

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

您好，我说中文国语，我需要一名翻译才能和您沟通。

Language Access Report

3rd Quarter FY 23

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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 Immigrant and Refugee 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 utilization of available language access services.

Summary

In the third quarter status report, the Office of Immigrant and Refugee Affairs is pleased to announce that utilization of the language access services has increased significantly as evidenced by estimates from the General Ledger showing \$118,219 in language service fees paid. We will have the complete account of expenditures for Fiscal Year 23 in the Final Report.

OIRA has continued offering:

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

Implementation Updates

OIRA provided technical assistance for language access to all departments:

In Fall 2022, the OEI team has provided language access technical assistance to the following departments and offices:

- Family and Community Services for the flyer for Cruzin into the School Year. FCS translated the flyer into nine languages which helped to invite people from diverse communities in Albuquerque.
- Arts and Culture: International District Public Library: Multiple public documents were translated to create more accessibility for all the populations who live in the International District to use the services of their new public library. OIRA helped to connect the library with local community organizations to help expand community outreach efforts for Limited English Proficient (LEP) populations.
- OIRA provided feedback and shared data with the Arts and Culture Department as it conducted its department needs assessment for language access.
- Mayor's Office got support with information about language access vendors that specialize in refugee languages.
- City Council requested language access technical assistance for the Small Business Resource Fair.
- Department of Technology and Innovation adopted best practices for language access for city websites.

Bilingual Specialty Pay

The City of Albuquerque through the Department of Human Resources administers a language access bilingual oral test for Spanish-English through UNM. The test is scheduled once or twice a year to allow City employees to qualify for Bilingual Specialty Pay. At this moment, only city employees that belong to the union C-Series, M- Series, and J-Series have Bilingual Specialty Pay included in their bargaining contract. For more information please contact Diane Kimberle – Human Resources Manager – Employee Relations. Email: dkimberle@cabq.gov Phone: 505-768-3774

Two departments offer a bilingual oral and a written exam for Spanish- English: The Albuquerque Police Department and Albuquerque Fire and Rescue Department. To schedule a bilingual test for APD and AFR please contact the Deputy Director of Human Resources Ms. Loc Truong – Email: LTruong@cabq.gov

Officially, there is a list of employees that have already passed the oral test. This information has been sent to City Directors after their employees have passed the bilingual exam. The employee also receives

an email that certifies them as a bilingual staff. The City of Albuquerque has a total of 194 employees who are being paid Bilingual Specialty Pay.

We want to recognize the hard work from the Human Resources Department at the City of Albuquerque for making sure that city employees get tested to have a bilingual pay. This practice is helping to create a more diverse, inclusive and equitable City.

Examples Best Practices

Best practices

- Department of Technology and Innovation: Continuous discussion of best practices for language access for websites. We want to thank Erika Eddy, Jonathan Sadler, and Ann Gleason for their high level of commitment to make City websites accessible to Limited English Proficient individuals, and all type of learners and people with disabilities.
- The Office of Equity and Inclusion, APD and the Mayor’s Office teamed up to bring interpreters for refugee languages (Arabic, Dari, Farsi, Pashto, and Urdu) when the murder of four Muslims happened in the City of Albuquerque. Having consecutive interpretation at press conferences addressing public safety helped with outreach efforts to find the offenders.

Areas of Improvement

- Community outreach efforts and public relations professionals should ensure translated materials are displayed in each city department website. In addition, we recommend that department PIOs and outreach workers partner with local community-based organizations to share these informational materials with the Limited English Proficient populations they serve. For example see: [Office of Immigrant and Refugee partners](#)

Utilization of Language Access Services

The City of Albuquerque has used the following vendors to provide language access services:

- ABQ SPEECH LANGUAGE & HEARING
- AT & T LANGUAGE LINE SERVICES
- FAIRFIELD LANGUAGE TECHNOLOGIES
- DUAL LANGUAGE EDUCATION OF NEW MEXICO
- ALTA LANGUAGE SERVICES INC
- LANGUAGE LINE SERVICES INC

- VIET ENGLISH LANGUAGE GROUP LLC
- TELELANGUAGE INC
- WORLDWIDE LANGUAGES & COMMUNICATION LLC
- GLOBO LANGUAGE SOLUTIONS LLC
- TELELANGUAGE LLC
- NAOMI TODD-REYES
- CATHOLIC COMMUNITY SERVICES OF SOUTHERN
- VALLEY COMMUNITY INTERPRETERS
- BABEL TRANSLATION SERVICES LLC

The chart below contains the total language services expenditures for Q1, Q2, and Q3 of FY23

Spending by Department Fiscal Year 23 Combined Quarters 1, 2, 3	
Animal Welfare	\$ 2.68
Albuquerque Community Safety	\$ 57,710.88
Arts and Culture	
Bernalillo County Library Services	\$ 1.52
City Library Services	\$ 6.93
Department of Finance and Administration	\$ 864.20
Albuquerque Fire Rescue Department	\$ 46.95
Family and Community Services Department	\$ 1,800.00
Legal Department	\$ 1,123.22
Office of Equity and Inclusion	\$ 27,111.79
DTI	\$ 1,426.30
311	\$ 61.75
Mayor's Office	\$ 1,137.20
Planning Department	\$ 714.06
APD Criminal Investigations	\$ 1,346.88
APD-Valley Sub Station	\$ 3,891.96
APD-Southeast Sub Station	\$ 3,104.29
APD Northeast Sub Station	\$ 8,432.71
Environmental Health Operator Permits	\$ 810.79
Environmental Health Consumer Health Protection	\$ 7,310.04
Environmental Health Bio Disease Management	\$ 130.00
Environmental Health Sustainability	\$ 1,034.91
Transit	\$ 150.00
Grand Total	\$ 118,219.06

Conclusion and Next Steps

OEI plans to issue regular quarterly reports outlining language access data. The goal of this effort is to measure whether utilization of language access services is increasing or decreasing as well as develop strategies for improving utilization of services. Now that the city has finalized its FY23 budget approval process and based on the utilization table above, it will be incumbent on OEI to continue reaching out to departments with low language service utilization such as Solid Waste, Economic Development, 311, Aviation, Fire and Rescue, and Municipal Development to discuss what barriers may exist in accessing language access services. OEI will provide technical assistance in developing strategies to help increase utilization rates appropriate to the work of each department. Language access is a basic human right, and promotes fair and inclusive society. Linguistically accessible services can mean the difference between life and death, or getting a child into a program or not, or adopting a pet or not. No matter the circumstance, all Albuquerque residents, regardless of their English language proficiency, have the right to access City services. The next steps will be to schedule technical assistance with the Solid Waste Department, Municipal Development, 311, Economic Development, and Fire and Rescue. Together, we can help ensure the successful implementation of language access policies and plans.

The chart below describes the types of language services provided by departments

City Department	Type of service	Languages
Albuquerque Community Safety	Over the Phone Interpretation Translation Interpretation	Over the Phone Interpretation: Spanish and Romanian. Translations: Amharic, Arabic, Hindi, Farsi, Urdu, Mandarin, Vietnamese, Korean, Swahili and Spanish
Animal Welfare	Over the Phone Interpretation	Spanish
Arts and Culture - Biopark	Translations	Spanish
City Council	Interpretation Translation	Spanish
Clerk Office	Translation	Spanish
Environmental Health	Translation	Spanish
Equity and Inclusion	Translation Interpretation	Translation: Spanish, Kinyarwanda, Vietnamese, Chinese, Korean, French, Russian, Swahili, Dari, Arabic, French and Ukrainian. Interpretation: American Sign Language, Dari, Farsi, Urdu, Pashto and Arabic

Family and Community Services	Translation	Spanish, Swahili, Vietnamese, Kinyarwanda, French, Farsi, Dari, Chinese and Arabic
Fire	Over the Phone Interpretation	Spanish
Legal - Office of Civil Rights	Interpretation	American Sign Language
Legal	Translation	Spanish, Chinese Simplified, Arabic, and Vietnamese
Mayor's Office	Translation	Farsi, Hindi and Arabic
Parks and Recreation	Interpretation	Spanish
Planning	Interpretation	Spanish
Senior Affairs	Over the Phone Interpretation Translation	Spanish and Thai
Technology and Innovation	Translation	Spanish, Chinese (Simplified), Vietnamese, Dari, Arabic, Swahili