

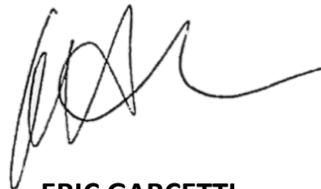
## TRANSMITTAL

To: **THE COUNCIL**

Date: **10/20/22**

From: **THE MAYOR**

**TRANSMITTED FOR YOUR CONSIDERATION. PLEASE SEE ATTACHED.**

A handwritten signature in black ink, appearing to read 'Eric Garcetti', with a long horizontal flourish extending to the right.

(Andre Herndon) for

**ERIC GARCETTI**  
Mayor



October 17, 2022

Council File: New  
Council District: Citywide  
Contact Persons:  
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Honorable Eric Garcetti  
Mayor, City of Los Angeles  
Room 303, City Hall  
200 N. Spring Street  
Los Angeles, CA 90012  
Attn: Heleen Ramirez  
Legislative Coordinator

**COUNCIL TRANSMITTAL: REQUEST APPROVAL OF VARIOUS ACTIONS RELATED TO THE IMPLEMENTATION OF A CITYWIDE LANGUAGE ACCESS PROGRAM**

**SUMMARY**

The General Manager of the Los Angeles Community Investment for Families Department (CIFD) respectfully requests that you review this transmittal and forward it to the appropriate committees for further consideration. Through this transmittal, CIFD respectfully requests approval of various actions related to the implementation of a Citywide Language Access Program.

**RECOMMENDATIONS**

That the City Council, subject to the approval of the Mayor:

1. **AUTHORIZE** resolution authority for the following positions to support the implementation of the Citywide Language Access Program:

Class Code	Class Title	No. of Positions
9184	Management Analyst	3

2. **AUTHORIZE** the City Controller to transfer appropriations within CIFD Fund 100/21 as follows:

From Account:	To Account:	Amount
006010 – Office and Administrative	001010 - Salaries General	\$ 150,000
006010 – Office and Administrative	003040 – Contractual Services	800,000
	Total	\$ 950,000

3. **AUTHORIZE** the General Manager of Community Investment for Families Department, or designee, to enter into a new contract with Focus Language International, Inc. to provide interpretation and translation services to assist City departments and contractors with the implementation of the Language Access Plan for an amount not to exceed \$500,000 and for a term of up to three years.

## **BACKGROUND**

### **Language Access in the City of Los Angeles**

One of the most defining markers of Los Angeles' diversity is the sheer number of languages spoken in the Los Angeles area — more than 220 by some estimates. There are obvious benefits and some challenges to protecting the economic, cultural, social, and political well-being of multilingual, immigrant communities. Individuals who do not speak English as their primary language, and who have limited ability to read, speak, write, or understand English are referred to as English language learners (ELLs). The City of Los Angeles is home to 1,449,999 foreign-born individuals, and among those 5 years of age and over, 58.7% speak English less than “very well.”<sup>1</sup> In order to include and integrate these communities who represent languages from all over the world, a robust language access program is necessary to ensure that the City implements best practices and standard processes to provide quality, meaningful access to all City programs and services.

### **Early Efforts to Strengthen Language Access**

The effects of the pandemic on the City of Los Angeles underlined the lifesaving importance of providing language access in city offerings — and the urgency of implementing a robust, centralized way to provide professionalized, high-quality language access services on a citywide level. Efforts led by former Bureau of Public Works Commissioner Jessica Caloza and the Mayor's Office of Immigrant Affairs that had begun supporting language access needs, largely related to translations, among departments, became more strategic and formalized. This work included the hiring of a Language Access Program Associate, an expert in language access housed in the Mayor's Office of Immigrant Affairs, to help lead much of these efforts. This included the drafting of the Citywide Language Access Plan (LAP) and a corresponding proposed budget for FY 2022-23 to implement the LAP to best meet the needs of ELL constituents.

### **Executive Action on Language Access**

On December 16, 2021, Mayor Eric Garcetti signed Executive Directive 32 (ED 32)<sup>2</sup>, calling for the creation of foundational policy to strengthen the City's language access program and ensure meaningful access to programs and services for ELL constituents. ED 32 also calls for:

- Establishment of a Citywide Language Access Coordinator role;
- Individualized Department LAPs;
- Required reporting on department language access data;
- Institutionalizing the informal advisory working group meetings to become the Citywide Language Access Working Group (LAWG), a mandatory working group for Departments; and
- Designation of a Language Access Liaison for every City Department to work directly with the Language Access Coordinator.

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<sup>1</sup> U.S. Census Bureau. (2019) Selected characteristics of the foreign-born population by period of entry into the United States, 2019 American Community Survey 1- year estimates. Accessed April 30, 2022. <https://data.census.gov/cedsci/table?q=immigration&g=1600000US0644000&tid=ACSS1Y2019.S0502>.

<sup>2</sup> Office of City of Los Angeles Mayor Eric Garcetti, December 16, 2021. *Executive Directive 32: Strengthening Language Access in the City of Los Angeles*. <https://lamayor.org/sites/g/files/wph1781/files/page/file/ED%2032.pdf>

## **A Citywide Policy on Language Access**

The Citywide LAP for Fiscal Years 2022-2024<sup>3</sup>, published in August 2022, implements the City of Los Angeles' language access policy, as outlined under ED 32. The LAP will be updated as necessary and serves as a model and guide for departments to create their own individualized Department LAP. The LAP was the result of internal research and data collection as well as external research consisting of a survey and community input sessions with stakeholders, including community-based organizations that serve ELL constituents and County partners.

## **Office of Immigrant Inclusion and Language Access**

As part of the City's FY 2022-23 budget, the functions of the Language Access Program will be transferred from the Mayor's Office of Immigrant Affairs to CIFD's newly created Office of Immigrant Inclusion and Language Access. CIFD will collaborate with the Mayor's Office, Council Offices, County of Los Angeles, Philanthropic partners, and community stakeholders to work on immigration priorities and to assess the impact of immigration policies on the immigrant and refugee communities of Los Angeles. CIFD will also oversee the implementation of the Language Access Program. It will continue to expand on the work that began at the Mayor's Office to ensure that all Angelenos have meaningful access to City programs and services, including English language learners.

The CIFD Office of Immigrant Inclusion and Language Access will be managed by a Senior Project Coordinator (SPC). The SPC will be responsible for monitoring local, state, and federal immigration policies to assess their impact on the immigrant and refugee communities of Los Angeles; working on immigration priorities as well as other office initiatives which align with Represent L.A., formerly known as the L.A. Justice Fund; establishing and fostering strong relationships with internal and external partners in the immigration sector; researching and preparing necessary policy recommendations to management on best practices or strategies for immigrant inclusion and language access; and, lead the citywide language access program and serve as the subject-matter expert on the LAP. This team will also be assigned a Management Analyst (MA). The MA will be responsible for monitoring the Represent L.A. MOU and contract.

To assist with supporting the Citywide Language Access Program and providing the guidance and technical assistance needed for ED 32 and LAP implementation and related language access federal and state law compliance, CIFD is requesting a total of three Management Analyst positions. The responsibilities of the proposed positions are outlined below.

**NEW Resolution Authority Management Analyst (1 Position)** - The Management Analyst will be responsible for:

- Advising on the existing City-provided language access resources available to Angelenos and any emerging needs, including, but not limited to, providing recommendations on response efforts and additional resources or staffing to support this role.;
- Overseeing implementation, evaluation, and necessary updates to the Citywide LAP;
- Providing Departments with the technical assistance necessary to create, implement, and update their Department LAP;
- Working directly with Departments, via General Managers, Heads of Departments/offices, and/or Language Access Liaisons, to collect relevant language access data outlined in the Citywide LAP FY 22-24 in order to make pertinent updates to the LAP and advise on language access services budgeting;
- Leading and advancing the work of the City's Language Access Working Group;
- Advising on the creation of a Citywide language access vendor procurement portfolio, which includes vetting and advising on current and potential City language access contracts and working in collaboration with Departments to develop an efficient procurement system that assists the Department's language access

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<sup>3</sup> Office of City of Los Angeles Mayor Eric Garcetti, August 19, 2022. *City of Los Angeles Citywide Language Access Plan FY 22-24.*

[https://lamayor.org/sites/g/files/wph1781/files/landing\\_pages/files/Citywide%20Language%20Access%20Plan%20FY%2022-24%2C%20City%20of%20Los%20Angeles%20Final.pdf](https://lamayor.org/sites/g/files/wph1781/files/landing_pages/files/Citywide%20Language%20Access%20Plan%20FY%2022-24%2C%20City%20of%20Los%20Angeles%20Final.pdf)

operations, including translation, interpretation, transcription, training, and language proficiency assessments;

- Monitoring language access vendor expenditures and contracts; and
- Performing other duties as assigned.

**NEW Resolution Authority Management Analyst (1 Position)** - The Management Analyst will be responsible for:

- Creating an internal, centralized training and resources portfolio developed in collaboration with the Coordinator, other language access program staff, Departments, and external partners to ensure Departments have access to up-to-date language access policy and data;
- Supporting compliance with federal, state, and local language access laws and policies;
- Leading in addressing any language access-related complaints received by Departments, recruiting the support of the City Attorney's Office, as needed;
- Informing City staff, management, and elected officials about the issues English Language Learner (ELL) constituents face in accessing City services through information gathered in the Language Access Working Group, described in this LAP, and through the provision of direct, technical assistance to Departments, and identifying solutions;
- Assisting with compiling and analyzing data from annual Department Language Access Reports received by the Coordinator for the creation of the annual Citywide Language Access Report;
- Assisting in the coordination and operations of the Citywide Language Access Working Group;
- Supporting Departments in the creation, implementation, and updates of individual Department LAPs;
- Providing support and guidance for collecting relevant language access services metrics (tracking) and reporting data from Departments, including data in order to make pertinent updates to the LAP and advise on language access services budgeting;
- Collecting, researching, and analyzing the latest data on languages spoken by English Language Learner (ELL) individuals in the City of Los Angeles through the use of Census and local data, including that collected from Departments;
- Monitoring language access vendor expenditures and contracts; and
- Performing other related duties as assigned.

**NEW Resolution Authority Management Analyst (1 Position)** - The Management Analyst will be responsible for:

- Reviewing, preparing, and remediating documents for ADA compliance using programs such as Adobe Acrobat Pro and CommonLook;
- Supporting compliance with federal, state, and local language access and ADA laws and policies;
- Assisting in the creation of a language access vendor procurement portfolio as it relates to ADA requirements, which includes support in procurement of current and potential City language access contracts and working in collaboration with the Coordinator and Departments to develop an efficient procurement system that assists Department's language access operations, including translation, interpretation, transcription, training, and language proficiency assessments;
- Assisting in the compiling, and analyzing of data from ADA language access-related complaints received by Departments;
- Designing Citywide forms and templates to assist in more uniform provision of language access services across Departments;
- Evaluating City and department documents and websites for ADA compliance on a sample basis. Provide Departments with feedback;
- Assessing current City language access platforms and tools such as translation databases, remote interpretation platforms, call lines, and interpretation equipment to assist in providing the most up-to-date recommendations for City Department use;
- Consulting with the City of Los Angeles Department on Disability to advise on relevant accessibility best practices and models that may be adopted in the strengthening of the citywide language access program and related efforts around language access; and
- Performing other related duties as assigned.

CIFD will contract with the current language access consultant working with the Mayor's office to ensure a smooth transition of the Language Access Program. The role of the consultant will be to train CIFD staff on the LAP, including reporting requirements; to continue to support departments as they draft their department's LAP; to review department's draft LAPs and provide feedback; and, to provide recommendations and guidance to CIFD management and staff regarding the LAP.

**Contract for Translation and Interpretation Services**

The LAP requires Departments and City contractors to make documents, meetings, and services available in the languages spoken by residents. The Los Angeles Housing Department released a Request for Proposals for translation and interpretation services, and after evaluating the proposals, executed a contract with Focus Language International, Inc., to provide the procured services (C-140985). CIFD is requesting authorization to piggyback on the LAHD procurement in order to enter into a new contract with Focus Language International, Inc. to provide identical services Citywide on an as-needed basis. CIFD is requesting approval to utilize LAHD's translation services procurement instead of issuing a new Request for Proposals. This is necessary in order to make these critical services available to Departments and contractors right away through a new contract that CIFD is requesting authorization to execute with Focus Language International, Inc.

Additionally, CIFD will conduct the necessary procurements and execute additional contracts, once the Department has a clearer understanding of the services to be delivered by a vendor (beyond what is currently in the Focus Language International scope of work) to support CIFD, other Departments, and contractors to properly execute the City's LAP. CIFD will use the contractual funds as authority to execute future contracts

**FISCAL IMPACT**

The FY 2022-23 Adopted Budget includes \$1,000,000 from the General Fund in CIFD's operating budget for the Citywide language access program. This transmittal recommends transferring some of the funds to CIFD's Salaries General and Contractual Services accounts to support the three Management Analysts and the necessary contractual services to complete the work of the Citywide LAP.



ABIGAIL R. MARQUEZ  
General Manager