

LEGISLATIVE DIGEST

[Administrative, Campaign and Governmental Conduct Codes - Language Access Ordinance]

Ordinance amending the Administrative Code to amend the Language Access Ordinance to clarify Departments' responsibilities to provide language access services to members of the public, and to clarify the role of the Office of Civic Engagement and Immigrant Affairs in administering the Language Access Ordinance; to require language access service be provided in Chinese, Spanish, Filipino, and any other language for which the requisite number of person qualifies as a Substantial Number of Limited English Proficient Persons; to amend the formula for determining when a language becomes eligible for language access services; to require Departments to translate signage; to require Departments to translate digital content provided on digital platforms; to clarify that crisis situations also includes but is not limited to pandemics, emergency response, and public safety incidents that impact and effect the community; to rename the Annual Compliance Plan to Annual Compliance Report; to impose requirements for the Language Access Ordinance Summary Report; to require Departments to inform members of the public of their right to file a complaint, and of a process for providing feedback on the Department's Language Access Services; to require Office of Civic Engagement and Immigrant Affairs to create a know-your-rights brochure; to require Departments' posting notice of the availability of Language Access Services and a know-your-rights brochure; to require Departments to budget and plan for delivery of Language Access Services; to require Office of Civic Engagement and Immigrant Affairs to prepare an investigation summary report of each investigation that will include findings and recommendation to address the issues raised, and to create and maintain a website for the posting of investigation summary reports; and to delete the financial disclosure requirement for Immigrant Rights Commission members.

Existing Law

Currently, all City departments that provides information or services to the public or interacts with the public are required to provide language access services. All City departments are required to translate certain written materials. All City Boards, Commissions, advisory bodies, and Departments are required to provide language access services at public meetings and hearings. All Departments are required to submit an annual compliance plan

Amendments to Current Law

If these amendments pass, this legislation would:

1. Update the findings;

2. Clarify Departments' responsibilities to provide language access services to members of the public, and to clarify the role of the Office of Civic Engagement and Immigrant Affairs in administering the Language Access Ordinance;
3. Require language access service be provided in Chinese, Spanish, Filipino, and any other language for which the requisite number of person qualifies as a Substantial Number of Limited English Proficient Persons;
4. Amend the formula for determining when a language becomes eligible for language access services;
5. Require Departments to translate signage;
6. Require Departments to translate digital content provided on digital platforms;
7. Rename the Annual Compliance Plan to Annual Compliance Report;
8. Impose requirements for the Language Access Ordinance Summary Report;
9. Require Departments to inform members of the public of their right to file a complaint, and of a process for providing feedback on the Department's Language Access Services;
10. Require Office of Civic Engagement and Immigrant Affairs to create a know-your-rights brochure;
11. Clarify that crisis situation also includes pandemics, emergency response, and public safety incidents that impact and effect the community;
12. Require Departments' posting notice of the availability of Language Access Services and a know-your-rights brochure;
13. Require Departments to budget and plan for delivery of Language Access Services;
14. Require Office of Civic Engagement and Immigrant Affairs to prepare an investigation summary report of each investigation that will include findings and recommendation to address the issues raised, and to create and maintain a website for the posting of investigation summary reports; and
15. Delete the financial disclosure requirement for Immigrant Rights Commission members.