



ADMINISTRATIVE DIRECTIVE

SERVICES FOR LANGUAGE ACCESS POLICY FOR LIMITED ENGLISH PROFICIENCY (LEP)	NUMBER 2.05-9	PAGE 1 of 3
	EFFECTIVE DATE January 1, 2018	

I. PURPOSE

To set forth procedures for providing meaningful language access to limited English proficient customers to all City of Tucson programs, services and/or activities.

II. POLICY

It is the policy of the City of Tucson to ensure that all departments are in compliance with Title VI of the Civil Rights Act of 1964. Title VI prohibits exclusion from participation in, denial of benefits of, and discrimination under any federally assisted program or activity on the grounds of race, color, or national origin, 42 U.S.C. § 2000d. The term program or activity means “all of the operations of a department, agency, special purpose district, or other instrumentality of a state or of a local government.” 42 U.S.C. § 2004d-4a. When a city department receives federal financial assistance for a particular purpose, all operations of the department are covered by Title VI, not just the part of the department that uses federal assistance.

To ensure compliance with this Administrative Directive, in July of every year, each department shall appoint a Limited English Proficiency (LEP) Liaison and notify the Office of Equal Opportunity Programs (OEOP) within the City Manager’s Office of the appointment and/or any subsequent change in assignment.

III. DEFINITIONS

- A. **Limited English Proficiency** – Refers to persons who do not speak English as their native/primary language and who have a limited ability to read, speak, write and/or understand English.
- B. **Meaningful Access** – Meaningful access to programs and services is the standard of access required of federally funded entities to comply with Title VI language access requirements. LEP customers must be able to reasonably access available resources, services, and activities at no additional cost.

IV. LIAISON ROLES AND RESPONSIBILITIES

- A. Ensure that departmental staff and the general public know how to contact the department’s LEP Liaison. Contact information should be included on the departmental Web site, and in any departmental directory.
- B. Complaints should be directed to OEOP for response.
- C. Attend and schedule other appropriate staff for attendance at LEP Liaison meetings and training sessions.
- D. Serve as a departmental resource for LEP information.



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- E. Assess and identify the need for LEP compliance and awareness training within the department and coordinate the necessary training for departmental personnel with OEOP.

V. DEPARTMENT DIRECTOR ROLES AND RESPONSIBILITIES

Each department director is responsible to ensure that the following areas of LEP compliance are assigned to the department’s LEP Liaison or other appropriate departmental staff.

- A. Coordinates language interpreter services to ensure meaningful access to the department’s programs, services, and activities (see Attachment A).
- B. Determine departmental vital documents, and provide them in languages based on the LEP population to be served by the department.
- C. Ensures that all meeting notices that provide information on city services, programs and activities that are open to the public conducted by the department contain the following statement:

“If you require a foreign language interpreter or materials in a language other than English, please call _____ (this should include the name and telephone number of the responsible departmental person) at least five business days in advance.”

- D. Ensures that the department maintains copies of the “I Speak” cards at appropriate customer service areas (see Attachment B).
- E. Develop and maintain a Standard Operating Procedure (SOP), based on the programs, services and activities offered by the department to ensure that meaningful access is afforded to its LEP customers in compliance with this policy. On an annual basis, each department shall forward departmental SOPs to OEOP.
- F. Each departmental SOP shall include, but not be limited to, the Four Factor Analysis to assist with identifying LEP persons who may require assistance to each department’s programs, services and activities.

The Four Factor Analysis shall include:

- a. The number of proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee/recipient;
- b. The frequency with which LEP individuals come in contact with the program;



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- c. The nature and importance of the program, activity, or service provided by the program to people's lives; and
- d. The resources available to the grantee/recipient and costs.

VI. OEOP ROLE AND RESPONSIBILITIES


- A. OEOP shall provide guidance and assistance to all city departments, their administration, their LEP Liaisons and other appropriate staff regarding the requirements of Title VI, state law and city ordinance as well as other issues related to meaningful access for LEP customers.
- B. OEOP shall report to the City Manager any action, or lack of action, on the part of city departments that affects the city's compliance with Title VI.

Attachments A – Translation and Interpretation Services
 B – “I Speak” Flash Card

References None.

Review Responsibility and Frequency The Director of the Office of Equal Opportunity Programs will review this directive as needed.

Authorized



 City Manager
 Michael J. Ortega

1/17/18

 Date



MEMORANDUM

DATE: January 1, 2018

TO: All Departments and Division

FROM: Office of Equal Opportunity
Programs (OEOP)

SUBJECT: Translation and Interpretation Services

The City of Tucson, through Procurement and the Office of Equal Opportunity Programs (OEOP), requires utilization of contracted vendors for translation and interpretation services. The design and intent of these contracts is to provide for translation and interpretation services for all City Departments. Services include, but are not limited to:

- Written translation
- Oral translation
- Spanish and exotic languages
- Sign language for hearing impaired
- Braille and large print for visually impaired
- Audio conversion for visually impaired
- Transcription services
- Other translation/interpretation services

Current contracted vendors and up-to-date pricing for services can be accessed from OEOP's website on the City's Intranet under "Translation/Interpretation Vendors List and Contracts".

Intranet: <https://intranet.tucsonaz.gov/office-equal-opportunity-programs>

Should you have any questions regarding translation and interpretation services, please contact either Procurement or OEOP.



Language Identification Flashcard ✓

*For the most up-to-date flashcard, visit the Office of Equal Opportunity Programs website at <http://intranet.tucsonaz.gov/office-equal-opportunity-programs>.

- Arabic أنا أتحدث اللغة العربية
- Armenian Ես խոսում եմ հայերեն
- Bengali আমি বাংলা কথা বলতে পারী
- Cambodian ខ្ញុំនិយាយភាសាខ្មែរ
- Cantonese 我講廣東話
- Chamorro Motka i kahhon ya yangin ûntûngnu' manitai pat
ûntûngnu' kumentos Chamorro
- Dinka Riŋp êkênë yic të yïjam në thunjäy ye tök, ku kor raan
Bï yï geer thok.
- Simplified Chinese 如果你能读中文或讲中文，请选择此框。
- Traditional Chinese 如果你能讀中文或講中文，請選擇此框。
- Croatian Govorim hrvatski
- Czech Mluvím česky

Language Identification Flashcard ✓

Dutch

Ik spreek het Nederlands

English

I speak English

Farsi

من فارسی صحبت می کنم

French

Je parle français

German

Ich spreche Deutsch

Greek

Μιλώ τα ελληνικά

Haitian Creole

M pale kreyòl ayisyen

Hindi

मैं हिंदी बोलता हूँ ।

Hmong

Kuv has lug Moob

Hungarian

Beszélek magyarul

Ilocano

Agsaonak ti Ilokano

Italian

Parlo italiano

Language Identification Flashcard ✓

Japanese

私は日本語を話す

Korean

한국어 합니다

Laotian

ຂ້ອຍປາກພາສາລາວ

Mandarin

我講國語。

Polish

Mówię po polsku

Portuguese

Eu falo português do Brasil
(for Brazil)

Portuguese

Eu falo português de Portugal
(for Portugal)

Romanian

Vorbesc românește

Russian

Я говорю по-русски

Serbian

Ja говорим српски

Slovak

Hovorím po slovensky

Spanish

Yo hablo español

Language Identification Flashcard ✓

Somali

Waxaan ku hadlaa af-Soomaali

Tagalog

Marunong akong mag-Tagalog

Thai

พูดภาษาไทย

Tongan

Maaka i he puha ni kapau 'oku ke lau
pe lea fakatonga

Ukrainian

Я розмовляю українською мовою

Urdu

میں اردو بولتا ہوں

Vietnamese

Tôi nói tiếng Việt

Yiddish

איך רעד יידיש

American Sign Language

