

Human Rights Office Language Access Plan

Strategic Alignment: Service Delivery: Accessible County Services

Objective: Reduce barriers by providing services in multiple languages and developing effective communication avenues for non-English speakers

I. Guiding Principles

The Human Rights Office will ensure that all residents—regardless of their English proficiency—can access services, file complaints, and participate in programs meaningfully. This plan focuses on inclusion, compliance, cultural understanding, and community involvement.

I. Year 1: Foundation Building and Capacity Development

Goal 1: Conduct Comprehensive Language Access Assessment

Timeline:

Key Actions:

- Identify top non-English languages spoken in the county using Census and local data
- Audit current Human Rights Office materials, services, and touchpoints
- Assess gaps in interpretation, translation, and outreach capacity
- Survey community partners and residents on barriers to access

Deliverables:

- Language Access Needs Assessment
- Priority Language List (e.g., Spanish, Amharic, Arabic, Vietnamese, etc.)

Goal 2: Develop and Adopt a Language Access Plan

Timeline:

Key Actions:

- Align the Human Rights Office's Plan with the County's Strategic Plan and the County's Language Access Policy
- Define standards for translation, interpretation, and bilingual staffing
- Establish protocols for complaint intake in multiple languages
- Create internal procedures for staff on accessing language services

Deliverables:

- Adopt a Language Access Plan
- Standard Operating Procedures (SOPs) for language access

Goal 3: Expand Language Services Infrastructure

Timeline:

Key Actions:

- Procure on-demand telephonic and video interpretation services
- Translate vital documents (complaint forms, outreach materials, website content)
- Identify bilingual staff
- Ensure website accessibility with multilingual navigation

Deliverables:

- Contracts with interpretation vendors
- Translate “vital documents” in top languages
- Multilingual website updates
- Engage in multilingual outreach campaigns, events, and engagement.

Goal 4: Staff Training and Capacity Building

Timeline:

Key Actions:

- Train staff on language access obligations and cultural competency
- Provide instruction on working with interpreters
- Develop quick-reference guides for frontline staff

Deliverables:

- Completion of training for 100% of staff
- Training materials and internal guidance tools

Goal 5: Pilot Multilingual Outreach and Communication

Timeline:

Key Actions:

- Launch targeted outreach campaigns in priority languages
- Partner with community-based organizations serving LEP populations
- Test multilingual communication channels (social media, print media, radio, television, hotlines, events)

Deliverables:

- At least 3 multilingual outreach initiatives
- Community partnership agreements

III. Year 2: Implementation, Expansion, and Evaluation

Goal 6: Institutionalize Multilingual Service Delivery

Timeline:

Key Actions:

- Ensure all complaint intake methods (online, phone, in-person) are accessible in priority languages
- Integrate language access into all programs and public meetings
- Expand translation of additional materials and reports

Deliverables:

- Fully operational multilingual complaint system
- Increased availability of translated materials

Goal 7: Strengthen Community Engagement and Communication Channels

Timeline:

Key Actions:

- Develop sustained communication avenues (e.g., multilingual newsletters, ethnic media, and business partnerships)
- Host community listening sessions in multiple languages
- Establish a Language Access Advisory Group

Deliverables:

- Regular multilingual communications (quarterly or monthly)
- At least 4 community engagement events annually

Goal 8: Monitor, Evaluate, and Improve Language Access Services

Timeline:

Key Actions:

- Track usage of interpretation and translation services
- Measure customer satisfaction among LEP residents
- Identify service gaps and adjust strategies

Deliverables:

- Annual Language Access Performance Report

Goal 9: Enhance Technology and Innovation

Timeline:

Key Actions:

- Implement AI-assisted translation tools (with human review)
- Improve website accessibility (e.g., auto-translation, chatbots)
- Explore multilingual complaint tracking systems

Deliverables:

- Technology upgrades improving access points
- Increased digital engagement from LEP users

Goal 10: Sustainability and Policy Integration

Timeline:

Key Actions:

- Integrate language access into budgeting and procurement processes
- Institutionalize best practices across departments

Deliverables:

- Sustainable funding plan
- Recommendations to County leadership

IV. Performance Metrics (KPIs)

- % of vital documents translated into priority languages
- % of staff trained in language access and cultural competency
- Number of LEP individuals served annually
- Increase in complaints filed by LEP residents (indicating improved access)
- Number of multilingual outreach events conducted

V. Expected Outcomes

By the end of Year 2, the Human Rights Office will:

- Provide meaningful access to all services regardless of language
- Establish trusted communication channels with diverse communities
- Demonstrate measurable reductions in language-based barriers
- Serve as a model for language access implementation across county government