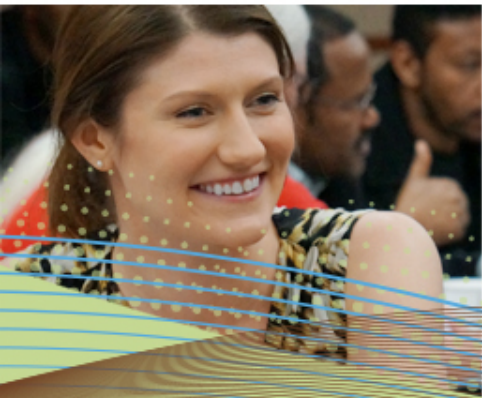




CITYWIDE LANGUAGE ACCESS



**OFFICE of EQUITY
and HUMAN RIGHTS**
CITY OF PORTLAND



LANGUAGE EQUITY

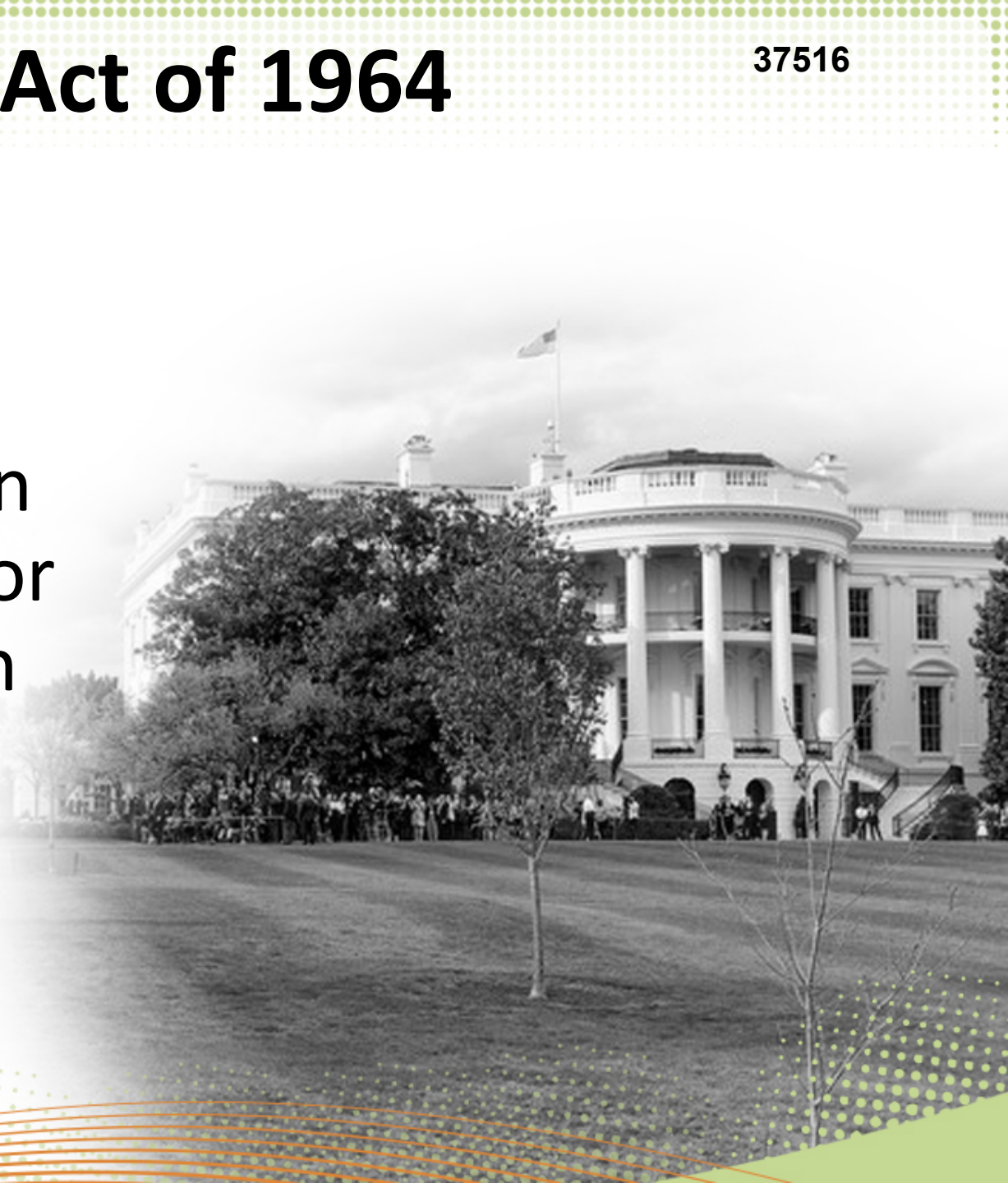
LANGUAGE JUSTICE



Title VI of the Civil Rights Act of 1964

37516

“No 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.”



Executive Order 13166 (August 11, 2000)

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- Examine provided services.
- Identify any need for services to those with limited English proficiency (LEP).
- Develop and implement a system to provide those services so LEP persons can have meaningful access to them.
- Work to ensure that recipients of Federal financial assistance provide meaningful access to their LEP applicants and beneficiaries.



CITY OF PORTLAND LANGUAGE ACCESS

PROSPEROUS. EDUCATED. HEALTHY. EQUITABLE.

THE PORTLAND PLAN

APRIL 2012

CITYWIDE RACIAL EQUITY GOALS & STRATEGIES

“Equity is achieved when one’s identity cannot predict the outcome.”
—Office of Equity and Human Rights’ working definition of equity.

EQUITY GOAL #1
We will end racial disparities within city government, so there is fairness in hiring and promotions, greater opportunities in contracting, and equitable services to all residents.

EQUITY GOAL #2
We will strengthen outreach, public engagement, and access to City services for communities of color and immigrant and refugee communities, and support or change existing services using racial equity best practices.

EQUITY GOAL #3
We will collaborate with communities and institutions to eliminate racial inequity in all areas of government, including education, criminal justice, environmental justice, health, housing, transportation, and economic success.

OVERALL STRATEGIES

- 1 Use a racial equity framework.
- 2 Build organizational capacity.
- 3 Implement a racial equity lens.
- 4 Be data driven.
- 5 Partner with other institutions and communities.
- 6 Operate with urgency and accountability.

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BUREAU RACIAL EQUITY PLANS



PORTLAND WATER BUREAU

PBEM
PORTLAND BUREAU OF EMERGENCY MANAGEMENT

WELCOMING / INCLUSIVE / SANCTUARY CITY RESOLUTION #37277



CITY OF PORTLAND OREGON
1851

Limited English Proficiency (LEP) Data

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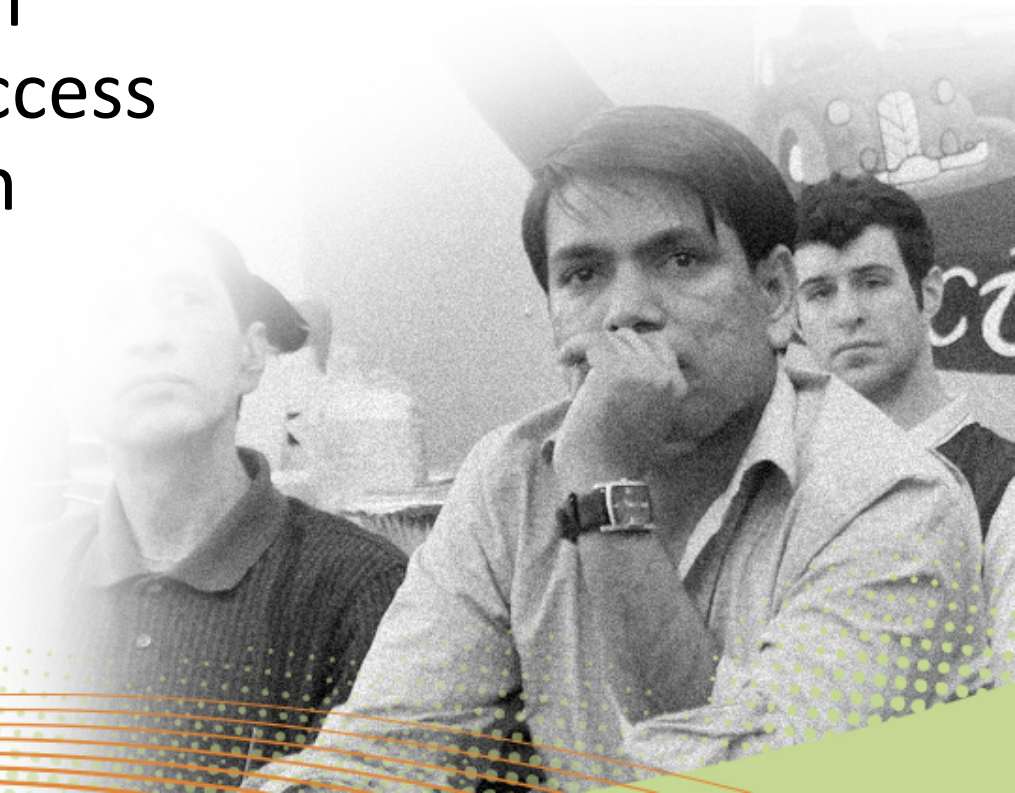
- According to the most recent Census data*:
 - 19.4% of the city's population (*well above 117,000 people aged five years and older*) speaks a language other than English at home
 - 8.1% of the city's population (*well above 49,000 people aged five years and older*) speaks English less than very well

*American Community Survey 2014-2018 5-year Estimates

Strengths-based Approach

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- Limited English Proficiency (LEP) – legal term
- Multilingual community members
 - This strengths-based term recognizes and respects that many people who will benefit from increased language access with our City government are often fluent in multiple languages.



Emergency Coordination Center

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- Language Access focus since ECC activation
- COVID 19 Language Access Guidance + tracking tool
- The Pandemic's impacts exacerbate existing systemic inequities
- Heightened awareness and need for embedding equity
 - Increased staff awareness of the impacts of institutional language barriers
 - Importance of institutionalizing and operationalizing language access standards and procedures



Proactive Approach

- City government can be **proactive** in upholding its institutional responsibilities under Title VI by ensuring a focus on equitable:
 - service delivery
 - decision-making
 - planning
 - policy-making
- and by engaging in linguistically and culturally-specific public involvement with multilingual communities.

Language Access Policy

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It is the policy of the City of Portland to ensure meaningful access to the City's programs, services, activities, information and communications to all community members including individuals who are limited English proficient (LEP). The City of Portland is responsible for taking reasonable steps to provide equitable and meaningful access to its programs, services, activities, and communications.

Bureau Responsibilities:

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- Implement the language access policy, standard operating procedures, tools, resources, and guidance adopted by the Office of Equity and Human Rights
- Track and monitor, assess, report, and evaluate bureau programs, services, activities, and communications to:
- Remove institutional barriers and take reasonable steps to provide meaningful access to multicultural and multilingual communities who experience institutional language barriers



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Tracking

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Track language access requests

- Public-initiated, proactive bureau-initiated
- Type of contact: phone, in-person, written, meeting/event
- Cost
- Type of language service provided
- Language

City bureaus must track language access requests, both proactive bureau-initiated and public-initiated, to:

- Demonstrate compliance with Title VI
- Inform bureau budgeting related to language access

Bureaus will implement a tracking system before developing their language access plan process

Language access planning is the future of this³⁷⁵¹⁶ work, but we need to build a foundation

1. Number or proportion of limited English proficiency (LEP) individuals who are eligible to be served or likely to be encountered by the bureau's programs, services, and activities
2. Frequency with which LEP individuals come into contact with the bureau
3. Importance of the programs, services, and activities provided by the bureau
4. Cost vs. resources and benefits

“An assessment can help an agency determine if it communicates effectively with LEP individuals and can inform language access program planning.”

—U.S. Department of Justice,
Civil Rights Division



Communication Path

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- Helps guide bureaus in navigating the institution through the perspective of multilingual community members.
 - Planning
 - Program/service/policy design
 - Communications
- Always remember: The “end user” is a community member.

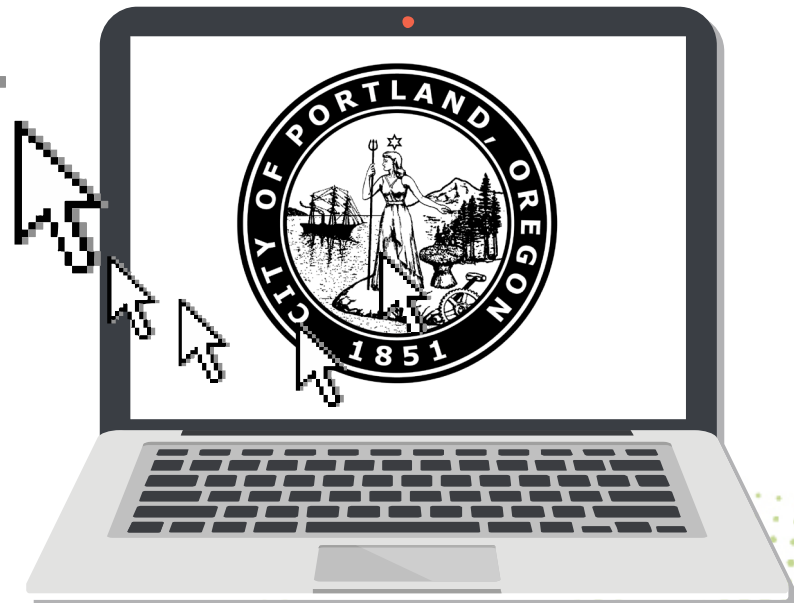


Blocked
pathway to
access City
government.

LISTENING SESSION



Comparte tus ideas y entérate de lo que está haciendo los demás para crear vivienda para todos. Acompáñanos en la Sesión Comunitaria Informativa.



Language link

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- Use bilingual staff as a language link until a professional language service provider can be secured.
- If there are health, safety, financial, or legal impacts use a professional language service provider.



Robust Community Engagement

- Prior to or in conjunction with document translation
- Can save money often allocated for translating materials where robust public engagement strategies can better serve the public and the institution



Language Access Program Responsibilities

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Office of Equity and Human Rights

- Standard operating procedures and guidance
- Best practices, tools, and resources
- Bureau advisement
- Equity Managers
- Bureau-based Language Access groups
- Language access analysis to assess institutional language barriers and provide strategies
- Oversee Language Access Plan Process



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Language Access: Continuous Improvement

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- Tracking is an accountability measure
- Language access is a continuous quality improvement process. We can assess that we are meeting the needs of multilingual communities and recognizing the ever-changing demographics of the city.



Embed Language Equity

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- Programs
- Services
- Activities
- Information/
communications
- Decision-making
- Policy design



**We are working to create an anti-racist,
anti-ableist, multicultural institution.**



LANGUAGE ACCESS

LANGUAGE EQUITY

LANGUAGE JUSTICE





Gracias.



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