Exhibit A
To Resolution

City of Long Beach Language Access Policy ($453,567)

Findings and Purpose

The Long Beach City Council hereby finds and declares that there are people who live, work, and pay taxes in the City of Long Beach, who are unable to communicate effectively in English because their primary language is not English. It is of importance that residents, regardless of their proficiency in English, have access to City programs and services. This Policy establishes standards and procedures for providing equal access to City services and programs to all residents, including those with limited proficiency in English. This Policy exceeds the state requirement under the California Dymally-Alatorre Bilingual Services Act, Government Code 7290 *et seq.*, which generally requires state and local public agencies serving a substantial number of limited English-speaking people to provide services and materials in the language(s) spoken by those persons, to the extent that funding is available. According to the 2009-2011 American Community Survey 3-Year Estimate, Spanish-speaking residents qualify under the State definition. However, based on the City's substantial number of limited English speaking Cambodian and Filipino residents, staff recommends that the LAP also be applied to the Cambodian and Filipino population of Long Beach.

Definitions

As used in this Policy, the following capitalized terms shall have the following meanings:

(a) "City" shall mean the City of Long Beach.

(b) "Department" shall mean any City department as the City Manager may designate.

(c) "Limited English Speaking Person" shall mean an individual who does not speak English well or is otherwise unable to communicate effectively in English because English is not the individual's primary language.

(d) "Substantial Number of Limited English Speaking Persons" shall mean three percent (3%) or more Limited English Speaking Persons residing in the City who speak a shared language other than English

(e) "Bilingual Employee" shall mean a City employee who is proficient in the English language and a non-English language that is spoken by three percent (3%) or more Limited English Speaking Persons who reside in the City

(f) "Point of Contact Position" shall mean a position, whether of clerical, service, professional or sworn nature, that emphasizes greeting, meeting, contact, or provision of information and/or services to the public in the performance of the duties of that position.

(g) "Sufficient Bilingual Employees" shall mean the number of employees required to provide the same level of services to Limited English Speaking Persons as is available to English-speaking persons seeking any City services.

Bilingual Staffing

(a) All public contact positions shall have access to a directory of qualified bilingual staff. **($55,000)**

(b) Departments shall share employee translation and interpretation services across departments as needed.

(c) Nothing herein shall be construed to authorize or require the termination, demotion, or transfer of any City of Long Beach employee in order to carry out this Policy.

Translation of Materials

(a) The City Manager shall establish or procure translation services for the purpose of translating written materials for City departments and providing translations for public meetings as needed. The City Manager will determine what materials are deemed necessary.

(b) Upon determination of the City Manager and to the extent funding is available, City departments may offer to translate the following written materials that provide vital information to the public about the Department's services or programs. **($90,984)**

(1) Written materials disseminated to the public including, but not limited to, brochures, and outreach materials.

(2) Applications or forms to participate in a Department's program or activity or to receive its benefits or services.

(3) Notices advising limited English-proficient persons of free language assistance.

(4) Materials explaining a Department's services or programs.

(5) Public service announcements, press releases, community alerts and education campaign material.

(6) Complaint forms.

(7) Every department's main website page shall have a written notice regarding translation of material.

(8) Any other written documents that have the potential for determining eligibility for, or access to, services from, or participating in, a program of a City department.

(The following departments currently provide written translated material: City Attorney, City Clerk, City Manager, City Prosecutor, Civil Services, Development Service, Fire, Harbor, Health and Human Services, Human Resources (Pacific Gateway), Library Services, Long Beach Gas and Oil, and Police.)

(c) Departments shall post notices in the public areas of their facilities indicating staff speaking those languages designated in this Policy are available. The notices shall be posted prominently and shall be readily visible to the public. **($8,851)**

(The Long Beach Police Department provides posted notices in public areas of their facilities indicating interpretation is available.)

Public Meetings and Hearings ($109,125)

(a) City Commissions and Departments shall not be required to translate meeting notices, agendas, or minutes. On City Council and Commission meeting agendas and minutes, a statement shall be included in multiple languages, as determined by the City Manager, that the information is available upon request in the languages designated in this Policy

(b) Oral interpretation of any public meeting or hearing held by City Council or a Charter City Commission shall be provided if requested at least seventy-two (72) hours in advance of the meeting or hearing in question. At City Council and Commission meetings extra speaking time shall be given when translation is needed.

(The following departments provide interpretation of public meetings upon request: City Attorney, City Clerk, City Manager, City Prosecutor, Development Services, Health and Human Services, Parks, Recreation and Marine, and Police.)

Recorded Telephonic Messages ($79,607)

All Departments shall maintain recorded telephonic messages in the languages designated in this Policy. The message shall contain basic information about the Department's operation including, at minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance.

(*The following departments maintain a recorded telephonic message in English and Spanish: Development Services, City Prosecutor and Health and Human Services.)*

Recruitment

(a) It shall be the policy of the City to publicize job opening for Department's Point of Contact Positions as widely as possible. For every Point of Contact Position for which bilingual capacity is needed, the job shall be advertised as a bilingual position for which bilingual conversational proficiency is a preferred job skill.

(b) It shall be the policy of the City to attract a pool of qualified bilingual applicants for job openings in order to increase the opportunities for finding qualified Bilingual Employees to fill Point of Contact Positions.

(c) Each Department's recruitment efforts shall be consistent with the City's selective bilingual certification process.

(Civil Service provides bilingual skill pay certification for qualifying City employees and Human Resources authorizes bilingual skill pay upon certification. Job openings requiring bilingual capacity are advertised as such.)

Monitoring and Structure ($110,000)

The City Manager shall be responsible for monitoring and facilitating compliance with this Policy and updating City Council bi-annually.

Best Efforts
($726,800)

The City shall use best efforts for the following:

(a) Departments shall hire a sufficient number of bilingual employees in Point of Contact Positions so as to adequately serve members of the languages designated in this Policy. The City Manager will determine the adequacy of the services. **($658,112)**

(b) Public Safety Personnel shall respond to persons in their primary language as designated in this Policy. **(Not quantifiable at this time.)**
(The following departments currently use Language Line: Fire and Police.)

(c) Staff acting as interpreters or translators shall be trained regarding appropriate techniques and ethics with respect to interpretation and translation. **($55,725)**

(d) Widespread notice of the City's Language Access Policy shall be circulated, in the languages designated in this Policy, including notice on the City's website, so that community members are aware of their rights pursuant to the Policy. **($12,963)**

(e) Translation shall be provided for written notices of fines or rights to, determination of eligibility of, award of, denial of, loss of, or decrease in a benefit, City service or program, including the right to appeal any Department's decision. **(Not quantifiable at this time.)**

(f) Translation shall be provided for official city signage including evacuation routes and city resource signs. **(Not quantifiable at this time.)**

(g) Partner with local community ethnic groups to assist with translation and dissemination of information to specific populations. **(Not quantifiable at this time.)**