



City of Richmond

900 East Broad Street
Richmond, VA 23219
www.richmondgov.com/cityclerk

Minutes

Organizational Development Standing Committee

Monday, June 4, 2018

5:00 PM

Council Chamber, 2nd Floor - City Hall

Committee Members and Others in Attendance

The Honorable Chris Hilbert – Chair
The Honorable Cynthia Newbille – Vice Chair
The Honorable Parker Agelasto – Member
The Honorable Kim Gray – Member
The Honorable Kristen Larson – Member
The Honorable Reva Trammell – Member
Lou Brown Ali, Council Chief of Staff
Debra Bowles, Assistant City Clerk
Meghan Brown, Deputy Council Chief of Staff
Haskell Brown, Deputy City Attorney
Meghan Brown, Deputy Council Chief of Staff
Allen Jackson, City Attorney
Candice Reid, City Clerk

Absent

The Honorable Andreas Addison – Member
The Honorable Michael Jones – Member
The Honorable Ellen Robertson – Member

Call to Order

Chair Chris Hilbert called the meeting to order at 5:11 p.m., following the special meeting of Council.

Approval of the Minutes

Member Parker Agelasto moved to approve the meeting minutes of May 7, 2018, which was seconded and unanimously approved.

Board Vacancies

There were no board appointments for consideration.

Reports from City Administration, Council Staff and Other Parties

iSpeak Training

Office of Multicultural Affairs (OMA) Manager Karla Almendarez-Ramos provided a brief history regarding the initiative, iSpeak Richmond, stating that the department was created approximately fourteen years ago and as the result of the city's Language Access Plan (LAP).

Language Access Coordinator Daniel Bustamante reviewed the LAP stating that it allows citizens with limited English proficiency, the ability to access or participate in benefits of federally assisted

programs. Mr. Bustamante also informed the committee that OMA offers interpretative services for public meetings, has developed an interactive voice response system for the city's 311 Call Center, offers training development on the use of interpreters and cultural awareness, and Spanish language and culture courses for city employees.

Ms. Ramos provided specific details relating to the training courses available through OMA, specifically the iSpeak Richmond training course accessible via the online Wavelength portal. Ms. Ramos stated that 90% of city departments have developed an outreach plan with OMA and OMA will be conducting a survey to identify the city's bilingual staff to offer an expansion of OMA services. Ms. Ramos also stated that OMA services are used daily for in-person and over-the-phone interpretative services.

Member Parker Agelasto asked how the 311 Call Center addresses the language barrier.

Ms. Ramos stated a customer can ask for an interpreter, and once the language is determined, the 311 Call Center representative will then conference call OMA for interpretive assistance.

Vice Chair Cynthia Newbille thanked OMA for being prepared to assist during Council's budget public hearing on Monday, April 23rd, and asked when the Spanish courses are offered.

Ms. Ramos stated that the Spanish courses are offered each Friday from 12:00 p.m. – 1:30 p.m., in the 5th floor conference room of City Hall.

A copy of the material provided has been filed.

Paper(s) for Consideration

There were no papers for consideration.

Adjournment

There being no further business, the meeting adjourned at 5:32 p.m.