


Agenda Sheet for City Council Meeting of:

08/01/2022

Date Rec'd		7/20/2022	
Clerk's File #		RES 2022-0071	
Renews #			
Submitting Dept	CITY COUNCIL	Cross Ref #	
Contact Name/Phone	ALEX GIBILISCO X6957	Project #	
Contact E-Mail	AGIBILISCO@SPOKANECITY.ORG	Bid #	
Agenda Item Type	Resolutions	Requisition #	
Agenda Item Name	0320 - LANGUAGE ACCESS RESOLUTION		
Agenda Wording			
Creating a policy to establish a language access plan to ensure limited English proficiency (LEP) residents have access to the City's services, information, and civic processes, guidelines on using interpretation, and translation services by City.			
Summary (Background)			
Creating commitment to updated policy that will ensure the City of Spokane is taking steps to provide limited English proficient persons with meaningful access to City meetings, programs and activities. Update and prioritize implementation of the Language Access Program, to include the suggested following actions to ensuring all residents have equal access to the City's services, information, and civic processes, guidelines on using interpretation, and translation services.			
Lease? NO	Grant related? NO	Public Works? NO	
Fiscal Impact		Budget Account	
Neutral	\$		#
Select	\$		#
Select	\$		#
Select	\$		#
Approvals		Council Notifications	
Dept Head	ALLERS, HANNAHLEE	Study Session\Other	6/27 Finance & Administration
Division Director		Council Sponsor	CMs Cathcart and Wilkerson
Finance		Distribution List	
Legal		mcardcathcart@spokanecity.org	
For the Mayor		bwilkerson@spokanecity.org	
Additional Approvals			
Purchasing			
		Adopted by Spokane City Council on: 08/01/2022	

Committee Agenda Sheet

Finance and Administration Committee

Submitting Department	City Council Office
Contact Name & Phone	Alex Gibilisco
Contact Email	agibilisco@spokanecity.org
Council Sponsor(s)	Michael Cathcart
Select Agenda Item Type	<input type="checkbox"/> Consent <input checked="" type="checkbox"/> Discussion Time Requested: 5min
Agenda Item Name	Language Access Policy
Summary (Background)	<p>Creating a policy to establish a language access plan to ensure limited English proficiency (LEP) residents have access to the City's services, information, and civic processes, guidelines on using interpretation, and translation services by City departments.</p> <p>The Office of Civil Rights, Equity and Inclusion is requested to convene representatives of departments in the City of Spokane to update and prioritize implementation of the Language Access Program, to include the suggested following actions to ensuring all residents have equal access to the City's services, information, and civic processes, guidelines on using interpretation, and translation services by City departments:</p> <p>Requests starting with the 2023 budget, each department through the budgeting process would allocate a portion of its annual budget to begin implementation of its Language Access Plan.</p> <p>Annually, each department would maintain data relative to the use of the language access tools, and transmit it to the Office of Civil Rights, Equity and Inclusion to include in Title VI reports, report to the Spokane Human Rights Commission and for other administrative needs.</p>
Proposed Council Action & Date:	Resolution
Fiscal Impact: Total Cost: Approved in current year budget? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A Funding Source <input type="checkbox"/> One-time <input type="checkbox"/> Recurring Specify funding source: Expense Occurrence <input type="checkbox"/> One-time <input type="checkbox"/> Recurring Other budget impacts: (revenue generating, match requirements, etc.)	
Operations Impacts	
What impacts would the proposal have on historically excluded communities? Prioritizing the creation of a language access plan to ensure translation and interpretation services are provided to residents that need it to access City programs.	

Significant population segments would be defined as those LEP groups comprising 3.5% percent, or 700 residents, whichever is fewer, of the population of persons eligible to be served or likely to be affected. Same evaluation would apply when working in smaller geographical footprints within the City or as advised by the Office of Civil Rights, Equity, and Inclusion.

How will data be collected, analyzed, and reported concerning the effect of the program/policy by racial, ethnic, gender identity, national origin, income level, disability, sexual orientation, or other existing disparities?

Language access plans typically collect the usage of the program to help inform a future budget asks, and report on Title VI compliance reports.

To determine languages needed to be translated the City with feedback from the Human Rights Commission can use the Census or American Community Survey.

How will data be collected regarding the effectiveness of this program, policy or product to ensure it is the right solution?

Each department would be required to report to the OCREI their plan and results. The Spokane Human Rights Commission would provide feedback on how to improve the program to be more effective and reach the populations that need it.

Describe how this proposal aligns with current City Policies, including the Comprehensive Plan, Sustainability Action Plan, Capital Improvement Program, Neighborhood Master Plans, Council Resolutions, and others?

This aligns with the Title VI plan requirement.

RESOLUTION NO. 2022-0071

A resolution regarding the City of Spokane Language Access Policy

WHEREAS, City of Spokane is committed to welcoming and creating a place of belonging for all that call the City of Spokane home; and

WHEREAS, equity and inclusion are essential to building relationships and improving outcomes in Spokane communities, especially for under-represented and under-served communities, including, but not limited to, immigrants, refugees, and communities of color who are among our most vulnerable residents; and

WHEREAS, language access helps all immigrant and refugee residents, regardless of their English proficiency, have meaningful, independent, and equitable access to City programs, services, and stakeholder engagement; and

WHEREAS, Title VI of the federal Civil Rights Act of 1964 states that "[n]o person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" and requires federal grant recipients to provide language access; and

WHEREAS, in the City's Title VI plan, it outlines the responsibilities of Title VI Specialists including maintaining data of Limited English Proficiency (LEP) residents; and

WHEREAS, State law (SB 5046) requires each county, city and town in Washington that provide safety information in an emergency or disaster to provide public notices of public health, safety, and welfare in a language other than English; and

WHEREAS, according to a 2020 5yr Community Survey, 16,732 Spokane residents speak a language other than English and Spokane's immigrant population grew by 9% percent since 2010 and, according to Spokane Public School District, 80 languages are spoken in our public schools; and

WHEREAS, the Office of Civil Rights, Equity and Inclusion is encouraged will convene representatives from priority departments to evaluate a proposed Language Access Program and determine how to advance its implementation.

NOW, THEREFORE, the Office of Civil Rights, Equity and Inclusion is requested to convene representatives of departments in the City of Spokane to update and prioritize implementation of the Language Access Program, to include the suggested following actions to ensuring all residents have equal access to the City's services, information, and civic processes, guidelines on using interpretation, and translation services by City departments:

1. By September 5, 2022, the Office of Civil Rights, Equity and Inclusion, with feedback from the Spokane Human Rights Commission, would provide

departments with a Language Access Plan Template and a Language Access Toolkit to guide development of Language Access Plans.


2. By November 07, 2022, each department would submit a Language Access Plan for 2023 to the Office of Civil Rights, Equity, and Inclusion for review and to transmit to the Mayor for approval.
3. Starting with the 2023 budget, each department through the budgeting process would allocate a portion of its annual budget to begin implementation of its Language Access Plan.
4. The Office of Civil Rights, Equity and Inclusion would also prioritize technical assistance to departments involved in responding to health and safety-related emergencies, refugee relief, disaster preparedness, response, recovery programs, and other crisis situations.
5. During a crisis, emergency, or public safety situation, all affected departments would make it a priority to offer language access services and, when feasible, ensure interpretation and translation services are present and available to assist Limited English Proficient ("LEP") residents with critical language needs.

If a crisis, emergency, or public safety situation requires posting of warning signs, the department would translate those signs into the appropriate primary and emerging languages according to neighborhood demographics. Current City of Spokane primary and emerging languages are listed in an addendum to this (ordinance or resolution).

6. Annually, the Office of Civil Rights, Equity and Inclusion would update the list of primary and emerging languages based on the best available data, including the American Community Survey from the U.S. Census Bureau.
7. Annually, each department would maintain data relative to the use of the language access tools, and transmit it to the Office of Civil Rights, Equity and Inclusion to include in Title VI reports, report to the Spokane Human Rights Commission and for other administrative needs.
8. The Office of Civil Rights, Equity and Inclusion would be responsible for the following Language Access Program oversight duties:
 - a. Work with departments to finalize Language Access Plans before they are transmitted to the Mayor for approval.
 - b. Provide technical assistance for language services to all departments, including training department staff.
 - c. Provide strategic guidance about working with LEP residents to departments, the City Council, and the Mayor's Office.

- d. Oversee, update, and maintain a web portal that includes a directory of qualified language service provider, sample interpretation service contracts, a repository of department s' translated documents, and a Language Access Toolkit.
 - e. Annually work with Spokane Human Rights Commission to review the City's language access plan to make improvements.
 - f. Provide departments with model Language Access Plans.
 - g. Biannually present to City Council with updates, data relevant to the program, including geographical use.
9. Significant population segments would be defined as those LEP groups comprising 3.5% percent, or 700 residents, whichever is fewer, of the population of persons eligible to be served or likely to be affected. Same evaluation applies when working in smaller geographical footprints within the City or as advised by the Office of Civil Rights, Equity, and Inclusion.

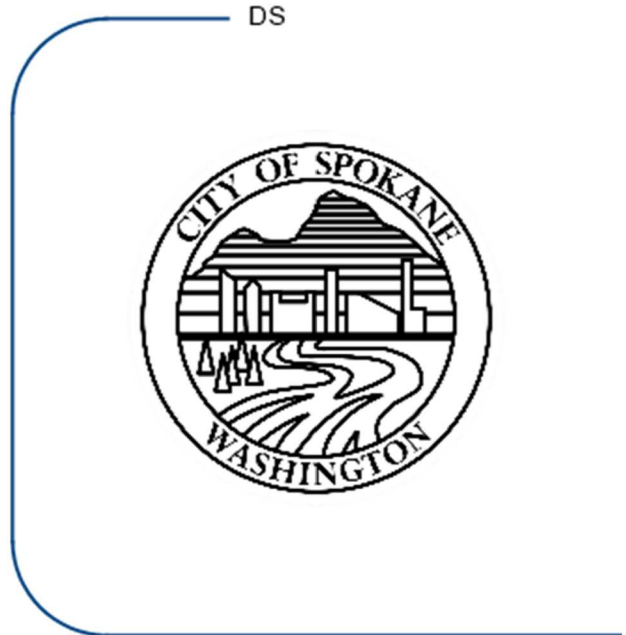
ADOPTED by the City Council this 1st day of August, 2022.

DocuSigned by:

CC58CBA4DCC84D6...
City Clerk

Approved as to form:

DocuSigned by:

QE8DBB1D5EFFE4BA...
Assistant City Attorney



ADDENDUM

Regarding the City of Spokane Language Access Policy, languages included:

1. English
2. Russian
3. Spanish
4. Vietnamese
5. Marshallese

Certificate Of Completion

Envelope Id: 2B94D10DA2444F37821CB24F2C80EBCD	Status: Completed
Subject: Please DocuSign: RES 2022-0071/ Language Access Resolution	
Source Envelope:	
Document Pages: 7	Signatures: 3
Certificate Pages: 5	Initials: 0
AutoNav: Enabled	Stamps: 1
Envelope Stamping: Enabled	Envelope Originator:
Time Zone: (UTC-08:00) Pacific Time (US & Canada)	Jillann Hansen
	808 W. Spokane Falls Blvd.
	Spokane, WA 99201
	jehansen@spokanecity.org
	IP Address: 155.190.3.5

Record Tracking

Status: Original	Holder: Jillann Hansen	Location: DocuSign
8/2/2022 10:02:52 AM	jehansen@spokanecity.org	

Signer Events

Terri L. Pfister
 tpfister@spokanecity.org
 City Clerk
 City of Spokane
 Security Level: Email, Account Authentication (None)

Signature

DocuSigned by:


 CC56CBA4DCC84D6...
 Signature Adoption: Uploaded Signature Image
 Using IP Address: 155.190.3.6

Timestamp

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 Signed: 8/2/2022 10:27:43 AM

Electronic Record and Signature Disclosure:
 Not Offered via DocuSign

Michael J. Piccolo
 mpiccolo@spokanecity.org
 Assistant City Attorney
 Security Level: Email, Account Authentication (None)

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 Signed: 8/2/2022 10:37:00 AM

Electronic Record and Signature Disclosure:
 Accepted: 8/2/2022 10:36:49 AM
 ID: c8169921-d231-4035-9061-ad8cf3573945

Terri L. Pfister
 tpfister@spokanecity.org
 City Clerk
 City of Spokane
 Security Level: Email, Account Authentication (None)

DocuSigned by:

 CC56CBA4DCC84D6...

 Signature Adoption: Uploaded Signature Image
 Using IP Address: 155.190.3.6

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 Signed: 8/2/2022 10:48:14 AM

Electronic Record and Signature Disclosure:
 Not Offered via DocuSign

In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp

Certified Delivery Events	Status	Timestamp
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Carbon Copy Events	Status	Timestamp
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Witness Events	Signature	Timestamp
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Notary Events	Signature	Timestamp
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Envelope Summary Events	Status	Timestamps
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Signing Complete	Security Checked	8/2/2022 10:48:14 AM
Completed	Security Checked	8/2/2022 10:48:14 AM

Payment Events	Status	Timestamps
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Electronic Record and Signature Disclosure

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To contact us by email send messages to: klund@spokanecity.org

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Required hardware and software

Operating Systems:	Windows® 2000, Windows® XP, Windows Vista®; Mac OS® X
Browsers:	Final release versions of Internet Explorer® 6.0 or above (Windows only); Mozilla Firefox 2.0 or above (Windows and Mac); Safari™ 3.0 or above (Mac only)
PDF Reader:	Acrobat® or similar software may be required to view and print PDF files
Screen Resolution:	800 x 600 minimum
Enabled Security Settings:	Allow per session cookies

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