

PERSONNEL, AUDITS, AND HIRING COMMITTEE REPORT relative to proposed contract with Focus Language International, Inc. (Focus Language) to provide interpretation and translation services to assist City Departments and contractors with the implementation of the Language Access Plan (LAP).

Recommendations for Council action, SUBJECT TO THE APPROVAL OF THE MAYOR:

1. RESOLVE that the following positions to be utilized by the Community Investment for Families Department (CFID) to support the implementation of the Citywide LAP Program is APPROVED and CONFIRMED:

<b>Class Code</b>	<b>Title</b>	<b>No.</b>
9184	Management Analyst	3

2. AUTHORIZE the Controller to transfer appropriations with the CFID Fund No. 100/21 as follows:

<b>From:</b>	<b>To:</b>	<b>Amount</b>
6010- Office and Administrative	1010- Salaries General	\$150,000
6010- Office and Administrative	3040- Contractual Services	<u>800,000</u>
	<b>Total:</b>	<b>\$950,000</b>

3. AUTHORIZE the General Manager, CFID, or designee, to enter into a new contract with Focus Language to provide interpretation and translation services to assist City Departments and contractors with the implementation of the LAP for an amount not to exceed \$500,000 and for a term of up to three years.
4. INSTRUCT the CFID to:
  - a. Conduct additional stakeholder engagement within 45 days with community-based organizations that serve indigenous communities in the City, prioritizing organizations that are indigenous-led, regarding the inclusion of indigenous languages in the City's LAP.
  - b. Report in 60 days to the Civil Rights, Equity, Immigration, Aging and Disability Committee on the primary concerns and priorities raised regarding the inclusion of indigenous languages in the LAP from these and prior stakeholder engagements, as well as with

recommendations for addressing these issues in the implementation of the City's LAP.

5. RECEIVE and FILE the November 10, 2022 City Administrative Officer report relative to proposed contract with Focus Language to provide interpretation and translation services to assist City Departments and contractors with the implementation of the LAP.

Fiscal Impact Statement: The CIFD reports that the Fiscal Year (FY) 2022-23 Adopted Budget includes \$1,000,000 from the General Fund in the CIFD's operating budget for the Citywide language access program. The October 17, 2022 CFID report 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.

Community Impact Statement: None submitted.

**(Also referred to the Civil Rights, Equity, Immigration, Aging, and Disability Committee)**

Summary:

On February 21, 2023, your Committee considered October 17, 2022 CIFD and November 10, 2022 CAO reports relative to proposed contract with Focus Language to provide interpretation and translation services to assist City Departments and contractors with the implementation of the LAP. According to the CFID, 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 percent speak English less than "very well." 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.

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. Previous 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 LAP and a corresponding proposed budget for FY 2022-23 to implement the LAP to best meet the needs of ELL constituents.

On December 16, 2021, Mayor Eric Garcetti signed Executive Directive 32 (ED 32) 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
- Designation of a Language Access Liaison for every City Department to work directly with the Language Access Coordinator

The Citywide LAP for Fiscal Years 2022-20243, published in August 2022, implements the City's 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. After consideration and having provided an opportunity for public comment, the Committee moved to recommend approval of the recommendations contained in the CFID report and further moved to receive and file the CAO report. This matter is now submitted to Council for its consideration.

Respectfully Submitted,

Personnel, Audits, and Hiring Committee



**COUNCILMEMBER**

McOSKER:

PRICE:

SOTO-MARTINEZ:

**VOTE**

YES

YES

YES

ARL

2/21/23

**-NOT OFFICIAL UNTIL COUNCIL ACTS-**