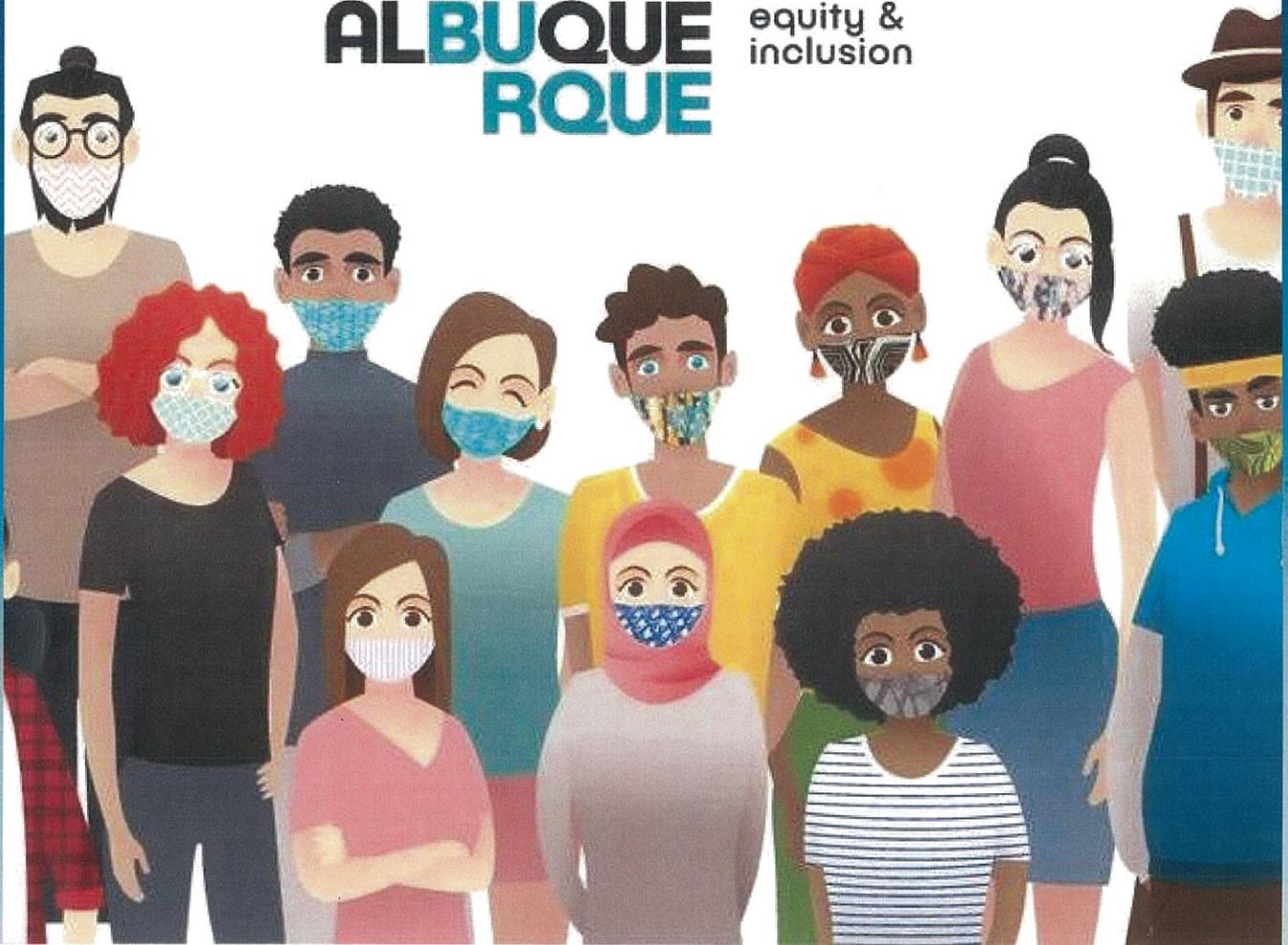


**ONE  
ALBUQUE  
RQUE**

equity &  
inclusion



# CITY OF ALBUQUERQUE

## LANGUAGE ACCESS PLAN AND TOOLKIT

ONE CIVIC PLAZA NW, ALBUQUERQUE, NM 87102  
[HTTPS://WWW.CABQ.GOV/OFFICE-OF-EQUITY-INCLUSION](https://www.cabq.gov/office-of-equity-inclusion)



## **LANGUAGE ACCESS PLAN TOOLKIT**

### **TABLE OF CONTENTS**

<b>Executive Order Directing City of Albuquerque to Provide Language Access .....</b>	<b>1</b>
<b>Language Access Plan Template .....</b>	<b>4</b>
<b>Language Access Flow Chart .....</b>	<b>19</b>
<b>Things to Know About Citywide Vendor Pool .....</b>	<b>21</b>
<b>How to Track Language Access Services .....</b>	<b>23</b>
<b>PIO Communications Guide .....</b>	<b>29</b>
<b>Language Access Training Schedule.....</b>	<b>30</b>
<b>Glossary of Terms .....</b>	<b>31</b>



## EXECUTIVE ORDER

### DIRECTING CITY OF ALBUQUERQUE TO PROVIDE LANGUAGE ACCESS

*This Executive Order affirms the aspiration of the City of Albuquerque to provide equal access to City services for all people living in Albuquerque, including those with limited proficiency in English and those who use American Sign Language, closed captioning, and Braille. This Executive Order directs all city departments to create and implement a Language Access Plan.*

**WHEREAS**, the Albuquerque metropolitan area is home to 845,849 people. Of those, 67,357 speak little or no English and five percent report having a hearing disability. The most common languages other than English are Spanish, Diné, American Sign Language, Vietnamese, and Mandarin, all of whom have more than 1,000 speakers. We have an estimated 55,537 mono-lingual Spanish-speakers; 2,300 speakers of Northern Native American languages, predominantly Diné (1207); 2,063 mono-lingual Vietnamese speakers and 1,344 speakers of Mandarin. As well, we have hundreds of speakers of each of the following languages who speak English less than well: Japanese, Arabic, Tagalog, French, Korean, Russian, Thai, Gujarati, Pashto, Farsi, Dari and Swahili. These populations enrich our city with cultures, skills and abilities gained from their lived experiences, and all have chosen to live in Albuquerque.

**WHEREAS**, the City seeks to make government services and resources easily available and understandable to all people living in Albuquerque, including non-English speakers and those with vision and communication disabilities; and

**WHEREAS**, Title VI of the federal Civil Rights Act of 1964 states that “[n]o person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance” and requires federal grant recipients to provide language access; and

**WHEREAS**, Ordinance Ch. 11, Art. 3, adopted in 1973 and known as the Human Rights Ordinance, was created in order to preserve, protect and promote human rights and human dignity, to promote and encourage the recognition and exercise of human responsibility, to protect and promote equality of access to public good and services and to prohibit discrimination on the bases of race, color, religion, sex, national origin or ancestry, age or disability; and

**WHEREAS**, Ordinance R-18-7, adopted in 2018, reaffirms Albuquerque as an Immigrant Friendly City, states the City’s intent is to promote public safety, safeguarding the

civil rights, safety and dignity of all residents and creating an environment conducive to all victims of violent crime seeking assistance; and

**WHEREAS**, Ordinance R-18-7 supports the equal treatment of all persons and states that all persons who live within the City should have full access to all city services with respect and dignity, including public safety services and programs, regardless of their race, disability, national origin, gender identity, religion, sex, sexual orientation, ethnicity, economic or immigration status; and

**WHEREAS**, Article VIII of the City Charter states that, “The Council shall preserve, protect and promote human rights and human dignity... and shall prohibit discrimination on the basis of race, color, religion, sex, national origin or ancestry, age or physical handicap”; and

**WHEREAS**, language access and use of technology to make information more accessible helps all residents, regardless of their ability or English proficiency, to have meaningful and equitable access to City services, programs, and stakeholder engagement; and

**NOW, THEREFORE**, I, TIM KELLER, Albuquerque Mayor, hereby direct all City of Albuquerque departments to submit a Language Access Plan to the Office of Equity & Inclusion for review and approval by the Chief Administrative Officer and prioritize implementation of the Language Access Plan by taking the following actions:

1. The Office of Equity & Inclusion shall provide departments with a Language Access Plan Template to guide the development of each department’s Language Access plan.

2. Each department shall submit a Language Access Plan to the Office of Equity & Inclusion for technical assistance review and approval by the Chief Administrative Officer.

3. Starting with the Fiscal Year 2023 Annual Budget request, each department will propose an issue paper for its annual budget to cover costs associated with implementation of its language access plan.

4. The Office of Equity & Inclusion shall provide departments with technical assistance for language access, including assistance with identifying language service providers and training.

5. The ADA Coordinator shall provide departments with technical assistance for making written, verbal and other types of communication more accessible through use of available tools such as read aloud and alt-text.

6. The Office of Equity and Inclusion shall prioritize technical assistance to departments involved in responding to health-and safety-related crises, immigrant integration, asylum-seeker and refugee relief, emergency preparedness and response, economic recovery programs, and emergent situations.

7. The Office of Equity & Inclusion is responsible for the following Language Access Program oversight duties:

- a. Work with departments to finalize Language Access Plans before they are sent for approval to the Chief Administrative Officer.
- b. Provide technical assistance for language services to all departments to include training department staff.
- c. Provide strategic guidance to departments about best practices for working with Limited English Proficiency populations.
- d. Oversee and maintain language service vendor lists, copies of translated documents, and data.
- e. Conduct periodic, random reviews of departments to check for language accessibility.

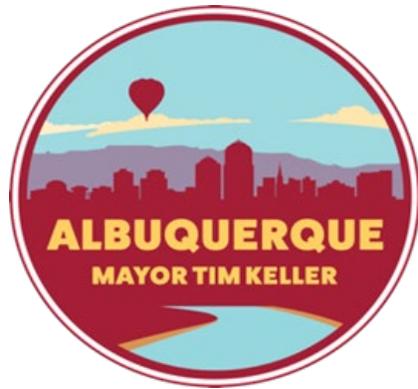
Inquiries regarding this Executive Order should be directed to the Office of Equity and Inclusion at (505) 768-3307.



\_\_\_\_\_  
**Timothy M. Keller, Mayor**



\_\_\_\_\_  
**Date**



# City of Albuquerque Language Access Plan

**(City Department Name)**

**(City Department Logo)**

**CITY OF ALBUQUERQUE  
Language Access Plan Sections**

- I. GOAL OF THE CITY OF ALBUQUERQUE LANGUAGE ACCESS PLAN**
- II. DEFINITIONS**
- III. NEEDS ASSESSMENT**
  - A. City Safe Harbor Languages
- IV. LANGUAGE ACCESS SERVICES AND PROCEDURES**
  - A. Points of Contact with the Public
  - B. Determining the Need for an Interpreter
  - C. Procedure for Interpretation
  - D. Procedure for Translation
- V. CITY STAFF RECRUITMENT**
  - A. Differential Pay for Bilingual Staff
- VI. EMPLOYEE TRAINING**
- VII. FUNDING AND PROCUREMENT**
- VIII. PUBLIC OUTREACH AND EDUCATION**
- IX. COMPLAINT PROCEDURE**
- X. DATA COLLECTION AND MONITORING**
  - A. Plan approval and notification
  - B. Data collection
  - C. Evaluation of the plan
  - D. Annual Report
  - E. Department Language Access Coordinator
  - F. Department Language Access Plan effective date
- XI. APPENDICES**
  - A. Save Harbor Languages
  - B. VCI Language Identification Cards
  - C. VCI Language Access Resources/Procedures
  - D. Bilingual Staff
  - E. Notice of Grievance Procedures under the ADA and Federal Civil Rights Laws
  - F. Complaint Form

## Language Access Plan

The City of Albuquerque takes reasonable steps to provide LEP individuals and those with hearing, visual, or other communication disabilities with meaningful access to services. Provision of language services involves communications between staff or other agents of the City and individuals in languages and modes they understand to facilitate access to services, resources, and information. Employees and agents may encounter individuals in need of language services via the telephone, public spaces, public outreach, or other means.

To facilitate communication between individuals in need of language services and staff or agents, the City of Albuquerque uses the following resources:

- a. Signage in English and Spanish;
- b. Notices indicating that sign language and other language interpretation services are available upon request;
- c. Over the phone interpretation services;
- d. Bilingual employees;
- e. A Google Translate link on the City of Albuquerque website at [www.cabq.gov](http://www.cabq.gov) that roughly translates text (but not pdfs or forms) on web pages into a number of written languages;
- f. Use of closed captioning, alternative text for images on websites/social media and technology tools such as Read Aloud for people with hearing/visual disabilities;
- g. Written translations of vital information into the City's Safe Harbor Languages. Please note that identification and translation of vital information is an ongoing process. In the furtherance of full inclusion, City of Albuquerque departments may also translate materials into languages that do not meet the Safe Harbor Languages criteria.

## I. GOAL OF THE (insert department name here) LANGUAGE ACCESS PLAN

The City's (insert department name here) recognizes the importance of effective and accurate communication between public servants and the public we serve. Our goal is to take reasonable steps to provide timely and meaningful access for LEP persons and people with disabilities to city services and programs through bilingual personnel and agents, over the phone interpretation, document and signage translation, ASL interpretation and other means of communicating. Language services are provided free of charge within the resource allocation available to provide such services.

This document serves as the Language Access Plan ("Plan") for the (insert department name here). The purpose of this Plan is to provide a framework for taking reasonable steps to provide meaningful access to persons in need of language services or accommodations who come into contact with the (insert department name here). While the requirements for serving deaf and hard-of-hearing persons fall under the auspices of the Americans with Disabilities Act ("ADA") and the ADA Amendments Act ("ADAAA"), the provision of interpreters and other language services for deaf and hard-of-

hearing persons are also periodically referenced in this Plan.

The (insert department name here) strives to:

- a. Designate at all times a department language access coordinator who works with department staff to proactively identify language service needs, coordinates the provision of language services, and collects and reports data about language access needs and services to the Office of Equity and Inclusion on a regular basis.
- b. Refrain from the use of informal interpreters such as family, friends of the person seeking services, or other unrelated constituents.
- c. Refrain from using minor children as interpreters except in emergencies.
- d. Refrain from suggesting or requiring LEP individuals to provide their own interpreter.

## II. DEFINITIONS

- a. Bilingual – the ability to speak and/or write English and another language fluently and communicate directly and accurately in both English and the other language.
- b. LEP – Limited English Proficiency
- c. OEI – Office of Equity and Inclusion
- d. Safe Harbor Language - are those non-English languages that are spoken by LEP persons (of those eligible to be served or likely to be affected or encountered by the city department) who make up at least 5% of the population, or 1,000 individuals, whichever is less.
- e. “I-Speak Cards” - These are two-sided bilingual cards with printed information about Language Access Rights, as well as a statement that requests an interpreter. They are designed to help spread the word among Limited English Proficient (LEP) individuals about their rights to free interpretation and translation services.
- f. Minor - a minor is a person under a certain age, usually the age of majority, which legally demarcates childhood from adulthood. The age of majority depends upon jurisdiction and application, but it is generally 18.

## III. NEEDS ASSESSMENT

### a. Most Common Languages among LEP population

The (insert department name here) provides information and services to a wide range of people, including those who speak, read, understand, and/or write limited or no English and those who are deaf or hard-of-hearing or live with other disabilities. According to Census Data and the American Community Survey update, the following languages are the most commonly spoken in

Albuquerque (in descending order of frequency): See Appendix A.

1. Spanish
2. American Sign Language (“ASL”)
3. Diné (Navajo)
4. Vietnamese
5. Mandarin Chinese
6. Arabic
7. Swahili

#### **b. Safe Harbor Languages**

Languages are considered Safe Harbor Languages if that language is the primary language for more than 1000 LEP speakers eligible for or likely to be affected by the program, or if the language is the primary language for between 50 and 1000 eligible or affected LEP speakers and that number comprises 5% of the total population the program impacts. See Census data for the most current counts of Albuquerque residents who speak English less than well and speak another language.

### **IV. LANGUAGE ACCESS SERVICES AND PROCEDURES**

#### **a. Points of Contact with the Public**

1. **Any encounter with a bilingual staff member:** A bilingual staff member should use their language skills to provide information or services whenever possible, if their language matches that of the LEP individual they encounter.
2. **Telephonic encounters:** If there are no bilingual staff or agents available to assist a caller who does not speak English, staff will use over-the-phone interpretation, as available through a city-wide pool of contracted vendors.
3. **In-person encounters in the office or in the field:** If there are no bilingual staff or agents available to interpret, staff will use over-the-phone interpretation, as available.
4. **Meetings/Information Sessions:** Notices of public meetings shall provide a process for LEP individuals and those who use sign language to request interpretation in advance. The (insert department name here) will provide in-person interpretation through a contracted service provider for language(s) requested, as available.
5. **Events:** Outreach for events shall be provided in languages other than English to inclusively engage diverse stakeholders, and shall provide a process for LEP individuals and those with communication disabilities to request interpretation, or other modes of communication in advance. The (insert department name here) will utilize interpretation and document translation services through contracted service provider for language(s) requested, as available.

**b. Determining the Need for an Interpreter**

The (insert department name here) has the responsibility to take reasonable steps to provide meaningful language access. Generally, staff and agents should not wait to be asked by an individual to provide an interpreter. The (insert department name here) will provide notices and conduct outreach to share information about the availability of language access services. The (insert department name here) determines whether an LEP community member needs an interpreter in various ways.

1. The LEP individual may request an interpreter. Staff, agents, or another community member may identify the need for an interpreter prior to or during a meeting or when calling or visiting the (insert department name here);
2. City employees may use a language identification card to determine what language an LEP person needs interpreted; (See Appendix B)
3. LEP individuals may present “I Speak” cards that indicate what language they need interpreted or may otherwise make known that they need an interpreter;

**c. Procedure for Interpretation**

1. When bilingual staff are not available, an employee or agent of the department shall contact an over-the-phone interpretation service by calling its contracted provider:

(insert name of department’s contracted language service provider here)

**Dial 1-800-XXX-XXX**

**Enter Pin: XXXX**

**Follow prompts for language or press 0 for an operator.**

(See Appendix C)

2. When an LEP person requests in-person interpretation in advance of a meeting or event, an employee or agent of the department shall contact a bilingual staff member if available, or contact its contracted service provider to arrange in-person interpretation by emailing or calling the contracted service provider 72-hours prior to the scheduled meeting time whenever possible, or as soon as possible.

(insert name and contact information of contracted language service provider here)

Email:

Dial:

**d. Procedure for Translation**

1. The Department Language Access Coordinator will arrange for translation of desired documents from English to other languages or modes as requested by

emailing the documents to contracted service provider within three (3) working days of the department's desired deadline, unless otherwise prearranged with service provider.

2. Complex documents containing technical information, and those in languages other than Spanish, may require more time to be translated, and are subject to the acceptance of the assignment by the contracted language service provider.

## **V. CITY STAFF AND AGENTS RECRUITMENT**

### **a. Recruitment of Bilingual Staff for Language Access**

The City of Albuquerque has adopted a process through Human Resources to determine the bilingual fluency of employees who seek to qualify for differential pay for providing interpretation services. Contact HR to find out how to test an employee's fluency and qualify for differential pay.

### **b. Bilingual Staff**

Currently, the (insert department name here) has (insert number of staff here) staff who are linguistically able to deliver information in list languages in which bilingual staff are fluent here). (See Appendix D)

## **VI. EMPLOYEE TRAINING**

The Office of Equity and Inclusion is committed to providing language access training opportunities for all employees. The Office of Equity and Inclusion will provide language access training at least quarterly. In addition, the department may request training from its language service provider for a fee, the terms of which are described in the contract.

Language access training provided by the Office of Equity and Inclusion will include information on the following topics:

1. Obligation to provide language assistance;
2. Language access plan and procedures;
3. Cultural competency as an integral component of language access;
4. Best practices and tips for working effectively with language service providers.

## **VII. FUNDING AND PROCUREMENT**

The Office of Equity and Inclusion in conjunction with the Department of Finance and Administrative Services, Purchasing Division, procured language interpretation and translation services through a competitive solicitation process and selected four vendors for a citywide pool. Departments may issue purchase orders to use any of these vendors as needed. The City of Albuquerque commits significant resources to the following language access efforts:

1. 24/7 telephonic interpretation available in hundreds of languages for communication with LEP individuals;
2. The development and delivery of language access training materials for city personnel, agents, and language access service providers;

3. Translation of vital information into numerous languages;
4. The provision of American Sign Language interpretation for public information;

## VIII. PUBLIC OUTREACH AND EDUCATION

To communicate with the City's LEP constituents on various issues of importance, and to make them aware of services available to speakers of languages other than English, the (insert department name here) provides community outreach and information in (insert the languages in which outreach and information is provided by the department here) and seeks input from its LEP constituency to further improve services. Outreach and education efforts include:

1. Staff and agents regularly meet and work with local community organizations who serve populations that include LEP individuals.
2. The (insert department name here) solicits input from the LEP and disability community through surveys and other means.

## IX. COMPLAINT PROCEDURE

The City of Albuquerque publishes Know Your Rights documents in English, Spanish, Vietnamese, Mandarin Chinese and Arabic on its website <https://www.cabq.gov/civilrights/grievance-procedure> that advise the public of their rights under the ADA and Civil Rights laws to initiate a Complaint. These documents may be translated into additional languages upon request. (See Appendix E and F)

LEP individuals may also file a language access grievance with the Office of Immigrant and Refugee Affairs if they believe they have been wrongly denied the benefits of this Language Access Plan. They must file a complaint within six months of the alleged denial. To file a grievance through the Office of Immigrant and Refugee Affairs, please contact:

Office of Immigrant and Refugee Affairs Coordinator  
Beatriz Valencia  
(505) 768-3040

Individuals that wish to file a disability related grievance may do so by contacting the ADA Title II Coordinator if they believe they have been wrongfully denied access to a City run service or program. The requests can be made via email, phone call or any other mechanism available to the complainant upon request. At a minimum please provide contact information, date of incident, and a description of the problem. The complaint should be submitted as soon as possible.

ADA Title II Coordinator  
Jordan Vargas  
(505) 768-3073

## X. DATA COLLECTION AND MONITORING

**a. Plan Approval and Notification**

The Language Access Plan of the (insert department name here) is subject to review by the Chief Administrative Officer of the City and by the Office of Equity and Inclusion.

**b. Data Collection**

The (insert department name here) will use its best efforts to track its use of interpreters and translation services by means of the following steps:

1. Number of requests for language services by language and type of service requested;
2. Types of language services provided by language;
3. Number of documents translated or partially translated by language;
4. Language services expenditures by department by fiscal year;
5. Data on utilization from the language service providers with whom the city contracts on the City's use of the telephonic and in person interpretation services by language.

**c. Evaluation of the Plan**

The (insert department name here) will periodically assess the need for changes to the Plan. Every year, the Language Access Plan Coordinator will evaluate the plan for completeness and effectiveness and recommend updates as necessary. The evaluation will include identification of any problem areas and development of corrective action strategies. Elements of the evaluation will include:

1. Number of LEP persons requesting City interpreters and language assistance;
2. Assessment of current language needs to determine if additional services or translated materials should be provided;
3. Solicitation and review of feedback from LEP and disability communities;
4. Assessment of whether (insert department name here) staff adequately understand LEP policies and procedures and how to carry them out;
5. Review of feedback from City employee and agent training sessions;
6. Public satisfaction feedback; and
7. Update of all time-sensitive references, and names of contractors and individuals mentioned in the plan.

**d. Annual Report**

In addition to quarterly reporting, the department Language Access Coordinator will provide an annual report to the Office of Equity and Inclusion on July 30<sup>th</sup> of every year. The Office of Equity and Inclusion is responsible for monitoring compliance with the Executive Order that directs departments to provide language access and for Resolution R-18-7, Albuquerque as an Immigrant Friendly City.

Office of Equity and Inclusion Coordinator  
Beatriz Valencia  
Office of Immigrant and Refugee Affairs, Coordinator  
505-768-3040  
[bvalencia@cabq.gov](mailto:bvalencia@cabq.gov)

Office of Equity and Inclusion Director:  
Michelle Melendez  
Office of Equity and Inclusion  
505-768-3307  
[michellemelendez@cabq.gov](mailto:michellemelendez@cabq.gov)

**e. Language Access Plan Effective Date: (insert effective date here)**

**XI. APPENDICES**

Appendix A  
Safe Harbor Languages

Language	Number of Speakers
Spanish	57200
Navajo	1383
Vietnamese	3975
Chinese	1194

Appendix B  
*Insert Language Identification Guide provided by Language Service Provider*

Appendix C  
*Insert Language Access Service Request Procedures provided by Language Service Provider*

Appendix D  
Bilingual Staff

Staff Name	Language Spoken
<i>Insert names of bilingual staff here</i>	

Appendix E  
Notice of Grievance Procedures under the ADA and Federal Civil Rights Laws

Grievance Procedure

Information about the Grievance Procedure to address discrimination complaints through the City of Albuquerque.

This Grievance Procedure is established to meet the requirements of federal, state and local laws and regulations which prohibit discrimination on the basis of race color national origin religion, ancestry, disability, age, sex, spousal affiliation, gender identity or sexual orientation in the administration of programs or activities. It may be used by anyone who wishes to file a complaint alleging discrimination

on the basis of these protected categories in the provision of services, activities, programs, or benefits by the City of Albuquerque. The City of Albuquerque's Personnel Policy governs employment-related complaints of discrimination for city employees. For all other complaints, there is an informal and formal process.

#### Informal Complaint Process

The Office of Civil Rights and ADA Coordinator make every attempt to help resolve citizen concerns by making sure complaints are directed to the correct city department. The informal inquiry/complaint related to claims of discrimination should be directed to Crystal Velarde in the Office of Civil Rights, by calling (505) 768-4544 or by email at [cvelarde@cabq.gov](mailto:cvelarde@cabq.gov). ADA related inquiries can be directed to ADA Coordinator Jordan Vargas by calling (505) 786-3073 or by email at [JAVargas@cabq.gov](mailto:JAVargas@cabq.gov). At a minimum please provide contact information, date of incident, and a description of the problem.

View contact information.

Inquiries and complaints can be made via email, phone call or any other mechanism available to the complainant upon request.

At a minimum please provide contact information, date of incident, and a description of the problem.

#### Formal Complaint Process

If you feel the complaint has not been resolved through the informal process, a formal complaint may be filed. The formal complaint should be in writing or any other accessible medium and contain: contact information, a brief summary of the issue and how the informal complaint has not adequately resolved your concern.

The formal complaint should be submitted by the grievant and/or his/her representative as soon as possible but no later than 45 calendar days after the alleged violation or 10 days after the informal resolution has been closed.

Within 15 calendar days after receipt of the complaint, the Office of Civil Rights or their designee will contact the complainant to discuss the complaint and the possible resolutions. Within 30 calendar days of the meeting, the Office of Civil Rights or their designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape.

If the response by the Office of Civil Rights or their designee does not satisfactorily resolve the issue, the complainant and/or his/her representative may appeal the decision within 15 calendar days after receipt of the response to the City of Albuquerque's Chief Administrative Officer or their designee. Within 15 calendar days after receipt of the appeal, the City of Albuquerque Chief Administrative Officer or designee will contact the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City of Albuquerque Chief Administrative Officer or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the Office of Civil Rights or their designee, appeals to the Chief Administrative Officer or designee, and responses from these two offices will be retained by the City of Albuquerque for at least one year.

<https://www.cabq.gov/civilrights/grievance-procedure>

Appendix F  
Complaint Form

**Submit a discrimination inquiry to the City of Albuquerque.**

This form will be submitted to the Office of Civil Rights and the City of Albuquerque ADA Coordinator. These offices will work together to review your inquiry. If your situation does not qualify for investigation by us, we will refer you to another agency for help.

Your Information

Name

City

Phone (daytime)

Phone (evening)

Email Address

Inquiry Information

What happened? How were you discriminated against?

**What kind of discrimination?** *Select all that apply*

- Employment
- Environmental
- Housing
- Public Accommodation
- Retaliation
- Workplace Violence
- Other

Other - More Information *If you selected "Other," please specify the kind of discrimination you experienced.*

**On what basis were you discriminated against?** *Select all that apply*

- Race/Ethnicity
- National Origin/Ancestry
- Color
- Religion
- Sex (gender)
- Sex (pregnancy)
- Sexual Harassment
- Sexual Orientation
- Gender Identity
- Physical Disability
- Mental Disability
- Familial Status
- Age
- Other

Why do you believe you were discriminated against?

**Reported Complaints** *Have you filed an official complaint with the Equal Employment Opportunity Commission (Federal), Equal Rights Division (State), Union or commenced a private legal investigation?*

- Yes
- No

At what stage is the action?

**Have you attempted to resolve this matter by discussing it with someone else (management, union)?**

- Yes
- No

If "Yes," give the name and title of the person and state what happened

Administrative Info

Year

Today's date

-- / Month  
-- / Day  
--

Who referred you to the Office of Civil Rights and/or the ADA Coordinator?

The staff of the Office of Civil Rights and/or the ADA Coordinator strives to maintain the confidentiality of the information obtained during the course of an investigation and in most cases, it will only be divulged on a need-to-know basis. However, some of the records obtained or created during the investigation may be subject to disclosure under the Albuquerque Public Records statute.

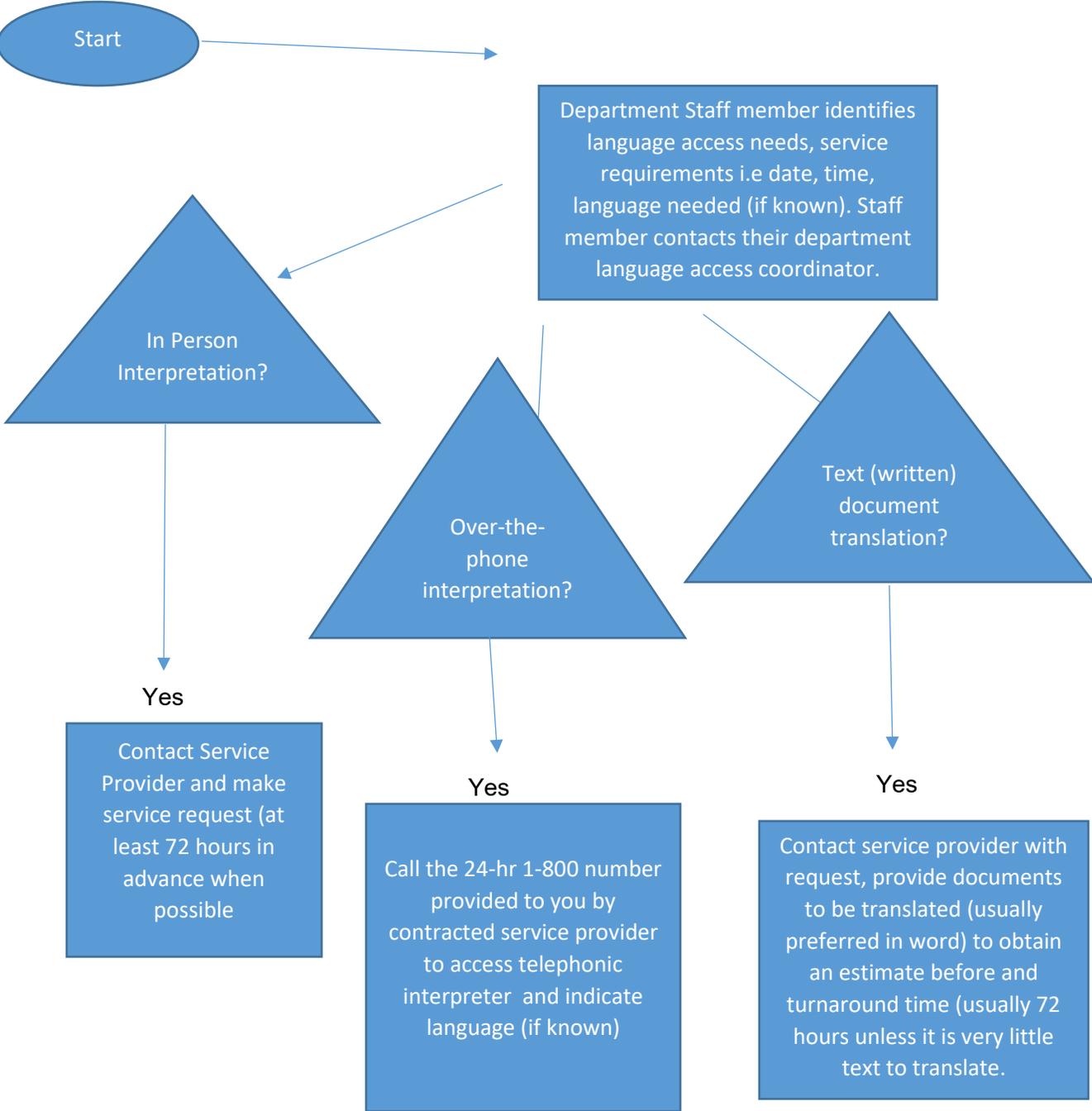
**Release Statement** *I affirm that I have read the preceding information and charge(s) and attest that it is true to the best of my knowledge, information, and belief. I have read and understand the confidentiality statement. I hereby give the Office of Civil Rights and/or the ADA Coordinator permission to thoroughly investigate my complaint. I understand the information gathered will be kept confidential to the extent possible.*

Submit

<https://www.cabq.gov/civilrights/filing-a-discrimination-complaint>

# Language Service Request Process

Steps to follow when a city employee from any department identifies a need for language services:



## Language Service Request & Tracking Process

Department language service coordinator tracks 1. Requests received; 2. Requests fulfilled; 3. Type of request; 4. Language of request.

Language service reports should be shared monthly with OEI showing the type of requests fulfilled, by language and date.

Translated documents should be saved following a standard file naming convention for ease of use in the language shared drive folder provided by OEI. Avoid generic file names such as Spanish flyer.doc. Use department initials, item description, language and date such as EHD\_restaurant insp guide\_Vietn\_9\_15\_21.

OEI will keep copies of all translations stored on a shared drive; provide technical assistance; training, best practices; and random reviews of department communications to check for language accessibility.

### **Things to Know – City-wide Language Services Vendor Pool:**

- Departments will not need to obtain quotes from language service providers. The Albuquerque City Council has approved awards to four vendors who competed for two-year contracts with the City.
- The new Language and Interpretation Services City-Wide Contract will cover language translation and interpretation service for all City of Albuquerque departments. Services include:
  - User Training/Consulting
  - Over the phone Interpretation Services
  - Simultaneous Interpretation Services
  - Consecutive Interpretation Services
  - On-Site Interpretation Services
  - Off-Site and Virtual Interpretation Services
  - Written Translation
  - Rush Jobs/Requests for Interpretation or Translation
  - The contracts define terms such as per word and per minute charges and minimum fees including but not limited to: Word-count minimums, time charge minimums, rush fees, cancellation fees, travel charges and per diem (if travel is requested/required by department). Documents take an average of 72 hours for turnaround, so please plan ahead.
- There are a few key things that Departments need to know about using these Contracts:
  - The Contracts describe what language translation and interpretation services they are able to secure under the Contracts. Note: American Sign Language services and closed captioning services are not included in this pool of service providers. Departments should obtain quotes from ASL or closed captioning service providers and execute contracts. There is no citywide contract for these services.
  - Departments should identify what language services they need, and determine which vendors in the language translation and interpretation services pool provide the services needed (See Table A for a list of approved vendor services).
  - Each vendor has its own processes to request services, such as online service request forms and requirements for how materials for translation should be formatted. Each vendor has a set of best practices they follow such as asking departments to provide copies of speeches and talking points as far in advance as possible to help their interpreters to prepare, especially for technical language. A

common best practice is to use more than one interpreter for events, to allow interpreters to switch off.

- Departments are required to validate with the vendor that the desired services can be provided in the desired time; the department staff person who enters the requisition will be required to prove that they validated the availability of the service.
- The entire City will be using these contracts. Failure to follow the Guidelines for using this contract properly could adversely affect the provision of services not just for your Department but for other Departments as well.
- The City of Albuquerque Department of Finance & Administration offers an ePro 101 training that will assist departments in the steps required to issue Purchase Orders (PO's). Please visit the following link to access the training:

[https://sharepoint.cabq.gov/dfas/purchasing/\\_layouts/15/start.aspx#/Shared%20Documents/Forms/TEST.aspx?RootFolder=%2Fdfas%2Fpurchasing%2FShared%20Documents%2FTraining%2FePro&FolderCTID=0x012000CA2BDB8940A64D47A44E8F6B0052D29E&View=%7B172145AD%2DD08B%2D4B02%2DA772%2D96395345FF0D%7D](https://sharepoint.cabq.gov/dfas/purchasing/_layouts/15/start.aspx#/Shared%20Documents/Forms/TEST.aspx?RootFolder=%2Fdfas%2Fpurchasing%2FShared%20Documents%2FTraining%2FePro&FolderCTID=0x012000CA2BDB8940A64D47A44E8F6B0052D29E&View=%7B172145AD%2DD08B%2D4B02%2DA772%2D96395345FF0D%7D)



## **How to Track Language Access Service Requests**

In accordance with the requirements of the Executive Order - Directing City of Albuquerque to Provide Language Access Services, The Office of Equity and Inclusion has created an online form for departments to track each completed request for language access services (oral or written). The information submitted by each department or division will be used for reporting purposes as required by the aforementioned Executive Order. To assist departments in this process we have included screenshots of the online form for your review within this toolkit. A weblink for departments to use to enter information about completed language access requests will be provided soon. Please visit the Office of Equity and Inclusion's website for additional information at [www.cabq.gov/oei](http://www.cabq.gov/oei)

Additionally, The Office of Equity and Inclusion has created folders for each department to place copies of all translated documents within on the city's shared drive. The path to access these folders is located here: X:\COA SHARE\\_COA Translated Documents Clearinghouse

# Language Access Services Tracking Form

The purpose of this form is to track language access services provided by each city department or division in accordance with the requirements of the Executive Order - Directing The City of Albuquerque to Provide Language Access Services. The Executive Order requires each department to create a Language Access Plan and designate a Language Access Coordinator. This form must be completed after a request for language access services has been completed.

Language access services include any processed request for translated documents / forms (written) into any language other than English, as well as any processed request for interpretation (oral/spoken) into any language other than English. The information submitted by each department or division will be used for reporting purposes as required by the aforementioned Executive Order.

---

\* Required

1. Today's Date \*

\_\_\_\_\_

*Example: January 7, 2019*

2. First and Last Name of Person Filling Out Form \*

\_\_\_\_\_

3. What is your E-mail address? \*

\_\_\_\_\_

4. City Department/Division \*

*Check all that apply.*

- Albuquerque Community Safety
- Animal Welfare
- Arts & Culture Department
- Aviation Department
- City Clerk's Office
- City Council
- Civil Rights Office
- Civilian Police Oversight Agency
- Consumer Protection Initiative
- Economic Development
- Emergency Management Office
- Environmental Health Department
- Equity & Inclusion Office
- Family & Community Services Department
- Finance & Administrative Services Department
- Fire Rescue
- Human Resources Department
- Inspector General's Office
- Internal Audit Office
- Legal Department
- Management & Budget Office
- Mayor's Office
- Municipal Development Department
- Parks & Recreation Department
- Planning Department
- Police Department
- Senior Affairs Department
- Solid Waste Department
- Technology & Innovation Department
- Transit Department

5. Please provide a specific title or name for the type of completed language service request. (For example: "Interpretation for Back to School Event" or "Translated Youth Outreach Flyer") \*

---

---

---

---

---

6. Which City Language Access vendor did your department use? \*

*Mark only one oval.*

- Valley Community Interpreters
- Naomi Todd-Reyes
- GLOBO Language Solutions LLC
- Worldwide Languages & Communication LLC
- Other: \_\_\_\_\_

7. What type of language access service was requested? \*

*Mark only one oval.*

- Translated Document (Written Text)
- Interpretation Request (Oral/Spoken)

8. What type of translation service was provided?

*Mark only one oval.*

- Event Flyer
- Training/Educational Materials
- Survey
- Signage
- Forms and Instructions
- Website/Social Media
- Promotional/Marketing Materials
- Other: \_\_\_\_\_

9. What type of interpretation services were requested?

*Check all that apply.*

- In person Interpretation
- Over the Phone Interpretation
- Pre-Recorded Message
- Other Remote Interpretation (Zoom, Web Ex, etc.)
- Other:  \_\_\_\_\_

10. In what language was the service provided? \*

*Mark only one oval.*

- Spanish
- Diné (Navajo)
- Vietnamese
- Mandarin Chinese
- Arabic
- Swahili
- Farsi
- Pashto
- Dari
- Other: \_\_\_\_\_

11. Please upload a copy of translated document using the following naming convention: DEPT\_TITLE OF DOCUMENT\_LANGUAGE\_DATE \*

Files submitted:



Goal is for **ALL PEOPLE** to have access to timely information and resources.

As soon as message is developed in English, it should be shared with your department language access coordinator.

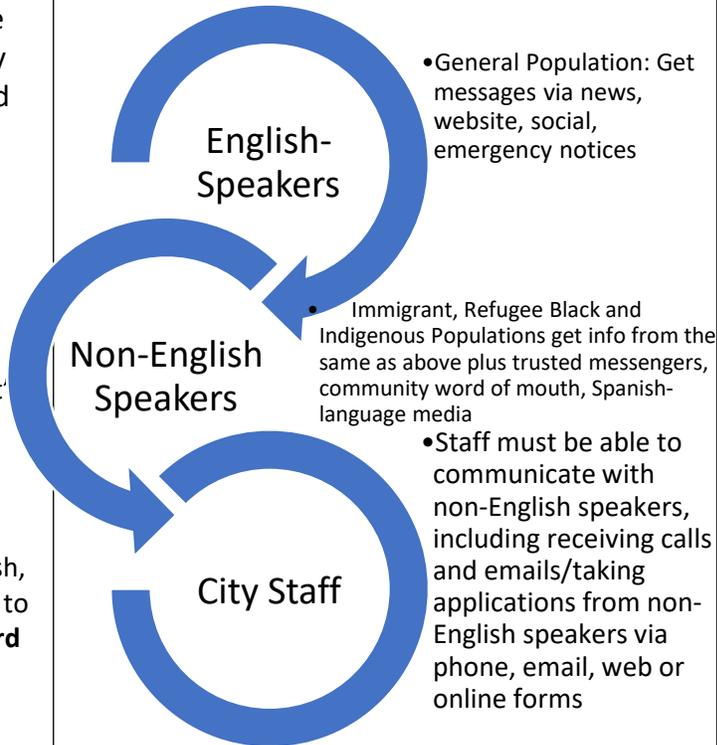
Once message is finalized in English, it should be sent to translator in **Word** format, not **PDF**.

The English text can be graphically designed/laid out in English while the text is being translated into other languages.

**Note:** Layout will likely change since other languages take more space, and direction of text is reversed.

Ideally, all materials will have **both** English text and the other language on one page, side by side.

Ideally, information goes out in all languages at same time. If needed, English materials can go out when ready and others as soon thereafter as possible.



**Oral Interpretation**

City Departments can contract with approved vendors selected from RFP. Contact the Office of Equity and Inclusion to obtain the lists of vendors and rate sheets at [oei@cabq.gov](mailto:oei@cabq.gov) or by calling 505-768-3491.

Staff should be trained and coached to most efficiently utilize over-the-phone interpreter services. Staff **need not** be able to identify the language spoken before getting an interpreter on the phone. The vendor is responsible for identifying the language needed by the caller and can usually do so within a few minutes.

**Written Translation of Text**

City Staff have access to translators who can translate written text, usually within three days of making a service request. The most common written languages in Albuquerque are Spanish, Vietnamese, Arabic and Mandarin. More and more people coming to Albuquerque speak Swahili, Farsi, Dari and other languages. However, not all speakers of these languages are able to read written text in their native language. For them, video and audio are possible solutions.

**Roles & Responsibilities:**

**Message Development:**  
Click or tap here to enter text.

**Check for accessibility/ understandability:**  
Click or tap here to enter text.

**Route for translation:**  
Click or tap here to enter text.

**Graphic design/layout:**  
Click or tap here to enter text.

**Post on web:**  
Click or tap here to enter text.

**Post on Social:**  
Click or tap here to enter text.

**Media outreach:**  
Click or tap here to enter text.

**Share with trusted messengers through direct email:**  
Click or tap here to enter text.

**Distribute in community through non-traditional means:**  
Click or tap here to enter text.



## 2021 Language Access Trainings Schedule & Description:

Two Language Access Trainings will be offered to all employees by the Office of Equity and Inclusion on:

- September 23, 2021 from 3:00 to 5:00 PM
  - Register: <http://bit.ly/LanguageAccessSept>
- November 9, 2021 from 1:30 PM to 3:30 PM
  - Registration link will be emailed to all city employees
- Beginning January 2022 Language Access Trainings will be offered every other month.

The trainings provide a basic understanding of the importance of language access, laws that cover language access, and how language access helps our city to be more equitable and inclusive. This is a thorough informative learning session where participants will learn tips for working with interpreters, and how to use over-the-phone interpreter services. Trainings facilitated by Valley Community Interpreters LLC (VCI).

\*Note: If a department wants to schedule a customized training for its staff, it can request such a training from Valley Community Interpreters. The Office of Equity and Inclusion will pay for trainings provided by Valley Community Interpreters as funding allows. In addition, departments may obtain additional training from the vendor with whom they work at their own expense.

## **CITY OF ALBUQUERQUE - LANGUAGE ACCESS PLAN GLOSSARY**

- ❖ **Bilingual** – the ability to speak and/or write English and another language fluently and communicate directly and accurately in both English and the other language.
- ❖ **Immigrant** - the act of leaving one's countries and moving to another country of which they are not natives, nor citizens, to settle or reside there, especially as permanent residents or naturalized citizens, or to take-up employment as a migrant worker or temporarily as a foreign worker. An Immigrant can speak English or a different language than English.
- ❖ **Interpreter**- is a person who is trained or experience to interpret oral language from English to another language.
- ❖ **“I-Speak Cards”** - designed to help spread the word among Limited English Proficient (LEP) individuals about their rights to free interpretation and translation services. These are two-sided bilingual cards with printed information about Language Access Rights, as well as a statement that requests an interpreter.
- ❖ **Language Access**- is a service that government or other agencies use to facilitate language interpretation or transcription. People who do not speak the same language will need this service to understand one another so that communication is clear and understandable.
- ❖ **LEP** – Limited English Proficiency - are persons who do not speak the English language as their primary language or those with limited understanding of the oral and written language of English.
- ❖ **Minor** - a minor is a person under a certain age, usually the age of majority, which legally demarcates childhood from adulthood. The age of majority depends upon jurisdiction and application, but it is generally 18.
- ❖ **Native American** - is an American Indian and a member of any of the Indigenous Peoples of the western hemisphere especially; a Native American of North America.
- ❖ **OEI – Office of Equity and Inclusion** - To inspire and equip city government to make Albuquerque a national role model of racial equity and social justice.
- ❖ **Refugee** - is a person who has fled their country of origin because of past persecution or a fear of future persecution based upon race, religion, nationality, political opinion, or membership in a particular social group.
- ❖ **Safe Harbor Language** - are those non-English languages that are spoken by LEP persons (of those legible to be served of likely to be affected or encountered by the recipient) who make up at least 5% of the population, or 1,000 individuals, whichever is less.
- ❖ **Translator**- is a person who is trained or experience to translate the written text from English to another language.