Office of Multicultural Affairs

Language Access Plan

Office of Multicultural Affairs | Human Services | City of Richmond

Background

○ The City of Richmond took action in response to complaints and a lawsuit filed against the City by residents on the grounds of discrimination.

○ **Title VI of the Civil Rights Act of 1964** prohibits recipients of federal financial assistance such as the City of Richmond (including its Departments) from **discriminating based on race, color or national origin** in the provision of that federal financial assistance.

Background

- The definition by the Federal Government of discrimination based upon national origin includes, but is not limited to: **failure to ensure that persons who have "limited English proficiency" (LEP) can effectively participate in, or benefit from, federally assisted programs.**

Settlement Agreement

○ The City entered into a Settlement Agreement (approved in August, 2016) as a resolution for the disputes established. The parties involved are:

○ Parties:

- The City of Richmond
- U.S. Department of Housing and Urban Development (HUD)
- Mobile Home Park Coalition

○ The **parties** acknowledged that this Agreement is **voluntary** and constitutes a **full settlement of the claims** set forth in the complaints.

Language Access Plan

○ The Language Access Plan **Implementation** is designed to **ensure meaningful (affirmative, inclusive and purposeful) access** to City Programs/Services to residents with Limited English Proficiency.

Milestones

COMPLETED

○ Appointing LAC

○ Complaints/grievances improvement plan

○ Interpretation services for public meetings

○ Vital documents translation (100% Oct. deadline, 84% currently).

○ Training development on use of interpreters and cultural awareness

○ Interactive Voice Response

○ Development of outreach plan template for LEP

○ Spanish Language & Culture of Spanish Speaking Countries Course.

○ Development and Implementation of Interpretation Services Report WebForm

ONGOING

○ Outreach Plans for each Department

○ Website evaluation for LEP communities

○ Annual revision of LAP

PENDING

○ Translation timeline for lower priority documents

○ Training development for bilingual employees

iSpeak Richmond

iSpeak Richmond is the city's initiative and official portal for promoting information on how to access tools, services and resources in English and in other languages.

While on full-screen, click on the banner for the iSpeak Richmond video

Vendor - United Language Group (listed as Language Select Group, LLC)

○ Each City of Richmond Agency and Department will set up a account with **United Language Group Vendor (listed as Language Select Group, LLC),** and obtain their unique Access Code.

○ Several Agencies and Departments already set up their accounts. However, there are still Departments without their unique Access Code.

○ To: customer.care@ulgroup.com

○ Cc: Bob.Arnold@ulgroup.com

○ +1 855-7UNITED
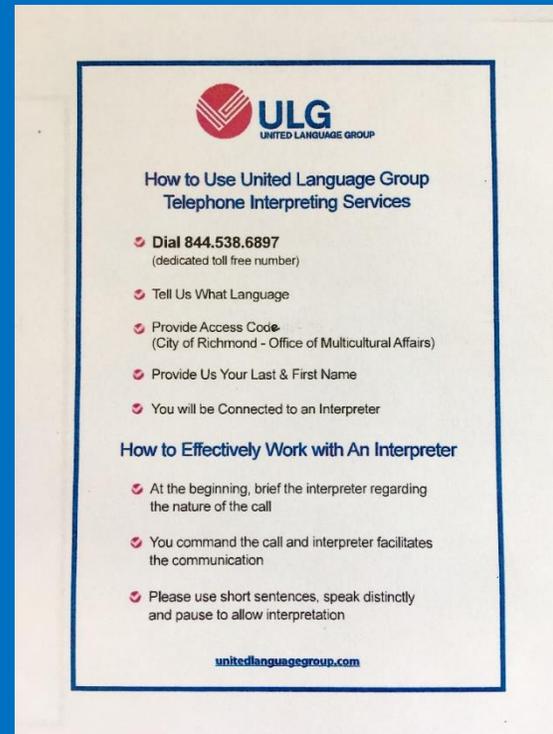
Supervisors:
Let your Department know what is your unique Access Code, if you have not already spread this information throughout your Department.

Interpretation Services Report - Webform

○ This simple and short WebForm is available at StarNet under 'Useful links'.

○ The City of Richmond is <u>required</u> to track over-the-phone interpretation services provided to Limited English Proficient residents, as part of our LAP and under our commitment to comply with federal regulations.

○ **<u>Each City employee should complete this form every time over-the-phone interpretation services are provided.</u>**

OMA – Office of Multicultural Affairs Form

Click here to access the over-the-phone interpretation report form.

Trainings

- How to effectively work with interpreters

- Cultural Awareness

- iSpeak Richmond online training in Wavelength

- Spanish Language and Culture of Spanish Speaking Countries

Outreach Plan

○ A template was developed and approved by HUD.

○ Outreach Plans were developed with each department (90% completion), with the exception of two.

Next step:

○ Six-month review of departmental Outreach Plan progress.

○ OMA will continue to help City departments to develop their Outreach Plan efforts.

Next Steps

- Continue to identify bilingual staff, conduct an evaluation and training to become a Qualified Bilingual Staff to support general customer inquiries. NOT a certified interpreter.

- Continue to develop a plan for iSpeak Richmond website improvement.

- Distribution of iSpeak Richmond materials.

- Develop an ongoing evaluation survey for quality of service to LEP residents.

Contact Information for LAP

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