

Language Access Plan

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SECTION 1: OVERVIEW AND CONTEXT

A. Office Mission

The mission of the County Counsel's Office (Office) is to provide the highest quality legal services to the Board, County departments, and other governmental entities by fully understanding their business needs; being accessible, responsive, and timely; proactively helping them guard against risk; providing sound advice and trusted counsel; providing creative solutions and viable alternatives to achieve goals; and always acting in a responsible, professional, and ethical way.

The Office is committed to promoting truth and justice, protecting the rule of law, and creating social and legal reforms that consider the experiences of the diverse County residents, including historically underserved individuals, including Language Other Than English (LOTE) speakers, whose lives will be most impacted by the policies and laws we create.

We recognize the importance of providing meaningful language access to a growing culturally and linguistically diverse County as a critical function to effectively communicate available resources and policies. To provide constituents with a quality customer experience, our Language Access Plan (LAP) ensures individuals with limited English proficiency receive language assistance through translation and interpretation to access our services.

Within the Office, the Administrative Services Bureau serves as the departmental contact and liaison to develop, implement, and monitor the LAP, including overseeing language access services. If you have feedback or questions about language access services, you can email the Office's language access team at language@counsel.lacounty.gov.

B. Office Priority Languages

The Office interacts with a diverse population and is committed to providing equitable and reliable access to information. The Office has identified the following 12 threshold languages:

- Arabic
- Chinese
- Farsi
- Hindi
- Japanese
- Khmer (Cambodian)
- Korean

- Russian
- Spanish
- Tagalog
- Thai
- Vietnamese

Within the designated threshold languages, Spanish has been identified as a priority concentration language. To address this need, the Office maintains an in-house certified bilingual interpreter and translator. For languages not included in the threshold list, the Office provides translated documents and interpretation services upon request through third-party vendors, such as ISD's Master Agreement for On-Demand Interpretation and Translation Services (ODITS).

The threshold languages were determined based on Census data presented within the Geographic Information System (GIS) language "heatmap," survey of client Departments accessing the Office of County Hearing Officer (OCHO) and data collected from the Office's Dependency's public counter, Litigation Claims Unit, and telephonic inquiries.

The OCHO conducts administrative hearings on a variety of matters within the jurisdiction of Los Angeles County. The Dependency's public counter facilitates Welfare and Institutions Code (WIC) section 827, which governs access to juvenile dependency records requests in Los Angeles County. The Litigation Claims Unit processes all government claims presented to the County. Working within statutorily mandated timelines, the Claims Unit, on behalf of the Board of Supervisors, works with the involved County Department, CEO and third-party administrators to investigate and respond to a government claim.

SECTION 2: OFFICE'S LANGUAGE ACCESS POLICY (LAP)

A. Policy Statement

The Office is responsible for providing timely and accurate communication with the public and upholding the law, including County ordinances and policies. The Office is dedicated to advancing equity for all through meaningful language access to the Office's information and services.

B. Scope of Policy

The purpose of this DLAP is to ensure that the Office's personnel and contractors take reasonable steps to ensure meaningful access to the Office's services, as applicable, for LOTE individuals. This DLAP shares the Office's established policies and procedures to

ensure accurate, equitable, timely, and meaningful language assistance services for LOTE individuals, including sign language, free of cost.

This DLAP also provides a framework for ensuring that the Office's employees are aware of the requirements and methods for accessing and providing prompt language access services in the preferred language at any interaction and at any point of contact with LOTE individuals, such as, but not limited to, the OCHO, Dependency's public counter, Litigation Claims Unit, and telephonic inquiries. This policy ensures that the Board of Supervisor's Countywide language access policies, standards, and procedures are implemented consistently across the Office.

The guidance included in this plan is intended to improve the internal management of the DLAP and does not create any right or benefit, substantive or procedural, enforceable at law or equity by a party against the County of Los Angeles, its Special Districts, Elected Officials, Officers, Agents, Employees, Volunteers, or any person. This document is intended for the internal management of the DLAP, it is not intended to be cited in any judicial or administrative proceedings. Administration of the services and programs discussed herein is within the sole discretion of the Office.

These policies, protocols, and procedures are in alignment with applicable federal (i.e., Title VI of the Civil Rights Act, etc.), state (e.g., California's Dymally-Alatorre Bilingual Services Act, etc.), and local policies (i.e., Anti-Racism, Diversity and Inclusion (ARDI), etc.) and regulations governing language assistance requirements.

SECTION 3: KEY TERMS AND DEFINITIONS

Americans With Disabilities Act (ADA) Title II (Effective Communication): Refers to the ADA Title II requirements that state and local governments communicate effectively with people who have communication disabilities.

Anti-Racism, Diversity and Inclusion (ARDI): Refers to the initiative created by the Board of Supervisors and which articulates the County's anti-racist agenda that will guide, govern, and increase the County's ongoing commitment to fighting racism in all its dimensions. County Counsel is dedicated to advancing the Board's ARDI Initiative within our Office, and the Office is committed to create and foster an anti-racist, multicultural, environment where our clients, employees, and the public we interact with can thrive.

Interpretation: Rendering spoken or signed language into another language while maintaining the meaning and tone of the language.

Language Access: The provision of free language assistance to LOTE speakers in their preferred language, including through interpretation and translation services, to enable reasonable access to and an opportunity to fully participate in the services, resources, and programs administered by the County.

Language Access Complaint: Refers to the process, developed by the Office of Immigrant Affairs, for addressing language access complaints as outlined in the Board of Supervisor's Countywide Language Access Policy.

Language Other Than English (LOTE): Also known as Limited English Proficiency (LEP) or English Language Learner (ELL). This designation refers to individuals who do not speak English as their primary language and who do not read, write or speak English.

Language Service Provider: A business that provides one or more language-related services, such as translation or interpretation.

Non-English (NE) or Limited English Proficient (LEP): Refers to persons whose preferred language is non-English, do not speak English and/or have a limited ability to read, write, speak, or understand English, and interpretation or translation services must be used to effectively communicate program information and requirements. Sign language is subject to this definition.

On-Demand Interpretation and Translation Services (ODITS): For situations requiring additional language support, ISD manages the County's ODITS Master Agreement. This Board-approved program provides access to a pool of pre-vetted and qualified language service providers. ODITS vendors offer a wide range of interpretation and translation services in a variety of languages.

Preferred Language: The primary language in which an individual prefers to read, write and speak.

Qualified/Certified Bilingual Employee or Staff: An employee who, in addition to possessing the necessary qualifications for the classification, is certified through an exam process established and approved by the Department of Human Resources to be proficient in oral and/or written communication in the non-English language of the person served.

Qualified Interpreter: A person with advanced oral or signing proficiency in their working languages who adheres to the interpreter's code of ethics and confidentiality, and who can interpret effectively, accurately, and impartially both receptively and expressively, using any necessary specialized vocabulary. This person is a neutral third party who has been determined to be qualified by a formal certifying body.

Qualified Translator: A person with advanced written proficiency in their working languages, knowledge of professional practices, and adherence to the translator's code of ethics who has been determined to be qualified by a formal certifying body.

Sign Language: A language which uses manual communication and body language to convey meaning, including but not limited to American Sign Language.

Translation: Rendering written communication into another language while preserving meaning.

Vital Documents: Documents that affect enrollment, continued participation, or termination from a County program, benefit, or service.

SECTION 4: PROCEDURES

The Office is responsible for procuring interpreter and translation services to facilitate effective communication in customer interactions. In instances where bilingual staff is unavailable, the Office will leverage a contracted language service provider, such as ODITS. These providers will deliver in-person assistance, written translation of vital documents, and on-demand telephone/video interpretation to ensure seamless language accessibility. We will take all necessary and reasonable measures to ensure that interpretation and translation services are delivered with a level of fluency and comprehension appropriate to the intended purpose.

This language access policy and procedures provides guidance to staff, including contracted staff, to effectively meet the communication needs of the individuals we serve. These policies align with regulatory bodies and requirements for language access. Efforts to ensure equitable communication include, but are not limited to, the provision of qualified language assistance services, such as spoken and signed interpretation, as well as written translation to facilitate effective and inclusive interactions.

The Office offers multiple avenues for providing language assistance at key points of contact, ensuring effective communication whether interactions occur in person, remotely, or through written correspondence. The following are examples of language access procedures designed to facilitate the delivery of information and services to speakers of LOTE. These procedures outline key points of contact (e.g., the OHCO, Dependency's public counter, Litigation Claims Unit, and general telephonic inquiries), the appropriate level of language assistance, available resources, and the processes for accessing language assistance services.

The OCHO

Points of Contact	Level of Language Assistance Required	Available Language Assistance Resources	Procedures for Accessing Language Assistance Resources
<p>Initial inquiry (telephonic/e-mail)</p> <p>A constituent calls or e-mails OCHO to request information regarding their hearing.</p>	<p>Specialized/Technical Assistance Required</p> <p>Specialized OCHO staff assist and respond to constituent's request for information and explains hearing procedures and forms.</p> <p>A language service provider, such as ODITS, is available to assist with telephonic/e-mail inquiries via over-the-phone interpreting and translating forms and e-mails.</p>	<ol style="list-style-type: none"> 1. The Office has Spanish certified bilingual staff. 2. For other languages, including sign language, the Office will utilize a language service provider, such as ODITS, with operators ready to assist 24 hours a day, seven days a week, to provide interpreting and translating. 	<ol style="list-style-type: none"> 1. Identify the preferred language of the LOTE person. 2. Assist or contact bilingual staff in preferred language. 3. If the request is outside their bilingual capabilities or other languages, the Office will utilize a language service provider, such as ODITS. 4. Provide customer service using ODITS vendors by interpreting over-the-phone via 3-way call. <p>Training and instructions on how to contact a Spanish certified bilingual staff as well as ODITS is provided to the OCHO team.</p>
<p>Pre-Hearing and Hearing (virtual/in-person)</p>	<p>Specialized OCHO staff assist and respond to constituent's request for information and explain hearing procedures and forms.</p> <p>A language service provider, such as ODITS, is available to assist with telephonic/e-mail inquiries via over-the-phone and in-person interpreting and translating forms and e-mails.</p>	<ol style="list-style-type: none"> 1. The Office has Spanish certified bilingual staff. 2. For other languages, including sign language, the Office will utilize a language service provider, such as ODITS, with operators ready to assist 24 hours a day, seven days a week, to provide interpreting and translating. 	<ol style="list-style-type: none"> 1. Review communications and documents from the client departments and evidence to identify the preferred language of the LOTE person or the Office receives a Request for Language and Captioning Services form available on the OCHO website. 2. Assist or contact bilingual staff in the preferred language. 3. If the request is outside their bilingual capabilities or other languages, the

			<p>Office will utilize a language service provider, such as ODITS.</p> <p>4. Provide customer service using ODITS vendors by interpreting over-the-phone/video via Teams virtual meeting or in-person.</p> <p>Training and instructions on how to contact a Spanish certified bilingual staff as well as ODITS is provided to the OCHO team.</p>
Public / community meeting	The Office does not hold public/community meetings with the members of the public.	The Office does not hold public/community meetings with the members of the public.	The Office does not hold public/community meetings with the members of the public.

Dependency's Public Counter

Points of Contact	Level of Language Assistance Required	Available Language Assistance Resources	Procedures for Accessing Language Assistance Resources
<p>Initial inquiry (In-person/ telephonic/ e-mail)</p> <p>A party to a dependency case is at, calls, or e-mails the Office's Dependency's public counter to request WIC 827 juvenile dependency records.</p>	<p>Specialized/Technical Assistance Required</p> <p>Specialized certified bilingual dependency staff assists our client, the Department of Children and Family Services, to assist LOTE customers retrieve juvenile court records for the public pursuant to WIC 827 and to explain the request form and procedures to complete this form.</p> <p>A language service provider, such as ODITS, is available to assist with in-person/ telephonic inquiries via over-the-phone interpreting and translating forms and e-mails.</p>	<ol style="list-style-type: none"> 1. The Office has Spanish certified bilingual staff. 2. For other languages, including sign language, the Office will utilize a language service provider, such as ODITS, with operators ready to assist 24 hours a day, seven days a week, to provide interpreting and translating. 	<ol style="list-style-type: none"> 1. Identify the preferred language of the LOTE person. 2. Assist or contact bilingual staff in preferred language. 3. If the request is outside their bilingual capabilities or other languages, the Office will utilize a language service provider, such as ODITS. 4. Provide customer service using ODITS vendors by interpreting over-the-phone/video via Teams virtual meeting or in-person. <p>Training and instructions on how to contact a Spanish certified bilingual staff as well as ODITS is provided to the front counter and the office support team.</p>
Public / community meeting	The Office does not hold public/community meetings with the members of the public.	The Office does not hold public/community meetings with the members of the public.	The Office does not hold public/community meetings with the members of the public.

Litigation Claims Unit

Points of Contact	Level of Language Assistance Required	Available Language Assistance Resources	Procedures for Accessing Language Assistance Resources
<p>Initial inquiry (In-person/ telephonic/e-mail)</p> <p>The filer of a government claim is at, or calls, the Office's Litigation Claims Unit to request assistance with filing, or the status of, a government claim.</p>	<p>Specialized/Technical Assistance Required</p> <p>Specialized claims staff assists our client, the constituent, to explain the process for filing, or the status of a government claim.</p> <p>A language service provider, such as ODITS, is available to assist with in-person/ telephonic inquiries via over-the-phone interpreting and translating forms and e-mails.</p>	<ol style="list-style-type: none"> 1. The Office has Spanish certified bilingual staff. 2. For other languages, including sign language, the Office will utilize a language service provider, such as ODITS, with operators ready to assist 24 hours a day, seven days a week, to provide interpreting and translating. 	<ol style="list-style-type: none"> 1. Identify the preferred language of the LOTE person. 2. Review constituent's communications, documents, and evidence submitted to identify the preferred language of the LOTE person. 3. Assist or contact bilingual staff in the preferred language. 4. If the request is outside their bilingual capabilities or other languages, the Office will utilize a language service provider, such as ODITS. 5. Provide customer service using ODITS vendors by interpreting over-the-phone and translating documents. <p>Training and instructions on how to contact a Spanish certified bilingual staff as well as ODITS is provided to the Claims unit.</p>
Public / community meeting	The Office does not hold public/community meetings with the members of the public.	The Office does not hold public/community meetings with the members of the public.	The Office does not hold public/community meetings with the members of the public.

A. Identifying Preferred Languages

In determining an individual's primary language or preferred method of communication, it is important to allow the individual to convey the language in which they most effectively communicate with. Employees should not make assumptions about an individual's primary language based on race, color, or national origin.

Employees receive language access training, if applicable, through staff meetings to ensure they are knowledgeable and aware of language access service policies, procedures, and resources. At the point of first contact with a LOTE individual with NE/LEP and/or sign language, staff will make reasonable efforts to conduct or arrange an initial assessment of the need for language assistance services. Additionally, the Office has certified bilingual employee at the major point of contact location available to interpret and speak the priority concentration language to serve our customers. If a bilingual employee is not available, the Office will leverage the use of a language service provider, such as ODITS, to provide language identification and interpretation in the preferred language.

The Office's employees can determine whether a person needs language assistance in several ways:

- Use of "I Speak" language identification cards or posters in the reception area, showing the language identification guides to assist the LOTE/NE/LEP individual in identifying and requesting their preferred spoken and written language at no cost.
- Voluntary self-identification by the individual or their companion.
- Affirmative inquiry regarding the primary language of the individual if they have self-identified as needing language assistance services.
- Engagement by a qualified multilingual staff member or qualified interpreter to verify an individual's primary language.

B. Vital documents

The Office offers limited public services and thus has limited vital documents available for the public. We take reasonable steps to ensure programs, services, and activities are accessible to LOTE populations.

We publish information in other languages as needed or requested to aid the LOTE population. The Office currently has the following vital documents translated into the Office's identified threshold languages:

- The OCHO website and resources.
- The OCHO – Forms (Request for Accommodation, Hearing Officer Disqualification, Request for Continuance, Request for Reconsideration of Hearing Officer's Decision, Application for Subpoena Duces Tecum, Hearing Recording Request, and Request for Language and Captioning Services).

Below is a list of vital documents that have been translated into the Office's identified priority concentration threshold language:

- Declaration in Support of Access to Juvenile Records instructions and fee waiver. NOTE: The Office will utilize ODTIS vendors to translate other languages as needed or requested to aid the LOTE population.

Below is a list of vital documents utilized by the Office; however, we do not own nor have the authority to modify them:

- Declaration in Support of Access to Juvenile Records form. NOTE: This form is a California Superior Court form in English only. The State has not translated this form into other languages.
- Claims for Damages to Persons or Property. NOTE: This form is an Executive Office, Board of Supervisors form in English only. The Executive Office has not yet translated this form into other languages.

Under most circumstances, materials primarily directed to courts, attorneys, court advocates, client departments, opposing counsel, or other legal professionals will not be considered "vital documents" for these purposes.

C. Policy on Untrained Interpreters

The Office does not utilize untrained or a LOTE/NE/LEP individual's own interpreter due to the risk of potential communication and interpretation errors. The use of untrained interpreters, including family members or friends is highly discouraged, may result in a breach of confidentiality and/or reluctance from the constituent to reveal personal information that may be critical to the services being provided and may lead to errors and/or maintain confidentiality for any information obtained through the interpretation process.

If a LOTE/NE/LEP individual specifically requests the use of an untrained interpreter or declines an offer of language assistance provided to them at County expense, the Office will obtain consent from the LOTE/NE/LEP individual acknowledging their understanding of the limitations of using an untrained interpreter, including potential inaccuracies and confidentiality concerns and they must acknowledge that the Office has offered a

qualified interpreter at no cost, which they have declined. That information should be noted in any associated County Counsel document, recording the date and time of the offer, the date and time of the declination, the name of the Office employee who made the offer, and the name of the individual who declined the language assistance.

SECTION 5: NOTIFICATION OF LANGUAGE ASSISTANCE

The Office ensures that information is accessible to LOTE/NE/LEP/sign language customers, as well as the availability of language access services. The Office promotes language access services through the following method:

- **On-Site Signage:** Displaying "I Speak" point to your language identification information/posters in all public-facing offices to promote language access services availability at no cost in threshold and non-threshold.
- **Website Visibility:** The Office's OCHO website displays information in the Office's identified threshold languages translated professionally through ODITS. This webpage describes language rights and services available including tools referenced above (The Office's Language Access Policy, Request for Language and Captioning Services, How to File a Complaint pertaining to Interpretation services, etc.). The Office's home page has multilingual functionality through an online automated translation feature.

SECTION 6: MONITORING LANGUAGE ASSISTANCE EFFECTIVENESS

A. Evaluation of Language Assistance

The Office periodically reassesses and, where appropriate, updates DLAP to ensure that the scope and nature of language assistance services provided under the plan reflect updated information on relevant LOTE/NE/LEP populations, language assistance needs, changes in technology, and staff experiences.

The Office has certified Spanish bilingual front line employee available to provide priority concentration language assistance services to interacting with constituents and document translations. The employee is certified through the Department of Human Resources (DHR). This certification process ensures competency in both languages. While the staff may not hold formal language certifications, their bilingual skills allow them to provide initial communication and effectively direct constituents to the appropriate channels for further assistance. In situations requiring certified interpretation or translation or outside their bilingual capabilities or other languages, the Office utilizes vendors from ODITS. This Board-approved program provides access to a pool of pre-vetted and qualified language service providers. There are established protocols to review the certifications and credentials of contract providers. These

vendors can offer over-the-phone, in-person, written, document, and miscellaneous interpretation and translation services to and from English and to and from over 66 languages. This collaborative approach strengthens the Office's commitment to providing equitable access to services and information for all constituents, regardless of their preferred language.

The Office will gather data to measure the use and frequency of the language assistance services. These metrics will be used to report back, starting in 2025, to the Office of Immigrant Affairs (OIA) as part of the annual metrics required by the Countywide Language Access Policy:

- A list of programs or services for which language services were requested, specifying the languages requested and the services provided.
- A list of documents and communications translated, along with the corresponding languages.
- The number of events in which the Office provided interpretation.
- The number of people impacted or served through language assistance.
- A list of language access complaints submitted to the Office or OIA, along with details on how those complaints were resolved.

To gather the required data, the Office staff will document each language service encounter and request on an electronic survey. The survey will record the date, customer's preferred language, type of assistance provided, and program or service requested. The survey will track the number of customers we assisted in their language of choice and will be reviewed to allow the Office to enhance language assistance services.

B. Complaint Process

The Board of Supervisor's Countywide Language Access Policy, adopted by the Board on April 23, 2024, outlines a process for addressing language access complaints. This process enables the Office to effectively address, respond, and improve our language access services.

The Office is committed to providing language and culturally appropriate services to all County residents. If a resident's linguistic needs are not met, they can submit a Language Access Complaint using the Countywide Language Access Complaint Form on our OCHO website forms page. This form will be available in our threshold languages. Our Office will review the complaint and offer a resolution within ninety (90) business

days of receiving the complaint, in accordance with the Countywide Language Access Policy.

The Office will address language access complaints through the following procedures:

1. Receipt of Complaint Form (Directly with the Office or OIA).
2. Acknowledgment of a complaint.
 - a. The Office receiving complaints directly shall notify OIA within five (5) business days by forwarding the full complaint to OIA.
 - b. The Office shall acknowledge receipt of any language access complaint received directly by the Office or forwarded by the OIA in writing to the complaining party within ten (10) business days.
3. Resolution of a complaint

The Office shall have ninety (90) business days from receipt of a direct language access complaint or notice from OIA of a language access complaint to resolve the complaint and communicate the resolution to the complaining party.

SECTION 7: TRAINING

Employees in the Office who may provide direct service to the public, either in-person or over-the-phone, will participate in LAP training and on the best practices for interacting with LOTE speakers. This training ensures all applicable staff are knowledgeable about how to access the Office's language assistance policies, procedures, and resources in order to effectively interact with individuals with LEP/NE and provide language assistance. LAP training will cover the following topics:

- Overview and responsibility to provide language assistance.
- Identifying and responding to LOTE speakers.
- Obtaining interpreters and translation services using ODITS vendors.
- Instructions on how to use and work with ODITS vendors.
- Documenting how language needs were met (electronic survey).
- Responding to language access complaints.

The policy will be reviewed every two years to ensure its effectiveness and appropriateness and inform the workforce of any updates reflecting new procedures or protocols. Additionally, DHR conducts Language Proficiency Certification examinations for bilingual staff on an on-going basis and oversees the approval of bilingual bonus allocations.

Furthermore, all relevant staff will receive refresher training in the DLAP every three years. The LAP and educational material will be available on the Office's webpage and intranet.

SECTION 8: COMMUNITY OUTREACH AND ENGAGEMENT

The Office is primarily an internal facing office with limited public-facing services. The Office does not conduct community outreach or engagement activities.

Language-specific outreach may become the Office's broader strategy in the future. When appropriate, we would aim to engage various linguistic communities and community-based partners to disseminate information and deliver services as-needed. This approach involves engaging community members and stakeholders to identify emerging and unaddressed language needs. This will strengthen partnerships with community-based organizations to better reach and serve LEP populations by making them aware of our services. Enhancing multilingual strategies would ensure meaningful language access and develop appropriate outreach efforts and content that are clear, accurate, and understandable to the community.

SECTION 9: DEMOGRAPHIC ANALYSIS AND DETERMINATION OF PRIORITY LANGUAGES

The Office has identified 12 threshold languages, with Spanish identified as a priority concentration language. Using the Census data presented within the Geographic Information System (GIS) language "heatmap," surveys of client Departments accessing the Office of County Hearing Officer (OCHO), and data collected from the Office's Dependency's public counter, Litigation Claims Unit, and telephonic inquiries, the threshold languages for the Office were determined. Collaborating with agencies serving LOTE/NE/LEP individuals in the community can lead to the development of culturally appropriate and effective strategies for early identification of LOTE/NE/LEP users in need of services.

Regarding language access services, the Office will track each language service encounter and request from our internal survey system which gathers data from customer service counters and telephone inquiries to assess overall language access needs. By evaluating the number and frequency of NE/LEP individuals likely to seek services, the Office aims to improve access. The Office will also conduct language reviews by program and office locations to ensure proper allocation of bilingual bonuses for staff, ensuring quality service. These data collection efforts will provide essential

information to support funding requests and determine the most effective deployment of interpreters, bilingual staff, and equipment.

SECTION 10: BILINGUAL STAFF POLICY

The Office offers specialized bilingual staff at key points of contact, ensuring effective communication whether interactions occur in person, remotely, or through written correspondence. If the request is outside their bilingual capabilities or other languages, the Office will utilize a language service provider, such as ODITS, which is available to interpret and translate on-demand.

All Office staff, who may engage with the public, will have access to language assistance tools, such as translated materials, interpretation resources, and "I speak" card. These tools will help determine an individual's native language and provide LOTE/NE/LEP individuals with brochures, instructions, or other information in the appropriate language. Additionally, the use of remote technologies, such as telephone access to bilingual staff in another location or remote interpreting, would be implemented using ODITS vendors. Given the Office's limited engagement with the public at this time, we have determined that we are able to execute this LAP with existing qualified bilingual staff and third-party language service providers.

To address language access needs, this Office may collaborate with educational partnerships, community-based organizations, and interpreter organizations. These partnerships can help identify recruitment strategies to encourage bilingual individuals to pursue careers in interpreting or explore employment opportunities within the Office as bilingual staff.

SECTION 11: VENDORS AND THEIR QUALIFICATIONS

In situations involving LOTE/NE/LEP individuals, if the Office's certified bilingual staff is unavailable or outside their bilingual capabilities to provide language-accessible services, employees are trained to access linguistic professionals through third-party language service providers such as ODITS. The vendors on ODITS offer over-the-phone, in-person, written, document, and miscellaneous interpretation and translation services between English and more than 66 languages. This Board-approved program provides access to a pool of pre-vetted and qualified language service providers with established protocols to review and monitor the certifications and credentials of these accredited linguists.