

REPORT FROM

OFFICE OF THE CITY ADMINISTRATIVE OFFICER

Date: November 10, 2022

CAO File No. 0220-06035-0000

Council File No. 22-1262

Council District: Citywide

To: The Mayor
The Council

From: Matthew W. Szabo, City Administrative Officer



Reference: Community Investment for Families transmittal dated October 17, 2022; Received by the City Administrative Officer on October 18, 2022; Additional information received through November 8, 2022

Subject: **REQUEST FOR AUTHORITY TO IMPLEMENT THE CITYWIDE LANGUAGE ACCESS PROGRAM AND RELATED ACTIONS**

RECOMMENDATION

That the Council, subject to approval of the Mayor:

1. Authorize the General Manager of Community Investment for Families Department (CIFD), or designee, to:
 - a. Negotiate and execute a 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 contract term of up to three years, subject to review and approval of the City Attorney as to form, review by the City Administrative Officer, and compliance with the City's contracting requirements.
 - b. Prepare Controller instructions or technical corrections as necessary to implement Mayor and Council intentions, subject to the approval of the City Administrative Officer; and
2. Authorize the Controller to transfer appropriations in the amount of \$800,000 within Community Investment for Families Department Fund 100/21, from Account No. 006010, Office and Administrative to Account No. 003040, Contractual Services.

SUMMARY

The Community Investment for Families Department (CIFD) requests authority for various actions

related to the implementation of the Citywide Language Access Program (Program), which will expand on the work of the Mayor's Office of Immigrant Affairs to ensure that all Angelenos have meaningful access to City programs and services, including English language learners (ELL). The CIFD also requests resolution authority for three Management Analysts, contract authority, and the transfer of funding to support these actions in the implementation of the Program.

On December 16, 2021, the Mayor issued Executive Directive No. 32 to strengthen language access in the City for information and services. The directive establishes the framework for the Program and includes the following main components:

- Create a guiding Citywide Language Access Plan.
- Establish a Citywide Language Access Coordinator role to lead the Program.
- Designate a Language Access Liaison for every City department.
- Institutionalize the existing Citywide Language Access Working Group that will continue to focus on improving access to City information, programs, and services for all City residents.
- Instruct City departments to:
 - Create individualized language access plans (Department plans) that will be updated regularly.
 - Report language access data annually to the Coordinator.

In August 2022, the Mayor released the Citywide Language Access Plan (LAP) FY 22-24, which lays out the City's policy on language access and creates uniformity in the provision of meaningful access citywide, and is the guiding policy document for the implementation of the Program. The LAP also serves as a model and guide to departments in creating or updating their individualized language access plans.

The 2022-23 Adopted Budget allocated funds and four resolution authority positions to the CIFD for the implementation of the Program and for the administration of programs and inclusive initiatives to integrate immigrants and refugees into their communities. The Department's newly created Office of Immigrant Inclusion and Language Access (originally known as the Office of Immigrant Affairs) will expand on the work of the Mayor's Office of Immigrant Affairs and work collaboratively with the Mayor's Office, Council Offices, departments, the public, and key stakeholders. The Office of Immigrant Inclusion and Language Access will be managed by the new Senior Project Coordinator who will oversee both immigrant and refugee-specific programs and develop inclusive initiatives and well as oversee the Citywide Language Access Program. The CIFD also received one new Senior Management Analyst and two new Management Analysts (MA) to provide equitable access to City services and programs for immigrant and refugee Angelenos.

The LAP outlines the functions and duties of key roles within the Program, which include the Coordinator and additional language access staff. As the Citywide Language Access Coordinator, the CIFD will lead the Program by overseeing the implementation, assessment, and the update of the LAP, while addressing emerging citywide language access needs. The Coordinator will also work directly with City departments to collect relevant information, provide technical assistance, and advise on the existing City-provided language access resources available to Angelenos. Lastly,

the Coordinator will advise on any needs that arise, including, but not limited to, additional resources or staffing to support this role.

The CIFD requests resolution authority for three MA positions to assist with the implementation of the Program, as outlined in the LAP, and support compliance with federal, state, and local language access laws and policies. A complete description of the duties for each of the three requested MAs can be found in the CIFD transmittal dated October 17, 2022. This Office does not recommend approval of these positions at this time. As stated above, the Department received four positions in the 2022-23 Adopted Budget for the Office of Immigrant Inclusion and Language Access, which included two MA positions. While the Department internally reassigned two positions from this unit, the remaining two positions within this unit are currently vacant (one Senior Project Coordinator and one Management Analyst). This Office recommends that the Department fill its existing positions to support the implementation of the Program and evaluate the workload prior to requesting new positions. The Department may request additional positions for the Program as part of the 2023-24 Proposed Budget process. The Department may also consider returning one MA position back to the Office of Immigrant Inclusion and Language Access as the Program ramps up. Overall, the CIFD has an approximate 19% vacancy rate, which includes eight MA vacancies.

The Los Angeles Housing Department (LAHD) released a Request for Proposals (RFP) for translation and interpretation services in September 2021 and executed a contract with Focus International Inc. on July 1, 2022 (C-140985). The CIFD requests authority to “piggyback” or utilize the procurement process performed by the LAHD, to execute a three-year contract with Focus International, Inc. to provide and expedite citywide translation and interpretation services on an as-needed basis, for a total of \$500,000. Additionally, the CIFD plans to use up to \$300,000 for other as-needed citywide translation services that are outside the scope of the contract with Focus International, Inc. This Office recommends approval of the contract and a transfer of \$800,000 from the Department’s Office and Administrative account to the Contractual Services account.

FISCAL IMPACT STATEMENT

There is no additional impact to the General Fund. The 2022-23 Adopted Budget allocated \$1 million within the Department’s Office and Administrative account for the implementation of the Citywide Language Access Program.

FINANCIAL POLICIES STATEMENT

The recommendations in this report comply with the City’s Financial Policies.