



CITY OF LONG BEACH

DEPARTMENT OF DEVELOPMENT SERVICES

333 West Ocean Blvd., 3rd Floor, Long Beach, CA 90802 (562) 570-5237

March 3, 2015

HONORABLE MAYOR AND CITY COUNCIL
City of Long Beach
California

RECOMMENDATION:

Receive and file a status update on the implementation of the Language Access Policy. (Citywide)

DISCUSSION

On August 12, 2014, Department of Development Services staff provided a status update to the City Council on the implementation of the Language Access Policy (LAP) adopted by City Council on August 13, 2013. On September 2, 2014, City Council allocated \$250,000 toward implementation of the LAP, with \$152,000 itemized for phone line translation, and the remainder going to the Language Line Phase 2 Pilot Program, translation of materials, webpage translation, staff training, and public notice of the LAP.

With the funding allocation, a number of initiatives have occurred to further the implementation of the LAP. A directory of staff receiving bilingual skill pay in LAP Languages is complete and uploaded to the City's intranet for accessibility. City employees have been notified about the directory with utilization instructions.

Development Services has selected a vendor to provide court certified translation and interpretation services to implement the LAP. Development Services staff has requested 175 documents from City Departments to comply with document translation as part of the LAP (Exhibit A). The Language Access Coalition and Centro CHA identified these documents as priority documents to translate. At this time, 106 documents have been received from City Departments and are currently being translated into the LAP Languages.

The Technology and Innovation Department is currently updating the City's website. During phase one of the website update, Google translate will be made available on the City's website. During phase two of the website update, the most frequently used webpages will be reviewed, revised, and translated into LAP Languages. Oral interpretation and document translation continues to be available upon request for City Council and Charter Commission meetings, including minutes and agendas.

The Language Line Pilot Program with Public Works is now operational. A full report about the pilot program outcomes will be reported in the next update to City Council. In addition, the Public Works Refuse Call Center now has outgoing messages in LAP Languages. As a beta test, the Technology and Innovation Department will program and record outgoing messages in LAP Languages for the most frequently used phone lines in the Development

Services Department. The lessons learned from the testing will be incorporated into future telephone messaging in other City departments.

The Civil Service Department has developed and implemented the promotion of point of contact positions to attract qualified bilingual applications as detailed in employment bulletins. Advocates requested a policy on the use of children as interpreters. Staff worked with the City Attorney's Office and public safety departments, and crafted the attached statement on the use of children as interpreters (Exhibit B), which will be used as an internal procedural document.

Next steps for implementation include providing training for employees receiving bilingual skill pay in the LAP Languages on the appropriate techniques and ethics for interpretation and translation. In addition, a LAP notice will be mailed to all Long Beach residents.

This matter was reviewed by Deputy City Attorney Linda Vu on February 5, 2015, and by Budget Management Officer Victoria Bell on February 10, 2015.

TIMING CONSIDERATIONS

City Council action on this matter is not time critical.

FISCAL IMPACT

There will be no fiscal impact as a result of the recommended action.

SUGGESTED ACTION:

Approve recommendation.

Respectfully submitted,


AMY J. BODEK, AICP
DIRECTOR OF DEVELOPMENT SERVICES

AJB:AR:TC:bp
Q:\Council Letters\Final Council Letters\2015\3-3-15 Language Access Policy\3 3 15 Language Access Policy v12.doc

Attachments: Exhibit A – City of Long Beach Public Documents
Exhibit B – Use of Children as Interpreters Statement

APPROVED:



PATRICK H. WEST
CITY MANAGER

City of Long Beach
Public Documents

City Department		Translation Status as of October 1, 2014					Current Translation Status		
Bureau	Language Access Policy	Spanish	Khmer	Tagalog	Received Form	Sent to Vendor	Spanish	Khmer	Tagalog
City Manager									
	Anti-Fireworks Materials	X	X		X	X	X	X	
	Citizen Police Complaint Commission Brochure	X	X		X	X	X	X	X
Citizen Police Commission	Complaint Forms	X	X		X	X	X	X	X
	Facts At A Glance Brochure (Quick Facts for Commissioners)	X	X		X	X	X	X	
	"What To Do When Stopped By The Police" – Pedestrian Stops	X			X	X	X	X	X
	"What To Do When Stopped By The Police" – Traffic Stops	X			X	X	X	X	X
City Prosecutor									
	Domestic Violence Materials	X					X		
	Truancy Letter	X	X		X	X	X	X	X
Civil Service									
	LB Cvl. Svc Dept Employment Process Brochure								
	Recruitment materials for specific jobs that may include custom brochures, orientation session information, typing certificate instructions, etc								
	Employment Services Brochures	X					X		
Development Services									
Building Bureau	Building Permit				X	X	X	X	X
	Bulletins for Building				X	N/A	Bulletins Change Frequently- Translation Available Upon Request		
	Restaurant Guidelines Brochure				X	X	X	X	X
	2013 Guide to Building Energy Efficiency Standards				X	X	X	X	X
	Notice to Property Owner				X	X			
	Consolidated Plan Submittal List				X	X	X		
Code Enforcement	ADMINISTRATIVE CITATION				X	N/A	Over 900 Citations- Translation Available Upon Request		
	Housing Inspection Program Brochure				X	X			
	NOTICE IMMEDIATELY VACATE THE PREMISES (PLACARD)				X	X	X	X	X
	NOTICE OF LONG BEACH MUNICIPAL CODE VIOLATION				X	N/A	Substantial Number of Violations- Available Upon Request		

City of Long Beach
Public Documents

City Department		Translation Status as of October 1, 2014					Current Translation Status		
Bureau	Language Access Policy	Spanish	Khmer	Tagalog	Received Form	Sent to Vendor	Spanish	Khmer	Tagalog
	NOTICE OF SUBSTANDARD BUILDING				x	N/A	Documents are Customized per Notice- Available Upon Request		
Nuisance Abatement	Nuisance Abatement Letter	x	x		x	x	x	x	x
	Nuisance Abatement Warning Letter				x	x	x	x	x
	Nuisance Abatement Appeal Notice				x	x	x	x	x
Community Improvement Bureau	Rehabilitation Housing Loans Program Brochure	x	x				x	x	
	Center For Civic Mediation Brochure	x	x		x	x	x	x	x
Neighborhood Improvement Division	Commercial Improvement Rebate Program: Business Owner Application	x	x		x	x	x	x	x
	Commercial Improvement Rebate Program: Property Owner Application	x	x		x	x	x	x	x
	Facade Improvement Program Description	x	x				x	x	
	Fair Housing Foundation: What Is Fair Housing Brochure	x	x				x	x	
	Graffiti Removal Program Description	x	x				x	x	
	Guidelines For Tree Planting Projects	x	x			x	x	x	x
	Maintaining Your Business Exterior: Information For Business Owners Booklet	x	x				x	x	
	Neighborhood Clean-Up Assistance Program Application	x	x				x	x	
	Neighborhood Clean-Up Assistance Program: Your Guide To Organizing A Clean-Up	x	x			x	x	x	x
	Neighborhood Leadership Program Booklet (Brochure)	x	x			x	x	x	x
Neighborhood Leadership Program Interest Card	x	x			x	x	x	x	
Neighborhood Resource Center Information Flyer	x	x			x	x	x	x	
Notice For Abandoned Shopping Carts Flyer	x	x			x	x	x	x	
Protect Your Family From Lead In Your Home Booklet	x	x			x	x	x	x	
"Spruce Up Your Home" Flyer	x	x			N/A	N/A	Program No Longer Exists		
Whose Job Is It Flyer	x	x			x	x	x	x	
Financial Management Department									
Business Services Bureau	Business License Application				x	x			
	Garage Sale Application				x	x			

City of Long Beach
Public Documents

City Department		Translation Status as of October 1, 2014				Current Translation Status				
Bureau	Language Access Policy	Spanish	Khmer	Tagalog	Received Form	Sent to Vendor	Spanish	Khmer	Tagalog	
Fleet Services Bureau	Impounded Vehicle Debt Collections Notice	X			X	X	X			
	Notification Required To Release Vehicle Towed	X			X	X	X			
	Towing Service Fees		X		X	X		X		
Billing and Collections	Notification Of Debt Collection For Vehicle Towed	X			X	X	X			
	Fire Department									
	9-1-1 System Information	X	X				X	X		
	Abandonment of Buildings									
	Business License Inspection Guidelines				X	X				
	Cooking Booth Requirements				X	X				
	Incident Report Procedures Letter				X	X				
	Incident Report Request Forms (Fire and Paramedic)				X	X				
	Information On Smoke And Carbon Monoxide Alarms	X	X		X	X	X	X		
	Harbor Department (Port of Long Beach)									
	The Clean Trucks Program (Factsheet)	X			N/A	N/A			Factsheet is Outdated	
	Health and Human Services									
Administration Community Health	Health Department Services Brochure									
	City Brochures, (i.e. HOME Program, Mental Health)				X	X				
	Diabetes Prevention & Management Program Flyer	X	X		X	X	X	X		
	HOME Application				X	X				
	MSC Fact Sheet									
	Multi-Service Center Intake Documents				X	X				
	Tenant Rights Flyer				X	X				
	ALSAA Consent Form	X	X				X	X		
	CAARE Consent Form	X	X				X	X		
	CAARE/ALSAA	X	X				X	X		
Environmental Health	Certified Food Handlers School Listing	X	X		X	X	X	X		
	Community Event Organizer Permit Application	X	X		X	X	X	X		
	Environmental Health Programs And Services Brochure	X	X				X	X		
	Farmers Market Permit Application	X	X		X	X	X	X		
	Food Handler Guide	X	X		X	X	X	X		
	How to File a Noise Complaint Form in the City of Long Beach	X	X		X	X	X	X		
	Mobile Food Facility Plan Check Guide	X	X		X	X	X	X		
	Mobile Food Facility Written Operational Procedures	X	X		X	X	X	X		
Noise Complaint Form and Petition	X	X		X	X	X	X			

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Public Documents

City Department		Translation Status as of October 1, 2014					Current Translation Status		
Bureau	Language Access Policy	Spanish	Khmer	Tagalog	Received Form	Sent to Vendor	Spanish	Khmer	Tagalog
	Noise Variance Application	x	x				x		
	Plan Construction Guide For Food Facilities in Long Beach	x	x		x	x	x	x	
	Quick Guide to Obtaining a Health Permit for Outdoor Barbecue	x	x		x	x	x	x	
	Temporary Food Facility Permit Application	x	x		x	x	x	x	
Housing Authority	60-day Notice To Vacate	x			x	x	x		
	Annual Certification Package - Missing Items	x			x	x	x		
	Annual Recertification Appointment	x			x	x	x		
	Appointment Notice	x			x	x	x		
	Briefing Packet - Establishing Rents	x			x	x	x		
	Briefing Packet - HVC Program For Tenants	x							
	Briefing Packet - Income and Deductions	x			x	x	x		
	Briefing Packet - Initial Disclosure Form	x							
	Briefing Packet - Local Policy Master Form	x			x	x	x		
	Briefing Packet - Owner And Tenant Acknowledgement	x					x		
	Briefing Packet - Owner Packet	x					x		
	Briefing Packet - Owner Payment Assignment	x					x		
	Briefing Packet - Participant's Right To An Informal Hearing	x			x	x	x		
	Briefing Packet - Pre-Inspection Checklist	x					x		
	Briefing Packet - Searching For A Rental Unit	x			x	x	x		
	Briefing Packet - Subject Property Profile	x					x		
	Briefing Packet - Subsidy/Occupancy Standards	x			x	x	x		
	Briefing Packet - Time To Move In	x					x		
	Briefing Packet Checklist	x			x	x	x		
	Change of Unit Size	x			x	x	x		
	Eligibility Interview	x			x	x	x		
	Final Notice of Action	x			x	x	x		
	Information Required - Final Notice	x			x	x	x		
	Lease/Contract Termination	x			x	x	x		
	Mandatory Home Visit	x			x	x	x		
	Mandatory Office Appointment	x			x	x	x		
	Move Information	x			x	x	x		
	Move Instructions	x			x	x	x		
	Notice to Tenant of Unit Approval	x			x	x	x		
	Portability Packet Receipt Notification	x			x	x	x		

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Bureau	Language Access Policy	Spanish	Khmer	Tagalog	Received Form	Sent to Vendor	Spanish	Khmer	Tagalog
	Subsidy/Occupancy Standards	X			X	X	X		
	Trifold Housing Authority Information Brochure								
Physician Services	HIV Facts Brochure	X			X	X	X		
Preventative Health	Infant Feeding During Emergencies Brochure	X	X				X	X	
	Medi-Cal Outreach Program Flyer	X					X		
	The Navigator: A Community Transportation Guide	X	X		X	X	X	X	
	Human Resources								
	Citizens Advisory Commission on Disabilities								
	Library Services								
	Annual Summer Reading Programs	X					X		
	Basic Program Flyers				X	X			
	Fines and Fees	X					X		
	General Information Brochures	X	X				X	X	
	Library Card Applications	X	X		X	X	X	X	
	Preschool Library Cards	X	X				X	X	
	Reading Lists	X	X		X	X	X	X	
	Long Beach Gas and Oil								
Business Operations	Annual Gas Safety Calendar	X	X				X	X	
	Customer Account Information Letters								
	Customer Bill								
Gas Services Bureau	13 Forms (Essential Notices as Required by State Law)	X	X				X	X	
	Annual Gas Safety Calendar	X	X				X	X	
	Gas Service May Be Off (for meter exchange)								
	Meter Off for Fumigation	X					X		
	Notice of Hazardous Condition								
	Service Termination								
	Sorry We Missed You								
Inspection	Notice of Violation (G291) Form								
	Parks, Recreation and Marine								
	Quarterly Recreation Connection (contract class guide)								
	Summer Family Entertainment Brochure								
	Summer Food Program Flyers								
	Summer Fun Days/Day Camp Flyers								
	Police Department								
	Community Watch Program Booklet	X	X				X	X	

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City Department		Translation Status as of October 1, 2014					Current Translation Status		
Bureau	Language Access Policy	Spanish	Khmer	Tagalog	Received Form	Sent to Vendor	Spanish	Khmer	Tagalog
	Domestic Violence Advocate Release form				X	X			
	Domestic Violence Resource forms								
	Report Receipt				X	X			
	Taxi Driver Permit Application				X	X			
	Temporary Restraining Order Information				X	X			
Crime Prevention	Identity Theft Brochure				X	X			
	Pawn Information	X	X		X	X	X	X	
	Residential Burglary Prevention				X	X			
	Utility Worker Scam								
Internal Affairs	Citizen Complaint Procedures form	X	X		X	X	X	X	
	Citizen Complaint Form	X			X	X	X		
Investigations Bureau	Compensation For Victims Of Violent Crimes	X	X		X	X	X	X	
	Juvenile Resource Guide	X	X		N/A		No Longer Exists		
	Los Angeles County Hotline For Victims Of Domestic Violence And Sexual Assault	X	X				X	X	
Jail Division	Complaint Forms	X			N/A		Replaced with Citizen Police Complaint Commission Form		
Patrol Bureau	Complaint Forms	X	X		N/A		Replaced with Citizen Police Complaint Commission Form		
	Crime Prevention	X	X				X	X	
	DUI Pamphlets	X	X				X	X	
	Fourth Of July Flyers	X	X				X	X	
	Handwritten Parking Ticket Form				X	X			
	Public Safety Flyers	X	X				X	X	
	Report Forms	X	X		X	X	X	X	
	Vehicle Impound Forms	X	X		X	X	X	X	
	Victim Resource Guides	X	X		X	X	X	X	
Public Works									
Engineering Bureau	Door hanger -- Imminent Sidewalk/Street Work				X	X			
	Where to Recycle Used Oil (New HHW Collection Facility)	X			X	X	X		
Environmental Services Bureau	Litter Free Street Banners	X	X		N/A	N/A	Form is No Longer in Use		
	"No Litter Zone" Packet (Litter Free LB Trifold Pamphlet and Litter Free LB Packet Inserts)	X	X		X	X	X	X	

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City Department		Translation Status as of October 1, 2014					Current Translation Status		
Bureau	Language Access Policy	Spanish	Khmer	Tagalog	Received Form	Sent to Vendor	Spanish	Khmer	Tagalog
	Special Collection for Residents (Used Motor Oil and Special Collections Flyer)	x			x	x	x		
	Tree-Cycling Flyer	x	x		x	x	x	x	
	Used Motor Oil Recycling Information (Same as Used Motor Oil and Special Collections Flyer)	x	x		N/A	N/A	Same as 'Used Motor Oil and Special Collections Flyer'		
Public Service Bureau	Fireworks Official Notice Flyer	x	x		x	x	x	x	
Water Department									
	Annual Water Quality Report	x	x		x	x	x	x	
	Quarterly Citywide Newsletter (sent with utility bill)				x	x			
	Stage 1 Water Prohibitions				x	x			
	Conservation Materials- Updated Schedule and Rebate				x	x			
	Landscape Program Application (L2G Program)				x	x			
	Notice Of Shutoffs (door hanger)				x	x			

EXHIBIT B

Use of Children as Interpreters Statement

The City does not encourage Limited English Proficient (LEP) individuals to use friends, family members or minor children as interpreters. LEP individuals seeking non-emergency City services, assistance or information should be notified about the City Language Access Policy (LAP). City Staff will look first to employees receiving bilingual skill pay in the LAP languages to assist LEP individuals when LEP individuals seek City services, assistance or information. If an employee receiving bilingual skill pay is not available, City staff should then utilize Language Line if it is available.

There is currently no law that prohibits the use of children as interpreters. The City shall strive to provide translation services in lieu of utilizing child interpreters, especially in cases when discussions and information are beyond children's comprehension, inappropriate, or unseemly to children. The Language Access Policy aims to limit the use of children as interpreters, as all departments will have access to staff who can translate into Spanish, Khmer, and Tagalog. The Police and Fire Departments often come into contact with children, and already have access to Language Line, which can be used as an alternative. Except in situations where deemed time sensitive or necessary, or at the request of the individual, Departments will strive not to utilize children as translators and, instead, use the elements of the Language Access Policy.

Therefore, children and minors should not be used as interpreters except in emergency circumstances. "Emergency circumstances" are defined as situations that require deviation from procedures, such as a threat to health, safety or property. Examples of emergency circumstances include, but are not limited to, any fire/police response or calls for service, loss of housing, loss of benefits or utility shut offs. The use of children and minors in emergency circumstances should be limited to initial communications to alleviate the emergency. Once the emergency situation has ended, the City should find an appropriate alternative.