

OFFICE OF THE CHIEF ADMINISTRATIVE OFFICER **LANGUAGE ACCESS MASTER PLAN & PROTOCOL**

2017

1. PURPOSE AND AUTHORITY

In cooperation with the Mayor's Office, the Office of the Chief Administrative Officer (CAO) is committed to compliance with Title VI of the Civil Rights Act of 1964, 2 C.S. § 561 et seq. (Act 172 of 2006), and the Philadelphia Home Rule Charter § 8-600 and § A-200, in ensuring meaningful access to City services and programs for individuals with limited English Proficiency (LEP)."

The purpose of this document is to establish an effective plan and protocol for the CAO's personnel to follow if and when they interact with individuals who have limited English proficiency (LEP).

2. GENERAL POLICY

The mission of the CAO is to modernize city government and improve the efficiency and effectiveness of City services. We focus on bringing innovation and strengthening the City's administrative functions and enabling resident-facing departments to evaluate, plan, and continually improve their service delivery. The CAO facilitates accountability and data-driven decision-making by administering a city-wide performance management program.

The CAO recognizes that the population eligible for the City's resident-facing services includes individuals who are Limited English Proficient (LEP). While the CAO does not provide direct services to residents, it is its policy to ensure that any LEP individual who contacts the CAO is provided with the information needed to access the appropriate resident-facing service. The CAO adopts the plan described in the following pages in order to comply with this policy. This plan applies to the following departments and functions reporting to the CAO:

- Contracts Legislation Unit
- Department of Public Property
- Human Resources and Talent (new unit created under CAO, not the general Office of Human Resources)
- Office of Fleet Management
- Office of Innovation and Technology
- Office of Open Data and Digital Transformation
- Procurement Department

The following resident-facing departments/offices that also report to the CAO have prepared individual Language Access Plans:

- Bureau of Administrative Adjudication
- Department of Records
- Office of Administrative Review

It is the City's policy to grant access to services or programs to every person even when the person has a limited ability to speak, understand, read or write English. CAO intends to take reasonable steps to provide LEP persons with meaningful access to services and programs. The CAO seeks to reduce barriers by increasing its capacity to deliver services and benefits to people in their primary language.

CAO, rather than the LEP customer, bears the following responsibilities:

1. Providing language appropriate services.
2. Staff at the initial point of contact have the specific duty to identify and record language needs.
3. Use of informal interpreters such as family, friends of the person seeking services, or other customers must be discouraged.
4. Minor children are prohibited from acting as interpreters.
5. No staff may suggest or require that an LEP customer provide an interpreter in order to receive services.

The preferred method of serving LEP persons is by:

1. Using competent bilingual staff able to provide services directly to the customer in his/her primary language without the need for an interpreter.
2. Available, trained, competent bilingual staff may be used for in-person or telephone interpreting to support other staff.
3. Staff should seek assistance from professional in-person or telephonic interpreters when staff cannot meet language needs.
4. Departments should recognize that certain circumstances may require specialized interpretation and translation services even when staff with bilingual abilities are available (for example, situations concerning HIPAA, confidentiality or anything that may have a legal implication). Staff must be authorized to provide language services to communicate effectively even when such assistance is not requested by the LEP person.

3. LANGUAGE ACCESS COMMITTEE

Nicole McCormac
Chief of Staff, CAO
Office of the Chief Administrative Officer
Municipal Services Building
1401 JFK Boulevard, Suite 630
Philadelphia, PA 19102
nicole.mccormac@phila.gov
(215) 686-6159

Chief Administrative Officer:
Christine Derenick Lopez
Christine.Derenick-Lopez@Phila.gov
(215) 686-5267

4. DIRECT CONTACT WITH LEP INDIVIDUALS

The CAO has very limited contact with LEP individuals. Its programs and services are primarily delivered to internal customers – i.e. other city departments and employees.

The CAO has several points of contact with the public:

Office calls- very rarely CAO will receive calls from LEP individuals. In these instances, if there is no bilingual staff available to interpret, staff uses telephonic interpretation.

5. LANGUAGE ACCESS SERVICES AND PROTOCOLS

To ensure that the inability to communicate in English does not deprive the public of rights and privileges, our department will continue to provide an interpreter, at no cost to the resident, for LEP persons pursuant to the following procedures:

- (1) An individual approaches an employee and appears to be asking for help but has difficulty communicating what he or she needs, and/or
- (2) When a request for an interpreter is made either orally, in writing or by pointing to a language card, the employee shall determine whether bi-lingual staff in the office is available who speaks the language being requested.

When bilingual staff are not available, the employee shall contact a telephone interpreter service to provide interpreter services, the process to do so outlined below:

Telephonic Interpretation –

The CAO can get an over-the-phone interpreter by calling the following vendor: Language Services Associates. This service is available 24/7.

To submit a request, call 866-592-XXXX and provide the following information when greeted by a coordinator:

- When prompted, please enter your five-digit access code: XXXXX
- Press 1 for Spanish, 2 Mandarin, 3 Cantonese, 4 Arabic, or 9 for all other languages.
- For Spanish, Mandarin, Cantonese and Arabic, the interpreted session may now begin.
- For all other languages, when greeted by a coordinator, request the language needed or ask for assistance in identifying the language.
- Hold momentarily while your interpreter is connected. Once on the line, you will be notified and provided with the interpreter’s ID number.
- Explain the objective of the call to the interpreter. Then proceed by speaking directly to the Limited English Proficient speaker in the first person.
Example: “What is your name?” NOT “Ask her what her name is.”
- Upon completion of the call, all parties should simply hang up. Your time will be automatically recorded.

When an LEP person requests in-person interpretation for a future meeting, telephonic or in-person interpretation may be used, the process for requesting an in-person interpretation is below:

In-Person Interpretation –

Staff can request an in-person interpreter by contacting the following vendor: Nationalities Service Center. This service is available 24/7, but please give more than 48 hours’ notice whenever possible. In an emergency, use a telephonic interpreter.

Before submitting a request for in-person interpretation, please receive approval from the Language Access Coordinator.

To submit a request online, visit www.nscphila.org/language-access-services/request-services

- Fill out service request form and be sure to select interpretation
- Enter any interpretation appointment information available
 - You will receive an email once an interpreter has been confirmed

Cancellation of In- Person Interpreter

If a request in-person interpreter will not be needed, call Nationalities Service Center to cancel the request at least a full business day in advance of the scheduled time (if possible.)

1.) Future Plans-

- a. **Use telephonic interpretation, and ensure that the public knows about the availability of these services.** The CAO makes telephonic interpretation services available in its main office through Language Services Associates. The telephonic interpretation service is available in over 170 languages. The office will continue to inform the public about these resources through social media, visible multilingual signs and will train all of its staff on using telephonic interpretation services.
- b. **Grow in-person interpretation services.** The CAO can offer in-person interpretation for scheduled meetings and events as needed through Nationalities Service Center if given enough notice. CAO will continue to inform the public about these resources through social media, visible multilingual signs and will train all of its staff on requesting in-person interpretation services.

B. TRANSLATION

To ensure that the inability to communicate in English does not deprive the public of rights and privileges, our department will continue to provide translations, at no cost, for LEP individuals. This includes translations of vital documents, signage and portions of our website.

Protocols for Document Translation

- a) Vital documents - The large majority of CAO-generated documents are directed at internal customers – i.e. other city departments and employees. Therefore, there very few vital documents that the CAO will need to translate. However, the CAO will review requests for the translation of vital documents to determine whether the request is appropriate, under the purview of CAO, and relevant to residents and will provide translation, in coordination with the Office of Immigrant Affairs, when appropriate.
- b) Procedure for Submitting a document for translation:
 - Email the editable document to CAO – Language Access Coordinator at Nicole.McCormac@phila.gov.
 - The CAO will review the translation request to ensure that it is for a vital document relevant to residents and under the purview of the CAO and will coordinate the approval of the request with the Office of Immigrant Affairs.
 - If the translation request is approved, the CAO will request the translation of the document from one of the vendors utilized by Office of Immigrant Affairs.

Signage

Given the CAO's internal-facing functions, this section is not applicable to the CAO.

Website

The CAO is a new office focused on internal-facing functions. The current website content is brief and descriptive and there is no content at this time that is vital for translation to another language.

Future Plans

On an annual basis, the CAO will assess whether translation services are needed and appropriately provided.

C. BILINGUAL STAFF

1. **Current Staff** – The CAO and its CAO departments have bilingual staff, speaking various languages, mostly concentrated in the Department of Public Property, Office of Innovation and Technology and the other CAO offices. However, these bilingual staff members do not have resident-facing roles or responsibilities. Over the course of the fiscal year, the CAO will collect additional information from its reporting departments about bilingual staff, languages they speak, and roles and responsibilities in order to determine whether any bilingual employees have been assigned new, resident-facing functions.
2. **Future Plans** - Outside of the three CAO departments/functions that are resident-facing and have submitted individual Language Access Plans (Bureau of Administrative Adjudication, Department of Records, and Office of Administrative Review), the CAO does not have significant customer service functions. On an annual basis, the CAO will assess whether new or revised functions might require bilingual staff in order to determine whether hiring practices need to be modified.

D. TRAINING STAFF ON POLICY, PLAN, AND PROTOCOLS

The CAO will distribute the Language Access Plan to all staff via email and will have hard copies available.

Given the limited resident-facing activities of the CAO, the CAO will consult with the Office of Immigrant Affairs to identify the appropriate staff to receive annual Language Access training. After their initial training, the appropriate staff members will receive refresher training in language access every three years. New staff identified as appropriate for the training will receive the training within their first twelve months of employment with the CAO.

All staff providing technical assistance, training or receiving inbound calls will receive annual LEP training, or training upon employment, and then annually.

LEP training will include information on the following topics:

- Legal obligation to provide language assistance;
- LEP plan and protocols;
- Identifying and responding appropriately to LEP individuals;
- Documenting LEP individual's language preference;
- Obtaining interpreters (in-person and over-the-phone);
- Using and working with interpreters (in-person and over-the-phone);
- Translating procedures;
- Documenting language requests; and
- Using or not using bilingual staff as in-house interpreters.

The CAO will circulate this language access policy and related protocols to all staff within 45 days after adoption. Every two years, the CAO will circulate the revised policy and protocols to all staff after adoption. Within a year of the adoption of this policy, the CAO will provide cultural competency training, including training in regard to this policy and the appropriate use of interpreters and translators, to all staff who have regular interaction with LEP individuals. All new staff members will receive cultural competency training within a year of the beginning of their employment with the CAO. After their initial training, all staff members will receive refresher training in cultural competency and language access every three years.

In order to establish meaningful access to information and services for LEP individuals, staff that regularly interact with the public will be trained on the CAO's LEP policy, plan and protocols. Training will ensure that staff members are effectively able to work in person and/or by telephone with LEP individuals. Management staff will be included in this training, even if they do not interact regularly with LEP individuals, to ensure that they fully understand the policy, plan, and protocols so they can reinforce their importance and ensure implementation.

Orientation - New staff training will be provided on the CAO Language Access Plan and Protocol and provide guidance on how to effectively communicate with LEP residents.

E. ADMINISTRATIVE HEARINGS

This section applies does not apply to the CAO at this time.

6. NOTICE OF THE RIGHT TO LANGUAGE ACCESS

Posters notifying LEP individuals of their right to language services will be developed and displayed in areas of public contact. These posters will contain a simple message - such as 'Free Interpreter services

are available. Please ask for assistance.' - and will be in English as well as the principal languages spoken in the service area.

Department notices and flyers will also provide notice of the availability of language services and a simple instruction on how to request language assistance.

Taglines will be included in or attached to a document. Taglines in languages other than English can be used on documents written in English that describe individuals with LEP can obtain translation of the document or an interpreter to read or explain the document. The CAO will contact the OIA for support in creating taglines.

7. DATA COLLECTION AND ANNUAL REPORT

The following information will be required to be monitored and collected by front-line staff and will be aggregated via quarterly reports by the CAO:

- (1) Number of LEP encounters (By Language), when they occurred and total time of interaction
- (2) Type of Language Services Provided to LEP Customers
- (3) Number of Documents Translated
- (4) Language Services Expenditures

Additionally, Language Access Coordinators will be required to report quarterly on the following:

- (1) Number of bilingual staff
- (2) Number of staff trained in Language Access/Cultural Competency

The CAO will conduct an annual evaluation of its Language Access Plan to determine its overall effectiveness, review the progress of department goals and identify new goals or strategies for serving LEP residents. The designated staff will lead the evaluation with the assistance of the Director. The evaluation will include the following:

- a. Assessment of the use of telephonic interpretation, in-person interpretation and translation services.
- b. Assessment of data collected about the LEP's primary language.
- c. Assessment of the number and types of language requests during the past year.
- d. Assessment of whether staff members understand the Language Access Plan and procedures, how to carry them out, and whether language assistance resources and arrangements for those resources are up-to-date and accessible.
- e. Assessment of complaint information; and
- f. Assessment of soliciting feedback from LEP individuals and community groups.

The CAO intake personnel will record each person's language of choice in electronic format to ensure that the information can be used by staff and tracked by the language access coordinator.

- g. If the individual is Limited English Proficient, the person's language of choice will be noted for future visits.

- h. CAO's Language Access Coordinator will track the number of individuals that are assisted or unable to be assisted by the person's language of choice. This information will be considered as part of the annual Language Access Plan report.

Evaluation results and recommended changes will be shared by the CAO's Language Access Coordinators and incorporated into **annual report which is required to be filed under Philadelphia Home Rule Charter § 8-600**. The Language Access Coordinator will also keep records of any language access services provided and will make this information available during the annual review process.

8. LANGUAGE ACCESS COMPLAINT PROCEDURE

Individuals may file a formal Language Access grievance with the CAO if you believe you have been wrongly denied the benefits of this Language Access Plan. You must file your complaint within 6 months of the alleged denial. To file a formal complaint, you must fill out a Language Access Grievance Form and submit the form in person, by mail or e-mail to:

Orlando Almonte

Language Access Program Manager | Office of Immigrant Affairs
City of Philadelphia | Municipal Services Building, Suite 1430
1401 JFK Blvd., Philadelphia, PA 19102
Phone: 215-686-2170 | E-Mail: orlando.almonte@phila.gov

The form will also be available on OIA's website once the website is completed.

Additionally, any person, regardless of immigration status, may submit a formal legal complaint through the Philadelphia Commission on Human Relations. To do so, please complete a Public Accommodations Discrimination Intake Form and submit in person or by mail to:

Philadelphia Commission on Human Relations
The Curtis Center
601 Walnut Street., Suite 300 South
Philadelphia, PA 19106

To access the form and for more information, please visit www.phila.gov/humanrelations

9. TIMELINE FOR IMPLEMENTATION

A. Implementation Plan Logistics

Key milestones in our plan will include:

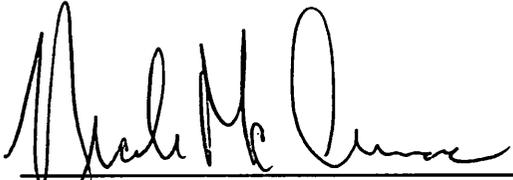
- Finalizing the Language Access Plan after review and feedback from relevant CAO departments and the Office of Immigrant Affairs
- Distributing the plan to all CAO staff
- Training the appropriate staff on the plan and its implementation, including identifying staff to participate in any additional training offered by OIA

B. Timeline

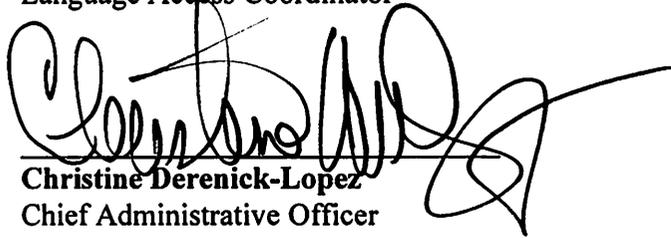
2017

- Finalize Language Access Plan and distribute to all CAO staff
- Conduct orientation for CAO department leaders
- Train appropriate staff on Language Access plan and implementation
- Conduct annual review of Language Access plan implementation
- Identify and incorporate any needed modifications to plan and incorporate changes

10. SIGNATURE PAGE



Nicole McCormac
Language Access Coordinator



Christine Derenick-Lopez
Chief Administrative Officer