The City of Cleveland Language Access Plan

A plan to ensure equal and effective access to city services for Limited English Proficient residents.

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City of Cleveland Language Access Plan Introduction

The City of Cleveland Language Access Plan is an evolving resource document for the City of Cleveland's departments, staff, elected officials, and contracted vendors, as well as members of the public. It contains policies, procedures, and practices to better communicate with and serve residents with limited English proficiency.

Why does City of Cleveland need to implement a Language Access Plan?

The City of Cleveland is committed to providing inclusive and welcoming service to all residents. As part of that commitment to inclusion, the city will ensure meaningful access to resources, services, and engagement regardless of language.

In addition to the City of Cleveland's commitment, all federally funded agencies are required to provide limited English proficient individuals with meaningful access to programs and activities under various statutory and regulatory requirements including but not limited to:

A. Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency;"
B. Section 1557 of the Patient Protection and Affordable Care Act, or ACA;
C. Executive Order 12250, "Coordination Regulation;"
D. Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d et seq.

What are the city's primary language groups?

The city's top-spoken foreign languages are:

1. Spanish (7.4%)
2. Arabic (0.9%)
3. Chinese [Mandarin, Cantonese] (0.7%)
4. Russian [including Slavic and Serbo-Croatian rooted languages] (0.7%)
5. Indic [Hindi, Urdu, Indo-European] (0.6%)
6. French [combined with variety of African dialogues] (0.4%)
7. Nepalese [newly arrived] (0.1%)

Source: U.S Census Bureau, 2010-2014 American Community Survey 5-Year Estimates

The following table shows the estimates for limited English-speaking households in the Cleveland-Elyria Metro Area:

Subject	Cleveland-Elyria, OH Metro Area				
	Total		Percent		Limited English-speaking households
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
All households	847,608	+/-2,700	(X)	(X)	19,286
Households speaking --					
Spanish	34,425	+/-873	4.1%	+/-0.1	5,954
Other Indo-European languages	41,469	+/-1,089	4.9%	+/-0.1	8,635
Asian and Pacific Island languages	10,920	+/-533	1.3%	+/-0.1	2,893
Other languages	9,831	+/-540	1.2%	+/-0.1	1,804

Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

What does this plan cover?

This plan includes a **Language Access Plan Implementation** section, a **Language Access Policy Directives** section, and a **Language Access Procedures** section.

The Language Access Plan Implementation section helps management and staff understand their roles and responsibilities with respect to overcoming language barriers for limited English proficient individuals. The Implementation Plan includes five phases:

Phase 1: City-wide assessment of Language Access needs
Phase 2: Implementation of phone interpretation services
Phase 3: Implementation of written translation services
Phase 4: Employee Training and Ongoing Monitoring
Phase 5: Community Outreach

The Language Access Policy Directives section sets forth standards, operating principles, and guidelines that govern the delivery of language access services.

Finally, the Language Access Procedures section provides the “how to” for staff. It specifies for staff the steps to follow to provide and deliver language services to limited English proficient individuals.

This plan also includes exhibits of instructional and informational materials that are essential to implementation.

Responsible for ensuring implementation and ongoing monitoring:

A Language Access Working Group was formed with members from Cleveland City Council, the Office of the Mayor, The Office of the Community Relations Board, and the Office of Information Technology and Services. The Group works collaboratively with all City departments to ensure implementation and ongoing monitoring.

Points of Contact:

The Language Access Working Group is comprised of staff from the following offices:

1. Alexander Lackey
   Government, Legislative, and International Affairs Coordinator, Office of the Mayor
   Email: alackey@city.cleveland.oh.us
2. Olivia Ortega
   Policy Research Fellow, Cleveland City Council
   Email: oao10@case.edu
3. Rick Roscoe
   311 Call Center Manager, Division of Information Technology & Services
   Email: rroscoe@city.cleveland.oh.us
4. Chia-Min Chen
   Asian Liaison, Community Relations Board
   Email: CChen@city.cleveland.oh.us

Acknowledgements:

The City of Minneapolis' guide "Minneapolis in Any Language" and the City of Chicago's "Bridge the Language Gap," among other resources such as www.lep.gov were taken into consideration for the development of the following procedures and policies. Additionally, Legal Aid Society of Cleveland reviewed and offered suggestions to improve this Plan in collaboration with the Language Access Working Group.

Definitions

A. **Interpretation**: The act of listening to a communication in one language (source language) and orally converting it to another language (target language) while retaining the meaning.
   a. In-person Interpretation: Where a qualified interpreter, who is present, listens to communication in one language and orally converts it into another language (either consecutively or simultaneously) while retaining the meaning.
   b. Telephonic Interpretation: Where a qualified interpreter, who is on the phone, listens to communication in one language and orally converts it into another language (either consecutively or simultaneously) while retaining the meaning.
B. **Limited English Proficient (LEP) individuals**: Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English. LEP individuals may be competent in English for certain types of communications (e.g., speaking or understanding), but still LEP for other purposes (e.g., reading or writing).
C. **Meaningful access**: Language assistance that results in accurate, timely, and effective

communication with the LEP individuals. For LEP individuals, meaningful access denotes access that is not significantly restricted, delayed, or inferior as compared to programs or activities provided to English proficient individuals.

D. **Qualified Interpreter** for an individual with limited English proficiency means an interpreter who via a remote interpreting service or an on-site appearance:
    a. Adheres to generally accepted interpreter ethics principles, including client confidentiality;
    b. has demonstrated proficiency in speaking and understand both spoken English and at least one other spoken language; and
    c. is able to interpret effectively, accurately, and impartially, both receptively and expressly, to and from such language(s) and English, using any necessary specialized vocabulary, terminology, and phraseology.

E. **Qualified Translator** means a translator who:
    a. Adheres to generally accepted translator ethics principles, including client confidentially;
    b. have demonstrated proficiency in writing and understanding both written English and at least one other written non-English language; and
    c. is able to translate effectively, accurately, and impartially to and from such language(s) and English, using any necessary specialized vocabulary, terminology, and phraseology.

F. **Translation**: The replacement of written text from the source language into an equivalent written text in the target language.

G. **Vital Documents**: A document will be considered vital if it contains information that is critical for obtaining services and/or benefits, or is required by law. Vital documents include, for example: applications; consent and complaint forms; notices of rights; notices of disciplinary action; notices of advising LEP persons of the availability of free language assistance; rulebooks; request forms; grievance forms; health request forms; written tests that do not assess English language competency, but rather competency for a particular license, job, or skill for which English competency is not required; and letters or notices that require a response from the beneficiary or client. Non-vital information includes documents that are not critical to access such benefits and services.

Full list of definitions can be found in the Foreign Languages Services Ordering Guide*, which was prepared by a Federal interagency working group called the Language Services Procurement Committee.*

Language Access Plan Implementation

Phase 1: City-wide Assessment of Language Access Needs

- Date of Assessment: Spring 2016
- Implementation of Assessment:

    - Survey sent to each director/commissioner to obtain information on each department's language access needs.
    - Language Access Working Group contacted each department as necessary to obtain additional information on needs.
    - Survey/meeting results compiled and analyzed to determine list of vital documents that needed translation and to determine need for interpretation services.
- Assessment results:
    - 74 vital City documents were compiled for translation to Spanish.
    - Analysis determined need for phone interpretation services available to all departments, particularly public-facing departments whose employees regularly interact with City residents.

Phase 2: Implementation of Phone Interpretation Services

- Date of implementation: July 2016
- Implementation:
    - Purchase order was initiated with vendor in July 2016 for phone interpretation services for every department.
    - The service has been live in the IT Call Center since July 2016.
    - The service will effectively go live for all departments when Phase 4 employee training is completed in 2017.
- Status: COMPLETE
    - Phone interpretation services are available for use by all General Fund departments and are utilized frequently.
    - In addition, in-person interpretation services are available for all General Fund departments and are utilized frequently.

Phase 3: Implementation of Written Translation Services

- Date of Implementation: September-November 2016
- Implementation:
    - Purchase order was initiated with vendor in September 2016.
    - 74 vital City documents were received from the vendor as translated Spanish copies in November 2016.
    - Documents will be distributed to appropriate departments in 2017 during Phase 4 employee training.
    - Working Group will assess the need for additional document translation on a departmental basis.
    - Working Group will establish the use of "Babel" notices, notices placed at the bottom of vital documents to assist residents who need translated versions.
- Status: COMPLETE
    - Translation services are available for use by all General Fund departments and are utilized frequently.

Phase 4: Employee Training and Ongoing Monitoring

- Date of Implementation: January 2017-Present
- Implementation:
    - In collaboration with TV20, a brief training video will be sent out to all employees. The video instructs employees on how to effectively use the phone interpretation service.
    - Language Access Working Group will work with all departments on assessing and meeting all training needs and gaps.
    - Working Group will work collaboratively with the Department of Human Resources to roll out effective training initiatives for new and current employees to use phone interpretation services.
    - Language Access Working Group will meet with department representatives on a quarterly basis to review phone interpretation usage and support any additional language access needs.
    - Language Access Working Group will have ongoing discussions around creating a complaint process for residents who have concerns about the provision of language access services.
- Status: COMPLETE
    - All General Fund departments have been trained on how to use new interpretation and translation services.
    - Additional staff training is ongoing and training for Enterprise Fund departments will begin in Fall of 2017.
    - Working Group is working with each department to provide signage that indicates the availability of language access services.

Phase 5: Community Outreach

- Date of Implementation: Fall 2017
    - In collaboration with TV20, Working Group will roll out series of commercials advertising new services in various languages.
    - Working Group with work with Community Relations Department on outreach visits and informational materials to community groups that work with LEP residents.
    - Working Group will work with area organizations like Global Cleveland to conduct outreach to LEP residents.
    - Working Group will transition all signage at City Hall to universal signage that is language accessible.
- Status: IN PROGRESS

Implementation Timeline

TASK	COMPLETION DATE
Phase 1	Spring 2016
Phase 2	July 2016
Phase 3	November 2016
Phase 4	August 2017
Phase 5	Fall 2017

Language Access Policy Directives

The following policy directives are based on the recommended policy directives put forth in the *Language Access Assessment and Planning Tool for Federally Conducted and Federally Assisted Programs*, a document prepared by the U.S. Department of Justice Civil Rights Division.

Notice of Availability of Services

Signage materials indicating the availability of interpretation services include Language ID Laminated Guides, Language ID Posters, and Language ID Desktop Displays for departmental reception areas. Materials will be distributed to departments as needed and will indicate to LEP residents the availability of interpretation services in their native language.

In addition, City of Cleveland will implement the use of “Babel” notices, or notices that indicate the availability of language assistance services on vital documents in at least the top three spoken foreign languages. It is City policy to include babel notices on public meeting announcements and invitations to inform LEP individuals that interpreting services are available upon request.

Below are sample babel notices informing individuals with limited English proficiency of language assistance services:

- **English**

ATTENTION: If you speak [insert language], language assistance services, free of charge, are available to you. Call 1-xxx-xxx-xxxx (TTY: 1-xxx-xxx-xxxx).

- **Spanish**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-xxx-xxx-xxxx (TTY: 1-xxx-xxx-xxxx).

- **Arabic**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-xxxx-xxx-xxx) رقم
والبكم الصم ه: xxx-xxx-xxxx-1).

- **Chinese**

  注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-xxx-xxx-xxxx（TTY：1- xxx-xxx-xxxx）。

- **Russian**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-xxx-xxx-xxxx (телетайп: 1-xxx-xxx-xxxx).

- **Hindi**

ध्यान द&#65533;: य&#65533;द आप &#65533;हदी बोलते ह &#65533; तो आपके िलए मुफ्त म&#65533; भाषा सहायता सेवाएं उपलब्ध ह।&#65533; 1-xxx-xxx-xxxx (TTY: 1-xxx-xxx-xxxx) पर कॉल कर&#65533;

- **French**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-xxx-xxx-xxxx (ATS : 1-xxx-xxx-xxxx).

- **Nepalese**

ध्यान &#65533;दनु होस:्तपाइ&#65533;ले नेपाल&#65533; बोल्नहन्छ भन तपाइ&#65533;को &#65533;निम्त भाषा सहायता सवाहरू &#65533;नःशल्क रूपमा उपलब्ध छ । फोन गनु होसर् ्1-xxx-xxx-xxxx (&#65533;ट&#65533;टवाइ: 1-xxx-xxx-xxxx) ।

Sample notices in additional langauges can be found at:
https://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html

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Written Translation Policy

City of Cleveland will provide professional translation of vital documents free of charge and in a timely manner to people who speak little or no English if requested or if necessary to ensure effective accessibility to City resources, services, and engagement. To ensure this delivery of service, City of Cleveland has a contract with LanguageLine Solutions® to provide translation services by qualified translators.

Vital Documents Policy

A document will be considered vital if it contains information that is critical for obtaining services and/or benefits, or is required by law. Vital Documents include, for example: applications; consent and complaint forms; notices of rights; notices of disciplinary action; notices of advising LEP persons of the availability of free language assistance; rulebooks; request forms; grievance forms; health request forms; written tests that do not assess English language competency, but rather competency for a particular license, job, or skill for which English competency is not required; and letters or notices that require a response from the beneficiary or client. Non-vital information includes documents that are not critical to access such benefits and service such

as:

- handbooks;
- third party documents, pamphlets or forms;
- general information that can be found on the website (which is translatable)

NOTE: While many vital documents will be immediately available in other languages on the City's website, not all vital documents will be translated. Upon request, any vital document must be translated in a timely manner in the requested language.

Policies for Interpreting

City of Cleveland will provide professional in-person and telephonic interpretation free of charge and in a timely manner to LEP persons if requested or if necessary to ensure effective access to City resources, services, and engagement. To ensure this delivery of service, City of Cleveland has a contract with LanguageLine Solutions® to provide telephonic interpretation services by qualified interpreters. To ensure the delivery of in-person interpretation services, the Language Access Working Group has established relationships with various Ohio Supreme Court certified and provisional interpreters.

Below are the policies for City of Cleveland employees when providing interpretation service:

1. Interpreters must be offered at no cost to individuals who speak little or no English if such individual requests interpretation services or if the city staff member determines effective communication is not possible without interpretation services. Interpretation services must be provided in a timely manner.
2. Interpretation can be provided for public meetings and events if requested with at least a five-business day notice. Public meeting notices shall include a babel notice advising LEP residents that interpreters will be provided upon request if there is at least 5 business days notice.
    a. Sample babel notices can be found under the *Notice of Availability of Services* policy in this document.
3. All interpreters must be:
    a. linguistically competent (have the ability to demonstrate fluency);
    b. have prior professional experience;
    c. practice with cultural humility regarding the English language learners situation and culture; and
    d. abide by the City of Cleveland's code of ethics and professional standards
4. Volunteers, family members or friends should not be allowed to interpret unless they are competent (have the ability to demonstrate fluency). The use of untrained volunteers can expose the city to liabilities
5. Children MAY NOT interpret

It is the responsibility of the Language Access Team to ensure that all in-person interpreters and the City employees that interact with services uphold these policies. For questions, comments, and concerns, please contact a member of the Working Group (contact information can be

found under *Points of Contact*).

Information and Technology Services Policy

The City of Cleveland's Office of Information and Technology Services will maintain a translation widget powered by Google Translate to all City websites. This will allow online users to access information remotely in any language.

Any translated content that a department has available for public download should also be submitted to the IT department for upload to the site. If an application is available for download from a City website, the respective translated application should be available for download as well.

Language Access Procedures

Procedure to get additional documents translated

The City of Cleveland has a contract with a professional translating company, LanguageLine Solutions®, and documents should only be translated through their services or by a professional translator. Employees should not use free online translation services without a professional translator reviewing the content. Residents can request document translation services from employees or employees can utilize translation services when appropriate to allow for effective access to services. Submission process instructions will be provided to departments with instructional packets.

Procedure to provide a telephonic interpreter for city business

1. Use your phone's conference feature to place the LEP caller on hold or place the phone on "Speaker" mode if the LEP resident is face-to-face.
2. Dial 1-866-874-3972 to reach the City's phone interpretation vendor.
3. Provide your Client ID # (A six digit code that will be provided to each department).
4. Select the language you need or press 0 for agent assistance if you do not know the language.
5. Brief the interpreter. Summarize what you wish to accomplish and provide any special instructions.
6. Say "End of Call" to the interpreter when your call is complete.

When placing an outbound call to a LEP speaker, begin at **step 2**. If you need assistance placing a call to the LEP speaker, please inform the interpreter or agent at the beginning of the call.

TIPS:

- Pause frequently to allow the interpreter to translate information;

- Periodically check with the interpreter to see if you are speaking too fast, slowly or softly, to ensure comprehension;
- Understand that words of emotions and expressions may not have the same meaning when directly translated;
- Talk directly with your client; and
- Avoid oversimplification of important explanations, idioms and colloquialisms

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Procedure to provide an in-person interpreter for City business or events

City of Cleveland maintains relationships with Ohio Supreme Court certified and provisional interpreters on a Memorandum-of-understanding basis. Residents can request in-person interpretation services from employees or employees can utilize in-person interpretation services when necessary to provide effective access to City services or events. A point-of-contact from the Language Access Working Group will be assigned to each department for in-person interpreter requests.

Exhibits

LanguageLine Solutions® Interpreting Services Available

English Translation: Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

American Sign Language Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.	**Korean** 한국어 귀하께서 사용하는 언어를 지정하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.
Arabic عربي أشر إلى لغتك. وسيتم الاتصال بمترجم فوري. كما سيتم إحضار المترجم الفوري مجانًا.	**Mandarin** 國語 請指認您的語言，以便為您提供免費的口譯服務。
Bengali বাংলা আপনার ভাষার দিকে নির্দেশ করুন। একজন দোভাষীকে ডাকা হবে।দোভাষী আপনি নিখরচায় পাবেন।	**Nepali** नेपाली आफ्नो भाषातर्फ औंल्याउनुहोस्। एक दोभाषेलाई बोलाइनेछ। तपाईंको बिना कुनै खर्चको, एकजना दोभाषे उपलब्ध गराइनेछ।
Burmese မြန်မာ သင့်ဘာသာစကားကို ညွှန်ပြပါ။ စကားပြန် ခေါ်ပေးပါမယ်။ သင့်အတွက် စကားပြန် အခမဲ့ ပေးပါမယ်။	**Polish** Polski Proszę wskazać swój język i wezwiemy tłumacza. Usługa ta zapewniana jest bezpłatnie.
Cantonese 廣東話 請指認您的語言，以便為您提供免費的口譯服務。	**Portuguese** Português Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.
Farsi فارسي زبان مورد نظر خود را مشخص کنید. یک مترجم برای شما درخواست خواهد شد. مترجم بصورت رایگان در اختیار شما قرار می گیرد.	**Punjabi** ਪੰਜਾਬੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਇਸ਼ਾਰਾ ਕਰੋ। ਜਿਸ ਮੁਤਾਬਕ ਇਕ ਦੁਭਾਸ਼ੀਆ ਬੁਲਾਇਆ ਜਾਵੇਗਾ। ਤੁਹਾਡੇ ਲਈ ਦੁਭਾਸ਼ੀਆ ਦੀ ਮੁਫਤ ਇੰਤਜ਼ਾਮ ਕੀਤਾ ਜਾਂਦਾ ਹੈ।
French Français Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.	**Romanian** Română Indicați limba pe care o vorbiți. Vi se va face legătura cu un interpret caare vă este asigurat gratuit.
Haitian Creole Kreyòl Lonje dwèt ou sou lang ou pale a epi n ap rele yon entèprèt pou ou. Nou ba ou sèvis entèprèt la gratis.	**Russian** Русский Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.
Hindi हिंदी अपनी भाषा की इंगित करें। जिसके अनुसार आपके लिए दुभाषिया बुलाया जाएगा। आपके लिए दुभाषिया की निशुल्क व्यवस्था की जाती है।	**Somali** Af-Soomaali Farta ku fiiqluqadaada… Waxa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.
Hmong Hmoob Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.	**Spanish** Español Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.
Italian Italiano Indicare la propia lingua. Un interprete sarà chiamato. Il servizio è gratuito.	**Tagalog** Tagalog Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.
Japanese 日本語 あなたの話す言語を指してください。無料で通訳サービスを提供します。	**Vietnamese** Tiếng Việt Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.

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LanguageLine Solutions®

Quick Reference Guide

CITY OF CLEVELAND

- **When Receiving a call:**

1. Use your phone's conference feature to place the Limited English Proficient **(LEP)** speaker on hold.
2. Dial **1-866-874-3972**
3. Provide your Client ID# ●●●●●●
4. Select the language you need

   *** Press 0 for agent assistance if you do not know the language*

5. Brief the interpreter. *Summarize what you wish to accomplish and provide any special instructions.*
6. Add the LEP onto the call.
7. Say "End of Call" to the interpreter when your call is completed.

- **Note:**

When placing an outbound call to a LEP, begin at **Step 2**. If you need assistance placing a call to the LEP, Please inform the interpreter or agent at the beginning of the call.

When the LEP is face-to-face with you begin at **Step 2**. Once the interpreter joins the line, brief him/her and place the phone on "Speaker" mode or pass the handset back-and-forth.

IMPORTANT INFORMATION:

WORKING WITH AN INTERPRETER – At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English proficient individual, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

3-WAY CALL – Use the conference feature on your phone, and follow the instructions above to connect to an interpreter. If you are initiating the call, get the interpreter on the line first, then call the limited English proficient individual. If you are receiving a call, ask the caller to "Please Hold," and then conference in the interpreter.

LANGUAGELINE DUAL HANDSET PHONE – If you have a LanguageLine Dual handset phone, lift the handset and press the pre-programmed button to dial, then follow the prompts. Once connected to an interpreter, give the second handset to the limited English proficient individual.

CUSTOMER SERVICE – To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to www.LanguageLine.com and click on the "Customer Service" tab, scroll to "Provide Feedback" and complete a "Voice of the Customer" form.

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Enabling Communication in Any Situation.℠ www.LanguageLine.com

CITY OF CLEVELAND
Mayor Frank G. Jackson

January 13, 2017

Alex Lackey, Office of the Mayor, 664-2551
Olivia Ortega, City Council, 664-4539
Rick Roscoe, 311 Phone Office, 664-6345

CITY OF CLEVELAND PHONE TRANSLATION SERVICES

Purpose: The City of Cleveland currently lacks phone translation services for residents that do not speak English. This plan was created so City of Cleveland employees can provide service to these Limited English Proficient (LEP) residents of Cleveland through 3 way phone translation service. This is available to all City departments.

Goal: To provide high quality phone service for non-English speaking residents in the City of Cleveland.

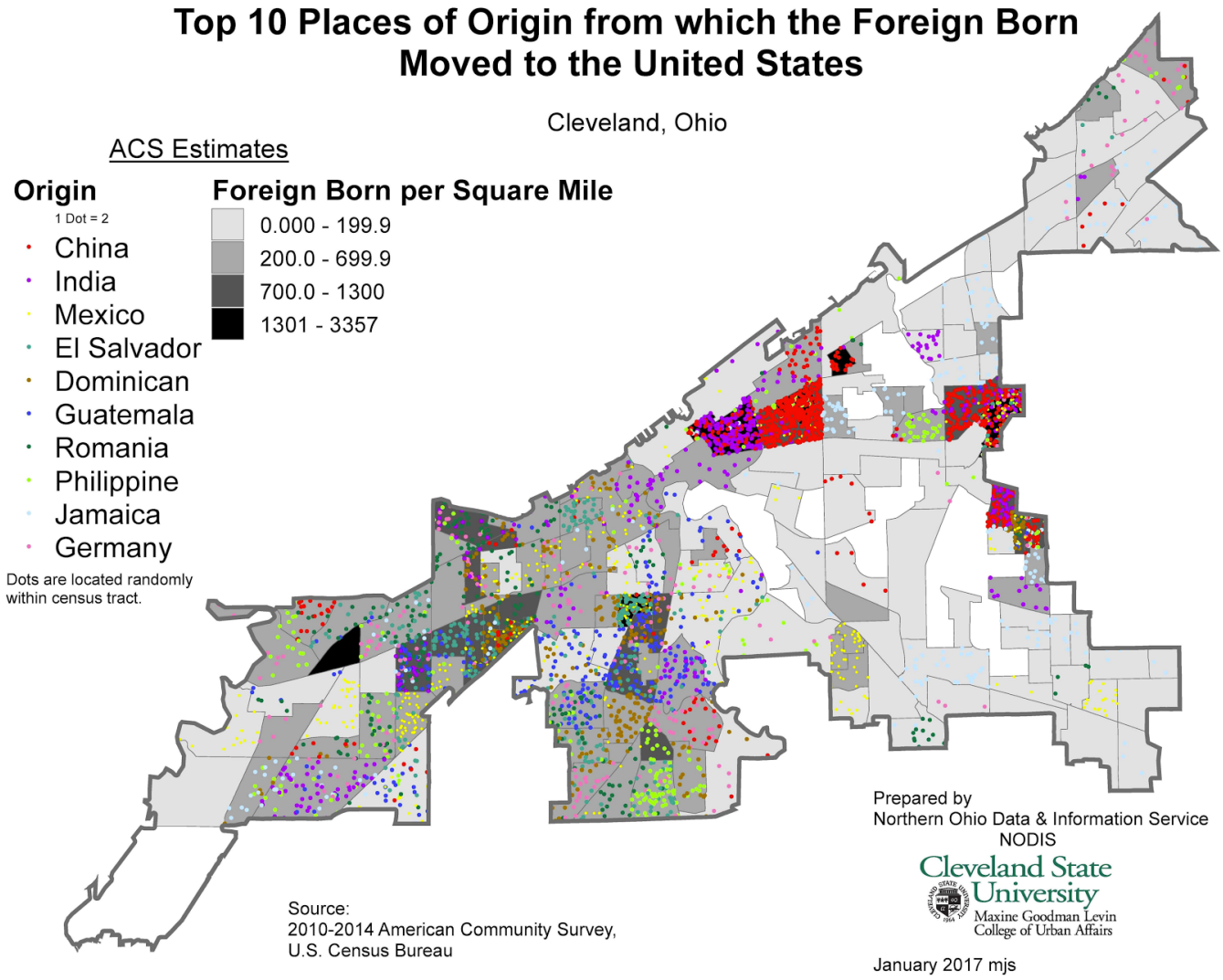
Service Provider: The City has a contract with Language Line Solutions, a phone interpretation company, who provides interpretation *in any language* through 3 way calling.

Training: In early 2017 there will be a TV20 training video sent out via email. Additionally, instructional materials and signage will be made available for reception areas. Human Resources (HR) will also begin including training for incoming and current employees in its orientations. Each department and division will be contacted about setting up individual training sessions as needed.

Point Person: Rick Roscoe in the 311 office. RRoscoe@city.cleveland.oh.us or (216) 664-6345. Or Olivia Ortega, oao10@case.edu (216) 664-4539.

How to call into the 3 way call translation service:

1. Use your phone's conference feature to place the Limited English Proficient (LEP) caller on hold or place the phone on "Speaker" mode if the LEP resident is face-to-face.
2. Dial 1-866-874-3972.
3. Select the language you need or press 0 for agent assistance if you do not know the language.
4. Brief the interpreter. Summarize what you wish to accomplish and provide any special instructions.
5. When your call is completed say to the interpreter, "End of Call."


Top 10 Places of Origin from which the Foreign Born Moved to the United States
Cleveland, Ohio
ACS Estimates
Origin
1 Dot = 2
China
India
Mexico
El Salvador
Dominican
Guatemala
Romania
Philippine
Jamaica
Germany
Dots are located randomly within census tract.
Foreign Born per Square Mile
0.000 - 199.9
200.0 - 699.9
700.0 - 1300
1301 - 3357
Source:
2010-2014 American Community Survey,
U.S. Census Bureau
Prepared by
Northern Ohio Data & Information Service
NODIS
Cleveland State University
Maxine Goodman Levin College of Urban Affairs
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