



Hi, I speak Vietnamese.
For me to communicate with you
I need help from an interpreter.

Xin chào, Tôi nói Tiếng Việt.
Để có thể giao tiếp với quý vị, tôi cần sự
giúp đỡ của thông dịch viên.

Language Access Report

Summer 2022

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Summary

Following the enactment of the Mayor's Executive Order on Language Access and City Council's Language Access Resolution (R-21-231), OEI through its Office of Refugee and Immigrant Affairs has been diligently working to provide departments with technical assistance, review departmental language access plans and conduct periodic reviews of departments to check for language accessibility in their printed communications and their websites. This report provides an update of the city's progress on usage of available language access services. OEI plans to issue regular quarterly reports outlining language access data. The utilization of language access services by city departments is steadily increasing. More and more City departments and divisions are translating documents, using phone interpretation and in person interpretation to help close the gaps of communication with City residents from underserved communities.

Over the past three months, our office has continued offering:

- Technical assistance upon request from multiple City departments.
- Random audits of flyers, brochures, public information
- Website audits for language accessibility purposes
- Customized training for language access



Implementation Updates

During the Summer months of 2022, the OEI team provided language access technical assistance to the following departments and offices:

- Family and Community Services for its Summer Youth Programs June 13th – August 5th, and for the Youth Connect events
- Parks and Recreation - Open Space Division: Flyers for the Neighborhood Open Space Visitors Center and the Neighborhood Nature festival.
- Arts and Culture - Meetings with the new language access coordinator about a language access assessment survey that is being developed to help finalize their language access plan.
- Senior Affairs - Technical assistance provided for development of outreach flyers for the Ageless Artisan Craft Fair, and the National Senior Health and Fitness Day 2022.
- Mayor's Office - Technical assistance provided to Mayor's Office Interns from North Carolina on the topic of the city's Zero Fares Pilot Program. Two meetings held focused on language access, culture and community outreach.

- Emergency Operations Center - Provided recommendations for the new ABQ Alert system with regard to language accessibility for end users of the new system.
- Environmental Health - Recommendations were given about best practices for translation of technical wording for outreach materials to the public.

Examples of Language Access Best Practices by City Departments

- Examples of best practices on city department websites::

1. The Civil Rights Office: Translated Know Your Civil Rights and Frequently Asked Questions information into 4 separate languages and have them posted on their website - <https://www.cabq.gov/civilrights/translated-documents>



將於 7 月 8 號饒富趣味地開幕

SUNPORT POOL 派對

在新墨西哥州阿爾伯克基舉辦

青年之夜

包括音樂、藝術、體育以及更多其他活動

CABQ.GOV/TEENNIGHTS

詳細活動及日期即將公布

專為年滿 12 歲或以上青少年在今年夏天而設的有趣活動

2. The Office of Consumer Protection: Translated Consumer Alert and Information flyers into 4 separate languages and have them posted on their website - <https://www.cabq.gov/office-of-consumer-protection/consumer-protection-resources/consumer-alerts-and-information-flyers>
3. Albuquerque Police Department: Example of having in English and Spanish a complaint or commendation form - <https://www.cabq.gov/cpoa/albuquerque-police-complaint-or-commendation-form/how-to-file-a-police-complaint-or-commendation>
4. Violence Intervention Program (VIP): Flyers in multiple languages about Family Resources for victims of gun violence - <https://www.cabq.gov/vip/resources-for-victims-of-gun-violence-their-families>

Areas in need of Improvement

- Most but not all City departments have Google translate available at their main web pages. Having this application available allows Limited English Proficient community members to navigate and access city services and information. City departments should have boiler plate language on their web pages that direct limited English proficiency (LEP) users to this app.
- In addition to the Google Translate app, each department should add tagline notices on their websites to notify LEP users that information is available in languages other than English free of charge and how to access interpretation or translations.
- These should be short statements in English. LEP users are familiar with such statements.



Utilization Table: May - July 2022

The following table provides a breakdown of the utilization of language services by department, service type, language(s) along with the total amount expended by each department from May 2022 to July 2022. The data shows that the total amount expended for the period was \$60,183.36. This is a \$24,013.86 increase in usage from the last period.

City Department	Type of service	Languages	Total Expenses
Albuquerque Community Safety	Over the Phone Interpretation Translation Interpretation	Over the Phone interpretation: Spanish, Swahili, Romanian, Italian, Arabic, Mandarin, Dari. Translations: Spanish, Vietnamese, Mandarin, Swahili, Pashto,	\$2,714.27
Albuquerque Police Department	Over the Phone Interpretation	Spanish, Arabic, Mandarin, Vietnamese, Swahili, Pashto, Dari, Farsi, French, Japanese, Kinyarwanda, Portuguese, Romanian, Navajo, Nepali, Turkish	\$3,345.40
Arts and Culture - Biopark	Translations	Translations: Spanish	\$2,026.43
City Council	Interpretation	Spanish	\$2,569
Clerk Office	Translation	Spanish	\$138.35
Environmental Health	Over the Phone Interpretation Translation Interpretation	Over the phone interpretation: Cantonese, Mandarin. Translations; Spanish Interpretation: Spanish	\$3,280.05
Equity and Inclusion	Over the phone interpretation Translation Interpretation Training	Over the phone interpretation: Spanish Translation: Spanish, Arabic, Chinese simplified, Chinese Traditional, Dari, Hindi, Pahsto, Swahili, Urdu, Vietnamese, Japanese, Hindi, Pashto, Farsi, French, Kiryawanda. Interpretation: Spanish	\$36,143.06
Family and Community Services	Translation	Translations: Spanish	\$50
Fire	Over the Phone Interpretation	Spanish, other	\$28.04
Parks and Recreation	Interpretation	Spanish	\$1,617.65
Planning	Translation Interpretation	Translations: Spanish Interpretation: Spanish	\$7,243.80
311 call center	Over the Phone Interpretation	Spanish	\$29.90
Senior Affairs	Over the Phone Interpretation Translation	Over the phone interpretation: Spanish Interpretation: Spanish	\$997.63
Grand Total			\$60,183.36

Conclusion & Next Steps

The goal of this report is to measure whether utilization of language access services is increasing or decreasing as well as develop strategies for improving utilization of services. This report demonstrates that following efforts by OEI to provide additional language access technical assistance to city departments there has been a noticeable increase in utilization of services. OEI continues to track progress by each department in finalizing their language access plans and finding ways to implement them department-wide. While OEI will continue to work with each department to provide support, we will continue to prioritize departments with significant public facing services such as the Albuquerque Police Department, Environmental Health, 311 Call Center, Animal Welfare and Family and Community Services.



Appendix A

Language Access Frequently Asked Questions

1. What are the safe harbor languages in Albuquerque?

- Spanish, Diné, American Sign Language, Vietnamese, and Mandarin, all of which have more than 1,000 speakers; The City has 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, 1,344 speakers of Mandarin.

2. Who are the City vendors for language access?

- GLOBO Language Solutions, LLC
- Naomi Todd-Reyes
- Valley Community Interpreters
- Worldwide Languages & Communication, LLC

3. How my division and/or department will know what documents/videos should be translated or interpreted to?

- The recommendation is that documents/information such as flyers, brochures, or other marketing materials that will be used for the public.

4. Do you have recommendations for cost effectiveness related with language access?

- Only translate the summary of your reports. Unless there is a specific request to translate the whole document.
- Focus on translating documents that are regularly utilized by the public (i.e. permit application forms)
- Prioritize translation of information into Safe Harbor languages (i.e. Spanish, Vietnamese, and Mandarin) and add additional such as: Swahili, Kinyarwanda, Arabic, French, Dari or Farsi as funds allow.
- Request interpretation services 72 hours prior to a hearing, an event, activity, or press conference. If there are cancellations, the language access vendor should be notified with enough time of anticipation otherwise your department will have to pay for the services according to the contract terms.

5. What type of language access services would you recommend for events to increase community participation?

- Offer American Sign Language and advertise that the event will have ASL interpreters available. Translate flyers for events into Safe Harbor languages (Spanish, Vietnamese, and Mandarin) and additional such as: Swahili, Kinyarwanda, Arabic, French, Dari or Farsi if possible.
- Identify areas of town where there are limited English proficient communities and analyze the demographics. This could help with having printed materials and/ or interpreters available for those populations. For example, the neighborhoods around Cesar Chavez community center have large populations of Spanish, Vietnamese and Swahili speakers.

6. Are executive assistants usually the language access coordinators?

- No. The Director of the department is the one who assigns this job. It is suggested that the

language access coordinator take trainings with the Office of Equity and Inclusion regularly and be familiar with the contract process.

7. Should we add a section to the Language Access Plan about not overusing bilingual staff who are not trained translators and interpreters and whose primary function is not to serve as language access service providers?

- Your Department/ Division can add any section that it considers important and relevant towards following the best practices for language access.

8. What types of critical documents need to be translated?

- Any document that members of the public utilize regularly such as flyers, brochures, forms, applications, and other documents.

9. What are the interpretation needs for each department?

- A needs assessment should be developed by the language access coordinator, the director and other staff with the purpose of identifying bilingual staff, the most common languages encountered by staff when doing their job, identifying events/ activities that potentially could need interpretation, or translation services.

10. Have you experienced reluctance from City departments to do language access?

- We have encountered a high interest in complying with the law. As a result, we have been able to provide continuous technical assistance and trainings for most City departments.

11. Is there a limit for the budget for language access?

- There is no limit. Every department should propose a projected amount of contract services funds each fiscal year to be used for language access services.

12. What is the minimum amount that should be budgeted?

- Every department has different language access needs. As a result, your Department Director should be able to answer this question with more detail.

13. Do websites automatically translate forms into other languages?

- No. Neither forms nor PDFs can be translated automatically by google translate or any other website translation program. Our recommendation is to send the form to be translated and then uploaded to the website, and for interpreters to be made available to help English-language learners to fill out forms and submit them.

14. How can we assure interpretation services beforehand for community members that would like to share their input?

- Community members can be asked to request interpretation services 72 hours in advance of a hearing/event/activity/meeting. However, there will be cases where members of the public attend a meeting or event or come to a city site without having requested an interpreter in advance. Every effort should be made to provide meaningful access, through in-person or over-the-phone interpretation.